



## Licensing Committee – 18<sup>th</sup> April 2018

### Taxi Licensing Updates

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#### **Purpose of report**

To provide members with an update on taxi licensing matters.

#### **Attachments**

Appendix 1: Taxi Fare Full Equalities Impact Assessment

Appendix 2: Taxi Policy Equalities Impact Assessments (Sept 17 & Feb 18)

Appendix 3: Services offered by National Anti Fraud Network

Appendix 4: Pictures of wheelchair accessible vehicles

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#### **1.0 Background**

- 1.1 This report provides members with an update on taxi licensing activity over the last six months.

#### **2.0 Taxi Fare Increase**

- 2.1 In January 2017, the taxi trade requested a fare increase. On 4<sup>th</sup> September 2017, a report was taken to the Policy and Resources Committee recommending a staged approach to the fare increase. Following public consultation ending in December 2017, the issue was brought back to Policy and Resources Committee on the 12<sup>th</sup> February 2018. The result of the consultation was that respondents favoured a single staged fare increase which was approved by the committee. The fare increase will be implemented in April 2018 subject to the consideration of any objections following publication of the new fares in a local newspaper.

#### **3.0 Taxi Policy Consultation – Removal of the ‘Grandfather Rights’.**

- 3.1 In September 2017, a report was taken to Policy and Resources Committee in relation to proposed changes to the taxi policy which included removal of the ‘Grandfather Rights’ held by 36 Hackney Carriage vehicle plates. A consultation was approved by members which ended in December 2017.
- 3.2 There were four individual responses and a petition with 52 signatures which all focussed on the removal of the ‘Grandfather Rights’. On the 12<sup>th</sup> March, a report was taken to the Policy and Resources Committee which included the proposal to remove the ‘Grandfather Rights’. Four individuals, including the taxi trade and Hackney Carriage users, spoke during the meeting. The taxi trade asked that the decision be deferred to allow them to form a Taxi Trade Association. The Hackney Carriage users raised concerns regarding those with mobility issues who are not wheelchair users being able to easily get into and out of wheelchair accessible vehicles.
- 3.3 The effect of removing the ‘Grandfather Rights’ would be that all Hackney Carriages would need to be wheelchair accessible vehicles. Currently our policy is not a level playing field as those with the current ‘Grandfather Rights’ plates do not need to be wheelchair accessible vehicles. However other Hackney Carriage vehicles, of which there are currently four, are wheelchair accessible vehicles. Under Section 163 of the Equalities Act 2010, there is a legal requirement for all Hackney Carriage vehicles to be wheelchair accessible vehicles although this provision is yet to be enacted.

- 3.4 The decision of the committee was to defer the removal of 'Grandfather Rights'. Other issues raised during the meeting were:
- The provision of pictures of wheelchair accessible vehicles to aid decision making
  - Reference to a previous court judgement which could have a bearing on the decision
  - The term 'authorised officer' in Appendix E to be more clearly defined

This matter will be brought back to the Policy and Resources Committee for consideration at its June meeting.

- 3.5 Pictures of wheelchair accessible vehicles can be found in appendix 4.
- 3.6 In respect of the court judgement, this was the case of R v Manchester City Council, ex p Reid and McHugh 1989. Manchester City Council increased the size of its Hackney Carriage fleet by 100 vehicles imposing a condition that all vehicles were required to be London-style cabs and wheelchair accessible vehicles. The condition was challenged. At Judicial review it was held that a policy that all Hackney Carriage licences can only be granted to wheelchair accessible vehicles is lawful. By 1992 Manchester City Council had the first fleet of Hackney Carriages which were all wheelchair accessible and similar policies have now been adopted by many other Local Authorities across England.
- 3.7 The term authorised officer in Appendix E has now been amended to read 'authorised officer of the Council'. In respect of Appendix E this relates to the Enforcement of Penalty Points which under paragraph 12.1.4 the Taxi Licensing Policy can be administered by the Licensing Enforcement Officer, Health Protection Manager and Head of Environmental Services. Officers of the Council are authorised to enforce the legislation relating to the licensing of Hackney Carriage and Private Hire under the Councils Scheme of Delegation.

