



NOTICE OF MEETING

Meeting:	Licensing Committee
Date and Time:	Tuesday, 6 August 2019 at 7.00 pm
Place:	Council Chamber, Civic Offices, Fleet
Telephone Enquiries to:	Sabrina Cranny, 01252 774131 committeeservices@hart.gov.uk
Members:	Butler (Chairman), Clarke, Collings, Crisp, Delaney, Farmer, Harward, Kennett, Tomlinson, Wildsmith, Wright

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

**COPIES OF THIS AGENDA ARE AVAILABLE IN LARGE PRINT
AND BRAILLE ON REQUEST**

- 1 At the start of the meeting, the Lead Officer will confirm the Fire Evacuation Procedure.**
- 2 The Chairman will announce that this meeting may be recorded and that anyone remaining at the meeting has provided their consent to any such recording – please see our protocol on [Attending and Reporting Meetings](#).**

I MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 4 June 2019 are attached for confirmation and signature as a correct record. **Paper A**

2 APOLOGIES FOR ABSENCE

3 DECLARATIONS OF INTEREST

To declare disclosable pecuniary, and any other, interests.

4 CHAIRMAN'S ANNOUNCEMENTS

5 SHARED LICENSING SERVICE 2019 TO 2024: PROPOSED VISION

The purpose of the report is to seek Committee's approval to the proposed Vision for the Shared Basingstoke & Deane/Hart Licensing Service (SLS). The matters relate only to the proposed Vision for the SLS and potential Key Performance Indications (along with a timetable for implementation) which will then be used to complement the current SLS Deed. **Paper B**

RECOMMENDATION

That the Shared Licensing Service Vision, Objectives, Key Performance Indicators and Timetable document attached at Appendix I be agreed.

Date of Despatch: 25 June 2019

The Human Rights Act 1998 (the Act) has incorporated part of the European Convention on Human Rights into English Law. Any recommendations, either to take or not to take enforcement action, have been assessed to make sure that the decision is compatible with the Act. If there is a potential conflict, this will be highlighted in the individual report on the relevant item.

LICENSING COMMITTEE

Date and Time: Tuesday, 4 June 2019 at 7pm

Place: Council Chamber, Civic Offices, Fleet

Present:

COUNCILLORS

Butler (Chairman), Clarke, Collings, Delaney, Farmer, Harward, Kennett, Tomlinson, Wildsmith, Wright

Officers:

Sophy Brough	Interim Licensing Team Leader
Angela Semowo	Licensing Officer
Debbie Berry	Basingstoke Shared Legal Services
Alison Cottrell	Committee Services

1 ELECTION OF VICE CHAIRMAN

Councillor Kennett was elected as Vice Chairman for the year 2019/20.

2 MINUTES OF THE PREVIOUS MEETING

Councillor Kennett asked that the reference to 'cost savings' on page 15 of the draft minutes be removed and that the penultimate point be amended to read 'members complained that they had not been informed of any proposal of any change to the shared licensing service although implementation of the shared licensing vision had been going on for three months'. This was unanimously supported by those Councillors present, and subject to those changes, the minutes of the meeting held on 2 April 2019 were confirmed and signed as a correct record.

3 APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillor Crisp.

4 DECLARATIONS OF INTEREST

None declared.

5 CHAIRMAN'S ANNOUNCEMENTS

None.

6 SHARED LICENSING SERVICE UPDATE

Members were informed of the current position of the shared licensing service, updated on the current activities of the Licensing team in Hart DC and on progress of the revised Taxi policy before consultation commences.

Members considered two changes to the proposed Taxi policy namely:

- That on page 12 there are 5 options in relation to the age of vehicles that will go out to consultation.
- That on page 16 consideration be given to the standardisation of livery or roof box appearance – and that this will go out to consultation.

Members also discussed:

- The proposed penalty points scheme detailed on page 64 of the draft policy which would be a change in the way in which enforcement had previously been addressed.
- The way in which any proposed changes would be implemented following the consultation; that some changes would be immediate and others would have a time frame for compliance.
- That it was hoped that the consultation would commence on 5 June 2019.
- The period of time from ending the consultation and being able to bring the policy back to Licensing Committee.
- The new laws on emissions and the use of cleaner vehicles.

Shared Service Update

Members were informed that the Shared Service Licensing Vision was going to Overview and Scrutiny on the 18 June 2019 and members would be further updated following that Committee.

Enforcement Night – 14 June 2019

Members were advised that an Enforcement Night was planned for the 14 June 2019 and that the focus would be on the Licensing Act 2003 and going into premises. The Licensing Officers advised that if any members were interested in going along, they could take two people and to contact Officers to make the necessary arrangements.

