

Taxi Licensing and Compliance Quality Policy

Issue Date:	September 2025
Review Date:	September 2026
Version Number:	1

You can get this information in large print, braille, audio or in another language by calling 01902 551155 or emailing translations@wolverhampton.gov.uk

1. Document Control

Version	Date Modified	Summary of Change	Author/Modified by
V1	03 September 2025	Document created.	Greg Bickerdike Alison Johnston Rebecca Bowater

2. Introduction

- 2.1 City of Wolverhampton Council is committed to maintaining high standards in taxi licensing. Ensuring public safety remains our highest priority, and we continuously strive to enhance our procedures to safeguard the community. The Council is a **customer first organisation** and believe that the needs of our residents are our top priority.
- 2.2 We are committed to:
- enhancing customer satisfaction.
 - the continual improvement of our Quality Management System (QMS).
 - achieving accredited ISO 9001 certification through co-operation, motivation and effective collaboration with all our interested parties. This will ensure consistency, continual improvement and confidence/trust in our processes to deliver products and services to requirements.
- 2.3 This document links to the Quality Assurance Strategy, Taxi Licensing Service Delivery Plan and the Council's Customer Experience Strategy.

3. Quality Objectives

City of Wolverhampton Council Taxi Licensing and Compliance is committed to:

- 3.1 Understanding the needs of our customers and achieving customer satisfaction through our QMS, which will be controlled to meet or exceed the requirements of ISO:9001.
- 3.2 Putting our customers first by improving the quality of our services and our customers' experience of them. Encouraging all customers to be involved in the decisions that we make and in the development of our services.

- 3.3 The **Seven Quality Management Principles (QMPs)** that form the backbone of ISO 9001:2015 - customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, relationship management.
- 3.4 Continual improvement and innovation of our service, QMS, systems and processes through quality assurance activities outlined in our Quality Assurance Cycle.
- 3.5 Developing staff competencies, creativity, empowerment and accountability through **highly effective training** and Officer Voice activities, to ensure all Taxi Licensing staff are aware of their individual contribution to the success and commitment of quality
- 3.6 Adhering to statutory/regulatory requirements, and best practice, to enable the provision of safe, accessible, available, and affordable services that meet the wide range of passenger needs by a thriving trade.
- 3.7 Managing our environmental responsibilities, with the aim to reduce environmental impact, comply with regulations, and continually improve performance.
- 3.8 These will be reviewed at top management meetings with Quality Assurance.

4. Policy Review

- 4.1 This policy will be reviewed annually, and in response to Service Plan/QMS, policy changes as required and to ensure it remains fit for purpose, whilst aligning to our corporate priorities and plans.

Signed:

G. Bickerdike

Greg Bickerdike
Head of Licensing – City of Wolverhampton Council

Date: 30 September 2025