#### **4.0 Development of new National Taxi database.**

- 4.1 The Local Government Association has commissioned the development of a National database of Hackney Carriage and Private Hire Vehicle driver license refusals and revocations. The new database will allow councils to record details of where a driver's licence has been refused, revoked or suspended and allow local authorities to check new applicants. The database is being developed and hosted by the National Anti-Fraud Network (NAFN). This is a subscription based service providing a range of data and intelligence services. Annual corporate membership for 2018-19 is £1,050. The Council has subscribed to NAFN in the past however we stopped using the service in 2015. Information on the services offered by NAFN can be found in Appendix 3. The Revenues and Benefits department of the Council would benefit from us joining NAFN for the recovery of Council Tax, Business Rates and Housing benefit debts and also in supporting with investigations of Council Tax fraud. All other six Local Authorities in Northamptonshire have NAFN membership.

#### **5.0 Equality and Diversity Implications**

- 5.1 A full EIA (attached at Appendix 1) was undertaken in respect of the taxi fare increase. Whilst it may have a negative impact on those who are rurally isolated or on low incomes it is felt that the increase is reasonable as there has not been one for many years to cover increases in fuel and other costs.
- 5.2 In respect of the taxi policy consultation EIAs were carried out in September 2017, with the original report and in February 2018 following consultation. No negative impacts were identified and the assessments can be found in Appendix 2.

#### **6.0 Legal Implications**

- 6.1 There are no legal implications arising from the report.

## 7.0 Risk Management

7.1 There are no identified risks arising from the report.

## 8.0 Financial Implications

8.1 If the Council becomes a member of NAFN the cost for 2018-2019 would be £1,050. The cost has risen 5% on last year however remained unchanged the previous two years. NAFN is a not for profit organisation but the board must ensure costs are recovered.

## 9.0 Corporate Outcomes

9.1 The Corporate Outcomes affected by this report are:

- High Quality Service Delivery – by ensuring the taxi licensing regime meets the legislative requirements and by assisting those who require wheelchair accessible vehicles
- Knowledge of Customers and Communities – through listening to the requests of the taxi trade and consulting with the public

## 10.0 Recommendations

10.1 Members are recommended to:

- (i) Note the contents of the report; and
- (ii) Indicate whether they would like the Council to join NAFN

*(Reason: To seek members views on joining NAFN.)*

<b>Legal</b>	Power: Town and Police Clauses Act 1847, Local Government and Miscellaneous Provisions Act 1976.				
	Other considerations:				
<b>Background Papers:</b> P&R report September 2017 P&R report February 2018 P&R report March 2018					
<b>Person Originating Report:</b> Samantha Edmunds Environmental Protection Manager 01832 742030 sedmunds@east-northamptonshire.gov.uk					
<b>Date: 28<sup>th</sup> March 2018</b>					
<b>CFO</b>		<b>MO</b>		<b>CX</b>	



# Full Equality Impact Assessment

This form should be completed for any existing/proposed policy/function/project where the initial screening form indicates a significant impact on a specific group of individuals. It should be used whether the policy/function/project is aimed at external customers or internal staff, as equality policy applies to staffing/human resources issues as much as to external service delivery issues.

Please answer all questions/complete all sections.

If you conclude that there is a negative impact please consider what can be done to improve the equalities performance and minimise or remove the impact. This should be done using the 'Equality Impact Assessment Action Plan' table.

As a result of carrying out an Equality Impact Assessment (EIA), you will have checked that your policy/function/project does not have negative/adverse impacts in terms of Gender, Race, Disability, Age, Sexual Orientation, Marriage/Civil Partnership, Pregnancy/Maternity, Religion or Belief (equality target groups) or if it does you will have identified relevant actions needed to minimise or remove such impact and their likely resource implications.

