

Peer Review Summary

A peer review was requested by elected members following concerns raised some members of the trades. The review was on the November 2017 meeting agenda but Operators present requested a separate feedback session. The session was later arranged for 13 February 2018.

Over 4500 licensed members were written to in January 2018 inviting them to attend a 'drop in session' if they had any questions regarding the peer review. Over 100 people attended of which 98 booked in and 70 had a one-to-one meeting with an officer. The session was disrupted by a small number of the trade who were attempting to influence drivers to not book in or take part and this accounts for both those who did not book in and the difference between the 98 who booked in and the 70 who were seen by officers. This was inappropriate behaviour by a small number of people and is being addressed.

It became evident that less than half the people who engaged with officers had read or understood what the peer review was. Many did not know why they had chosen to attend the 'drop in' session and others tried to use the opportunity to ask questions about other topics, such as fees, parking, and old historic conditions but as these questions did not relate to the peer review they were not answered.

2 attendees on the day asked about the interviews that were conducted as part of the peer review process. Officers said they would ask for the notes from these.

Over 25% of people that engaged with officers made a point of saying thank you to officers for the big improvements that have already been made in the email system and the pre booking of appointments. Those drivers are delighted that their visits to the depot are reduced and they do not have to wait when they visit to collect their licences.