Taxi Marshalls

The Police and Safer North Hampshire had requested a meeting to consider Taxi Marshalls operating outside of Moo Moos. A meeting was taking place on the 21 June 2019 to look at this and discuss possible training. Any budget for this would come from the Police and Safer North Hampshire in the first instance. If the Council is required to pay for the scheme, the cost would have to come out of driver fees and the Council would need to go out to tender. It was felt that Marshalls would deal with some of the issues being experienced at present (prevention of fights and drivers refusing to take short fares) and would ensure that all taxis were behaving. Members were advised that Marshalls are usually SIA trained and would operate outside of the club until 4 am in the morning.

Enforcement Action

Enforcement action in Hartley Wintney was progressing with a review application expected from the Home Office. Members were advised that a supporting report would be written when the review came in.

Members were also advised that licensed premises in Blackwater were being investigated with interviews under caution being arranged. Members would be advised of the outcome in due course.

Gambling Policy

Members were advised that a review of the Gambling Policy was due by the end of the year, but that changes were expected to be minimal. It was also noted that a more comprehensive fee review would take place in 2020.

DECISION

That the consultation version of the Taxi policy be approved.

The meeting closed at 7.40 pm

LICENSING COMMITTEE

DATE OF MEETING: 6 AUGUST 2019

**TITLE OF REPORT: SHARED LICENSING SERVICE 2019 TO 2024:
PROPOSED VISION**

Report of: Licensing Services Manager

Cabinet member: Councillor Sara Kinnell, Regulatory

I PURPOSE OF REPORT

- 1.1 The purpose of the report is to seek Committee's approval to the proposed Vision for the Shared Basingstoke & Deane/Hart Licensing Service (SLS). The matters relate only to the proposed Vision for the SLS and potential Key Performance Indications (along with a timetable for implementation) which will then be used to complement the current SLS Deed.

2 OFFICER RECOMMENDATION

- 2.1 That the Shared Licensing Service Vision, Objectives, Key Performance Indicators and Timetable document attached at Appendix I be agreed.

3 BACKGROUND

- 3.1 Shared services offers a cost-effective, efficient and consistent platform for service delivery. Put in simple terms the expected outcome is services offered at a lower cost with an equal or better service level. They also greatly help with resilience, particularly in small authorities such as Hart. However, if not done properly they can increase costs, add complexity and even slow internal processes and service delivery.
- 3.2 The SLS with Basingstoke & Deane BC commenced in July 2015. The Deed agreed at the time only set out the legal terms of engagement. It contained no reference to any vision or objectives for the new Service and neither did it seek to integrate service delivery, standardise delivery and policy, improve customer experience, or drive down costs. Key Performance Indicators were not identified either.
- 3.3 Upon reflection this has highlighted the need to provide a more integrated service to avoid the danger of perpetuating the continuation of two separate, under resourced, and uncoordinated service delivery models. Fault lines within the current delivery model have resulted in errors and pressure on scarce staff resources. Whilst there has been no service failure it nevertheless results in a challenging and inefficient working environment for both staff and users. Therefore, to gain the maximum benefit from the arrangement there needs to be a very clear vision for the SLS, including the standardisation of process and approach to policy. Within the Hart context there also needs to be greater investment in the

digitalisation of the service which lags well behind the Basingstoke position. The majority of Hart transactions require manual double entry transfer from hard copy to administrative systems.

- 3.4 Over past months there has been a series of discussions with a view to creating a single SLS Vision document. There is no proposal to change the actual Deed itself, rather the Deed will be supplemented by the new Vision objectives. Adoption of the Vision also allows a series of coordinated proposals to be drafted relating to standardisation of policy and procedure, and service delivery, along with Key Performance Indicators for approval by Licensing Committee. Both Councils will however still remain as separate Licensing Authorities with each authority running its own Committees and, but reflecting local differences where essential.
- 3.5 There has been extensive consultation with all the staff in the Licensing team and no staff will be adversely affected by these proposals. This is was in line with the Portfolio Holder's February 2019 announcement to Council.
- 3.6 Overview and Scrutiny Committee in June considered the draft Vision for the SLS and recommends to Licensing Committee that it should be adopted.

4 CONSIDERATIONS

- 4.1 The development of the SLS will see more joint branding of policies and communications including email addresses. It will also allow the rationalisation of resources to deliver a collocated licensing services comprising as single team, aligned to improve resilience (no staff changes are proposed). Licensing enforcement staff will also adopt flexible working practices to facilitate the most effective use of staff time when carrying out enforcement visits. This will increase frontline enforcement whilst minimising travel time and mileage and thereby minimises the impact on the environment of operational activities.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no immediate financial implications as the cost specified in the Deed is already set and are not materially changing. However, over time costs should come down and this is reflected in both the existing Deed and the proposed Vision.