**This is not simply a paper exercise – it is designed to make sure that your policy/function/project and service (development) is delivered fairly and effectively to all sections of our local community, and our employees.**

Please note that this EIA will be used to support decisions by members and should form part of papers/reports; therefore **your completed questionnaire may become a public document, along with other committee papers.**

The term 'Proposal' will be used throughout the form as a label for what is being assessed – a new policy, new service, new strategy or a change to an existing policy/service/strategy.

## 1. The Proposal being assessed

Title of proposal being assessed:	Increase in taxi fares, as requested by the trade						
What type of proposal is this an assessment of?	New Policy/Strategy	Policy/Strategy Change	New Service	Change to Service	Service removal	Project	Other
<i>Put a x in the correct box</i>		x					
<b>What are the aims and/or objectives of the proposal and the intended outcomes?</b> <i>If assessing the impact of a proposed change please describe the aims of the change, not the original policy/service</i>	The aim of this proposal is to ensure that the taxi trade is charging a reasonable fare to customers.						
<b>Who is intended to benefit from this proposal?</b>	The taxi trade - which requested the increase						
<b>Who are the main stakeholders in relation to the proposed proposal?</b>	Taxi Trade, members of the public who use taxis						
<b>How is the success of the proposal to be measured?</b>	n/a						
<b>Service Area/Team with responsibility for implementation of this proposal</b>	Environmental Services						
<b>Name and job title / role of person completing full Screening:</b>	Jenny Walker, Environmental Protection Manager						
<b>Date of completion:</b>	05/01/18						

*There is an expectation that information from research and from **consultation** should be used to inform your assessment and your decision making. A variety of data sources can be used, to provide an overview about the effect of proposed measures on groups of protected characteristics. If research and consultation has not already been undertaken and is planned for the future, please note that a re-assessment of the impact will need to be made when completed.*

<b>2. Data, Consultation Feedback and Analysis</b>	
<b>Source of Information</b> <i>e.g. statistics, demographics, indicators, partner data, consultation, surveys, customer complaints, audit recommendations and comments</i>	<b>Reasons for using this source</b>
There are no available statistics on the proportion of the population as a whole or a proportion of those who fall within any of the protected characteristic groups that use taxis.	
A consultation on the increases of fares was conducted. No comments on any inequalities were received.	Consultation and transparency.

Now complete the table below. It may be necessary to tick more than one impact box per row (e.g. a positive impact in the Age Category for older people, but negative for younger). Ensure the final column clearly explains why you indicated a positive/negative impact, with reference to evidence obtained, as listed in section 2, above.

3. Detailed Impact Assessment by Category				
Equality Group	Positive Impact	Negative Impact	Neutral Impact	Explanation and Evidence
<b>Gender:</b>				
Consider Women/Girls, Men/Boys, Transgender individuals.			X	The increase in fares applies to all regardless of gender.
<b>Sexual Orientation:</b>				
Consider, for instance: Lesbians, gay men and bisexuals Any other sexual orientation			x	The increase in fares applies to all regardless of sexual orientation.
<b>Race/Ethnicity:</b>				
Consider, for instance: • White British people, • White non-British people • Asian or Asian British people • Black or Black British people • Chinese people • People of mixed heritage • Travellers (Gypsy/Roma/Irish heritage) • People from any other ethnic groups • People who do not have English as their first language			x	The increase in fares applies to all regardless of race or ethnicity.

<b>Disability:</b>				
Physical impairment, e.g. mobility issues which mean using a wheelchair or crutches.			X	The increase in fares applies to all passengers. The fares are set and cannot be changed regardless of any additional assistance that may be needed to help with any form of disability. This is a part of the taxi licence conditions.
Sensory impairment, e.g. blind/having a serious visual impairment, deaf/having a serious hearing impairment.			X	
Mental health condition, e.g. depression or schizophrenia			X	
Learning disability/difficulty, e.g. Down's syndrome or dyslexia, or cognitive impairment such as autistic spectrum disorder			X	
Long-standing illness or health condition, e.g. cancer, HIV. Diabetes, chronic heart disease or epilepsy			X	
Other health problems or impairments ( <i>please specify if appropriate</i> )			X	
<b>Age:</b>				
Older People (60+)			X	The increase in fares applies to all regardless of age.
Children and Young People (see guidance for definition)			X	



