

How many reports/complaints regarding inappropriate behavior has Cambridge City Council received about City Council taxi drivers each year since 31/10/15 up until now. I would also like to ask what the varying nature of these complaints are and what is being done about them?

Attached is a spread sheet for complaints from 2014 to 2019.

The first tab of the spreadsheet provides the nature and numbers of complaints concerning licensed drivers that Cambridge City Council has received for the calendar years of 2014 through to 2018. Please note that for all complaints that we have been unable to class into conduct or driving complaints due to time constraints these have been labelled as 'Other'. The numbers provided will include complaints that Cambridge City Council has received concerning drivers with other licensing authorities.

The second tab provides the outcomes/actions taken against the abovementioned complaints. Please note that these figures will include the outcomes for non-driver complaints e.g. vehicle and operator, as we are unable to separate these out due to time constraints.

Cambridge City Council reserves the right to refuse requests for information where it can be evidenced that the cost to provide the information to the Council will be more than £450 (which calculates into 18 hours work). This is set out in section 12(1) of the Freedom of Information Act 2000.

Having reviewed the matter we estimate that in order to provide you with the information to: part b) of your request (mentioned above); expand upon the 'Other' category on the 'Nature of complaints' tab of the spreadsheet; and, provide the outcome of complaints for driver complaints only, referred to on the 'Action' tab of the spreadsheet, will exceed the cost/time allowance. This work would mean accessing every taxi/private hire driver complaint worksheet on our computer database for the calendar years of 2014 through to 2018.

Further queries on this matter should be directed to foi@cambridge.gov.uk

Nature of complaint	2014	2015	2016	2017	2018	2019
Poor conduct	12	44	23	39	114	102
Poor driving	1	4	67	45	51	48
Other*	156	122	90	72	65	6
TOTAL FOR YEAR	169	170	180	156	230	156

*'Other' represents a mixture of complaints of different natures that we are unable to discern between in the time allowed

Outcome/action taken*	2014	2015	2016	2017	2018
Task completed	27	5	8	5	10
Interview	5	5	4	0	3
Revocation	2	0	3	6	2
Suspension	0	0	0	0	1
No further action	53	28	50	26	27
Standard letter	46	36	50	51	56
Verbal advice/assistance	57	67	44	59	67
Warning letter	23	10	10	29	57

* The figures above will include the outcomes for other types of taxi/private hire complaints as we have been unable to filter out all non-driver complaints in the time allowed