<b>Religion/Belief:</b>				
Consider, for instance: <ul style="list-style-type: none"> <li>• Christian</li> <li>• Hindu</li> <li>• Muslim</li> <li>• Sikh</li> <li>• Buddhist</li> <li>• any other religion or belief (including holding no belief)</li> </ul>			x	The increase in fares applies to all regardless of religion.
<b>Other Potentially Affected Groups</b>				
Rural Isolation - People who live in rural areas e.g. isolated geographically, lack of internet access		x		There is a possibility that the increase in taxi fares may affect those in rural locations who use taxis as a form of transport. Due to the distances they would need to travel an increase may be more noticeable.
Socio-economic Exclusion – e.g. people who are on benefits, have low educational attainment, single parents, people living in poor quality housing, people who have poor access to services, the unemployed or any combination of these and the other protected strands		x		There is a possibility that the increase in taxi fares will have a negative impact on those who use them as a form of transport and may be on benefits or have limited funds.
Any other potentially affected groups ( <i>please specify</i> )				N/A

*Please list below an overall assessment of the impact of this proposal and how negative impacts can be minimise and positive ones maximised.*

<b>4. General assessment of impact on any group:</b>	
a) Does the proposal knowingly prevent us in any way from meeting our statutory equality duties under the 2010 Equality Act?	<i>Yes/No</i>
b) What is the level of impact?	<i>High/Medium/Low</i>
c) Summarise the likely negative impacts:	Small increase in expenditure for those who rely on taxis as a means of transportation.
d) Could you minimise or remove any negative impact that is of low significance?	Ensure that residents know about the 'Call Connect' Service as an alternative to taxis.
e) Could you improve a positive impact of the Service or Function?	<i>N/A</i>
f) If there is no evidence that the Service or Function promotes equality of opportunity or improved relations, could it be adapted so that it does?	<i>N/A</i>

*Now complete the action planning form, below, which will detail the changes that need to be made to this Service/policy/function to optimise compliance with our Equality Duty.*

# Equality Impact Assessment Action Plan

Action identified	Key activity	How will we know this has been achieved? (measures, milestones and dates)	Officer responsible	Quarterly progress update
Ensure that residents know about the 'Call Connect' Service as an alternative to taxis.	Discuss with Communication Teams as to best approach.	Article in relevant publications.	Jenny Walker	

This completed document should be shared with your line manager and with Corporate Support. When completed, this Full EIA will need to be attached as an Appendix to your Committee Report. The 'Equalities Implications' section of the report will need to refer to the EIA in the Appendix and to ask for the EIA to be taken into consideration when a decision is being made.

Title of proposal being assessed:	Amendment to the Taxi Policy - removal of Grandfather Rights
What type of proposal is this an assessment of?	Policy - Change
What are the aims and/or objectives of the proposal and the intended outcomes?	To remove the <b>grandfather rights</b> provision from the taxi policy to ensure that the hackney carriage vehicles licensed by the authority are wheelchair accessible <b>vehicles</b> in line with statutory guidance recommendations and future Equality Act 2010 requirements
Who is intended to benefit from this proposal?	Those residents and visitors with <b>disability</b> needs especially those who are wheelchair dependent
Who are the main stakeholders in relation to the proposal?	Taxi Licensing at ENC, Taxi Trade, members of the public
How is the success of the proposal to be measured?	We do not collect data on the use of taxis nor on the numbers of disabled residents and visitors <b>who use taxis</b> , therefore it will be <b>difficult</b> to measure the success
Name of person completing Initial Screening:	Jenny Walker
Job title / role of person completing Initial Screening:	Environmental Protection Manager
Date of Initial Assessment	15/02/2018

Instructions: For **every** category in column A, below, submit a positive, negative or neutral assessment by entering an **x** in the relevant cell. Add an explanation in the Reason box, where applicable, including a specification of any sub-group affected. There may be both a positive and negative impact for the same category (e.g. a policy may be positive for young children but negative for older people).

Equality Group	Positive Impact	Negative Impact	Neutral Impact	Explanation and Evidence (e.g. description of elements of the proposal, data held, consultation results, customer feedback)
<b>Gender:</b>				
Consider Women/Girls, Men/Boys, Transgender individuals.			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
<b>Sexual Orientation:</b>				
Consider, for instance: Lesbians, gay men and bisexuals Any other sexual orientation			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
<b>Race/Ethnicity:</b>				
Consider, for instance: • White British people, • White non-British people • Asian or Asian British people • Black or Black British people • Chinese people • People of mixed heritage • Travellers (Gypsy/Roma/Irish heritage) • People from any other ethnic groups • People who do not have English as their first language			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
<b>Disability:</b>				
Physical impairment, e.g mobility issues which mean using a wheelchair or crutches.	x			The policy change will ensure that all hackney carriages which are able to be flagged down on the street for hire will be wheelchair accessible. This prevents those who are in a wheelchair from having to book a specific vehicle in advance and will allow them to flag down a taxi like everyone else, knowing they will be accommodated appropriately. Consultation responses show that some with other mobility issues (non-wheelchair users) struggle with larger cabs and would prefer the saloon cars to remain hackneys. As saloon cars can be booked through private hire operators and members of the public can visit two operators in Rushden town centre rather than walking to a rank or call a taxi the proposed changes will not apply to this type of hire vehicle, we do not feel this places this particular group of individuals at a disadvantage.
Sensory impairment, e.g blind/having a serious visual impairment, deaf/having a serious hearing impairment.			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
Mental health condition, e.g depression or schizophrenia			x	
Learning disability/difficulty, e.g. Down's syndrome or dyslexia, or cognitive impairment such as autistic spectrum disorder			x	
Long-standing illness or health condition, e.g. cancer, HIV. Diabetes, chronic heart disease or epilepsy			x	
Other health problems or impairments (please specify if appropriate)			x	

<b>Marriage and Civil Partnership:</b>				
People in a Marriage or Civil Partnership			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
<b>Pregnancy and Maternity:</b>				
People who have just had a baby or who are pregnant.			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
<b>Age:</b>				
Older People (60+)			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
Children and Young People (see guidance for definition)			x	
<b>Religion/Belief:</b>				
Consider, for instance: <ul style="list-style-type: none"> <li>• Christian</li> <li>• Hindu</li> <li>• Muslim</li> <li>• Sikh</li> <li>• Buddhist</li> <li>• any other religion or belief (including holding no belief)</li> </ul>			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
<b>Other Potentially Affected Groups</b>				
Rural Isolation - People who live in rural areas e.g isolated geographically, lack of internet access			x	The policy changes and in particular the removal of the grandfather rights will not affect individuals in this group differently to the population as a whole
Socio-economic Exclusion – e.g. people who are on benefits, have low educational attainment, single parents, people living in poor quality housing, people who have poor access to services, the unemployed or any combination of these and the other protected strands			x	
Any other potentially affected groups ( <i>please specify</i> )			x	

## Initial Equalities Impact Assessment

Instructions: For **every** category in column A, submit a positive, negative or neutral assessment by entering an **x** in the relevant cell. Add an explanation in the Reason box, where applicable.

Equality Group	Positive Impact	Negative Impact	Neutral Impact	Reason
<b>Gender:</b>				
Women/Girls	X			The enhanced employment and security assessments required of every applicant for a licence reduces the safety risk of every member of society
Men/Boys	X			
Transgender people	X			
<b>Sexual Orientation:</b>				
Lesbians, gay men and bisexuals			X	The CSE and vulnerable people safeguarding requirements of the policy has not changed
<b>Race/Ethnicity:</b>				
White British people			X	The equalities requirements of the new policy has not changed from the previous policy
White non-British people (including Irish people)			X	
Asian or Asian British people			X	
Black or Black British people			X	
People of mixed heritage			X	
Chinese people			X	
Travellers (Gypsy/Roma/Irish heritage)			X	
People from other ethnic groups			X	
People who do not have English as their first language			X	
<b>Disability:</b>				
Physical impairment, e.g mobility issues which mean using a wheelchair or crutches.	X			The revised policy enhances the penalties for refusing to assist someone with a disability (as long as that disability is declared). The impact will be greater for the sensory or physical conditions due to changes of legal requirements
Sensory impairment, e.g blind/having a serious visual impairment, deaf/having a serious hearing impairment.	X			
Mental health condition, e.g depression or schizophrenia			X	
Learning disability/difficulty, e.g. Down's syndrome or dyslexia, or cognitive impairment such as autistic spectrum disorder			X	
Long-standing illness or health condition, e.g. cancer, HIV. Diabetes, chronic heart disease or epilepsy			X	

Other health problems or impairments ( <i>please specify if appropriate</i> )			X	
<b>Marriage and Civil Partnership:</b>				
People in a Marriage or Civil Partnership			X	No additional impact
<b>Pregnancy and Maternity:</b>				
People who have just had a baby or who are pregnant.	X			The revised policy enhances the penalties for refusing to assist someone in this condition
<b>Age:</b>				
Older People (60+)	X			The revised policy enhances the penalties for refusing to assist someone needing assistance
Children and Young People (see guidance for definition)	X			See points referred to above, and in the gender section
<b>Religion/Belief:</b>				
Christian			X	No additional impact
Buddhist			X	
Hindu			X	
Jewish			X	
Muslim			X	
Sikh			X	
Other religion (including holding no belief)			X	
<b>Other Potentially Affected Groups</b>				
Rural Isolation - People who live in rural areas e.g isolated geographically, lack of internet access			X	No additional impact
Socio-economic Exclusion – e.g. people who are on benefits, have low educational attainment, single parents, people living in poor quality housing, people who have poor access to services, the unemployed or any combination of these and the other protected strands			X	
Any other potentially affected groups ( <i>please specify</i> )				

# NAFN Data and Intelligence Services

## An Overview

Established in 1997 as the National Anti-Fraud Network, NAFN Data and Intelligence Services provide a range of services to support the work of local and public authorities throughout the United Kingdom. NAFN is widely recognised as provider of data and intelligence to local government, housing associations, NHS and government departments.

### Our Services

Our core data and intelligence service provides a secure, single point of contact to access a wide range of information providers using robust legal gateways and processes that meet the highest standard of legislative compliance.

- Regulation of Investigatory Powers Act 2000 (RIPA) Telecommunications Service
- Authorised Officer Services including Prevention of Social Housing Act 2013 (PoSHFA) and Council Tax Reduction Scheme Regulations 2013 (CTRS)
- Access to our overnight service for DVLA current vehicle keeper details
- Instant retrieval of credit reports including:

#### Callcredit ThreeSixty

- Exempted Trace
- Exempted Search
- Employee Check (with consent)
- Identity Check (with consent)
- Debtor Tracing

#### Equifax PSG

- Advance Searching
- Pre-Investigation Report
- List Residents
- Trace Person
- Identity Assurance (with consent)

- Access to consented data products
  - GB Connexus – advanced public domain and consented data searches provide detailed information about individuals
- Expert advice and guidance

### Coming Soon

We are in the process of adding a number of exciting new services to our range, providing greater access to data and intelligence than ever before:

- The LGA National Register of Taxi and PHV Revocations and Refusals
- The National ANPR (automatic number plate recognition) System
- Consented data directly via the NAFN website

### Looking Ahead

NAFN work closely with key partners and stakeholders including the Home Office, LGA, DVLA and the Investigatory Powers Commissioners' Office ensuring we are at the cutting edge of developments in legislation. We are constantly exploring opportunities to ensure that our members have access to the latest facilities in the fight against crime, fraud and error. These include:

- Intelligence Packs providing a suite of enquiries tailored to your investigation
- Connecting with Intelligence and Data hubs to develop and enhance intelligence sharing
- Collaboration and data sharing with information providers

To find out more about NAFN Data and Intelligence Services please contact [general@nafn.gov.uk](mailto:general@nafn.gov.uk).



# General Service

The General Service is the first point of contact for those looking to request data and intelligence either in the public domain or via a legal gateway (Data Protection Act 1998). We offer a comprehensive range of services from a wide range of information providers, all readily available at the touch of a button.

NAFN is a not-for-profit organisation and we negotiate the contracts so you don't have to, providing you with greater savings and freedom of choice .

All enquiries are processed via the secure NAFN website, and results returned via our online repository. Managers have full control over the delegation, review and authorisation process.

## Direct Access to Credit Reports

Online access to credit reference agencies for enquiries made in relation to the prevention and detection of crime, taxation, legal proceedings, debt recovery or with customer consent.

Callcredit ThreeSixty	Equifax PSG
Exempted Trace 85p Exempted Search 85p Debtor Tracing 85p Identity Check (with consent) 85p Employee Check (with consent) 85p	Advance Searching 49p Pre-Investigation Report 85p List Residents 85p Trace Person 85p Identity Assurance (with consent) 85p

## Other Credit Services Available

Callcredit	Equifax	Experian
CallValidate Batch Services	SPD Verification Tenancy Verification Route Two DBS ID Verification Batch Services	Investigator Online Citizenview Search by Address Batch Services

# Vehicle Enquiries

The DVLA **Vehicle Keeper Overnight Service** offers access to vehicle ownership records. It provides the current registered keeper of a vehicle along with their name and address.

The **Foreign Vehicle Enforcement Service** provides access to vehicle data held abroad. This facility makes available data held by many authorities in ten European countries and can be used for enquiries relating to investigations, enforcement and parking.

**Experian Autocheck** will tell you everything you need to know about a vehicle, revealing its full current status at a glance and providing a comprehensive insight into a vehicle's history, including finance, mileage readings, vehicle weight and any plate changes.

# Official Certificates

We can obtain a range of **Land Registry** current and historical documents relating to land and property ownership from England, Ireland, Scotland and Wales. This includes name searches to identify properties owned by an individual in a specified region or area.

We also provide access to the national and local **General Registry Office** to obtain copies of **Birth, Death and Marriage** certificates (including Civil Partnerships) as well as details of **Probate and Divorce**.

# Intelligence

NAFN acts as a central point for sharing intelligence between members. This includes:

- Regular dissemination of **Intelligence Alerts** advising of potential large scale frauds and issues affecting member organisations.
- Access to an **Intelligence Enquiry Service** allowing members to search for matches across our extensive database of data enquiries, intelligence alerts, and sanctions.
- Ability to **Data Matching** when submitting enquiries instantly checking the intelligence database.
- Access to **Consented Data** providing data and information held in the public domain. Searches often reveal email addresses, telephone numbers, dates of birth, cohabitants, business data, linked and forwarding addresses and social media profiles.

## Company and Directorship Information

We offer a range of basic and full company reports.

Subject to which report you choose they provide:

- Company details
- Corporate structure
- Directorship (past and present)
- Full financial data
- Payment profiles
- Risk analysis
- Details of any legal notices or Court Judgements
- Copies of accounts and annual returns.

## Other Enquiry Types

- **eBay** provides a complete transactional history for a two year period, including subscriber information and contact details.
- **PayPal** (*Trading Standards only*) provides subscriber details, transactional and complaint data.
- **Passport** provides copies of passport information held by an individual including photographs and application forms.
- **Immigration** provides an individual's current VISA status and rights to public funds.
- **Utility Data** provides the supplier at the address and details relating to the account holder, method of payment and usage.
- **Gumtree** provides account details of placed advertisements providing name, address, telephone number, email address and payment details.
- **TV licensing** provides account details including name, address and method of payment.

**\*\* Look out for our Roadshows in early 2018 \*\***

**Contact the NAFN team:**

**Email: [general@nafn.gov.uk](mailto:general@nafn.gov.uk)**

**Telephone: 0161 342 3480**



## Photographs of wheelchair accessible vehicles

There are currently four licenced wheelchair accessible Hackney Carriages of the three following types:

Peugeot Expert E7



Fiat Scudo



## Volkswagen Transporter Shuttle