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APPENDICES

Appendix I – Shared Licensing Service Vision

Hart District Council and Basingstoke and Deane Borough Council Shared Licensing Service: 2019 to 2024

Shared Vision:

- 1) Single team, aligned to improve resilience (no staff changes are proposed and the capability to work across two sites will be maintained)
- 2) All staff with generic skill sets and core competencies
- 3) One electronic system but separate data sets (to be kept under review but ultimately, subject to resources and a business case, the two data sets are to be co-joined)
- 4) Single set of procedures and processes
- 5) Single set of service standards/KPIs and reporting mechanism
- 6) Harmonised policies but reflecting local differences where essential.
- 7) Outputs and communications with joint branding
- 8) Shift to electronic application and electronic responses to maximise efficiency and user convenience
- 9) Review and enhance websites to share content and provide improved access to information and applications
- 10) Promotion of flexible/remote working arrangements to improve staff efficiency
- 11) Structured management oversight with monthly reporting and monitoring

Benefits:

- 1) Better information and guidance for service users and interested parties through enhanced websites
- 2) Online applications: User convenience, reduced processing times, reduced processing costs
- 3) Structured appointments for face to face contacts
- 4) Reduced direct telephone contacts
- 5) Lower fees for Taxi drivers and operators
- 6) Single fees and charges setting process
- 7) Standardised assessment and training of licensed drivers with regard to safeguarding, customer care and safety
- 8) Increased number of planned inspections of licensed premises and vehicles
- 9) Reduced officer time on policy development and processing through the democratic process

Draft Project Timetable

May 2019

Start baseline data and new KPIs

June 2019

Hart Overview and Scrutiny Committee
Meeting with Portfolio holder and Chair of Licensing

July 2019

Meeting Hart IT team to discuss LLPG, data transfer and corporate identity issues
Advertise for data entry clerk
Meetings of IT staff from IDOX, B&DBC and HDC

August 2019

Licensing committee meeting to discuss SLS arrangements
System configuration and testing
Communications with licensed drivers
Reorganise IT in B&DBC Licensing area

Sept 2019

Data entry clerk start
Communications with licensed drivers

Oct 2019

Communications with licensed drivers
Data cleansing and links to gazetteer
Hart based Licensing staff collocated to B&DBC

Nov 2019

Data cleansing and links to gazetteer

Jan 2020 – June 2020

Installation of software/servers at B&DBC

July 2020

Data checking and correction

August 2020

Data checking and correction

September 2020

Data sign off

October 2020

Uniform system at Hart is switched off

Hart DC Key Performance Indicator Data: June 2019

Total of all applications received: 91

Application Type	Σ valid appls rec	% meeting KPI	KPI measure	comments
New TX Driver	5	100%	10 working days	
TX Driver renewal	12	100%	10 working days	
TX Vehicle New	9	100%	10 working days	
TX Vehicle Renewal	3	33%	10 working days	If a valid application is received a number of weeks before a vehicle is due to be renewed, the procedure may not be finalised until closer to the date the vehicle is due to be expired to ensure higher priority applications are attended to first.
TX Operator New	1	100%	10 working days	
TX Operator Renewal	0		10 working days	
TENS	12	100%	1 working day	
LA2003 Transfers	1	100%	2 working days	
LA2003 New Premises	0		5 working days	(decided in calendar month not received)
LA2003 Minor Variation	0	100%	5 working days	
GA2005 New Premises	0		5 working days	
GA2005 Variation	0		5 working days	
Small Society lottery	0	100%	5 working days	
Street Collection	1	100%	10 working days	
Street Trader New/Renewal	0		28 working days	
Hearings	0		No. per months	
Objections to Street trading	0		No. per month	
Taxi hearings	0		No. per month	Under current policy goes to Mags court
Complaints	3	100%	Acknowledged in 2 working days	

LICENSING COMMITTEE

Date and Time: Tuesday, 6 August 2019 at 7pm

Place: Council Chamber, Civic Offices, Fleet

Present:

COUNCILLORS

Butler (Chairman), Clarke, Crisp, Farmer, Harward, Wildsmith

Officers:

Robert Draper	Shared Licensing Manager
Sophy Brough	Interim Licensing Team Leader
Louise Misselbrook	Basingstoke Shared Legal Services
Gill Chapman	Committee Services
Sabrina Cranny	Committee Services

7 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 4 June 2019 were confirmed and signed as a correct record.

8 APOLOGIES FOR ABSENCE

Apologies received from Councillor Delaney, Councillor Kennett, and Councillor Tomlinson.

9 DECLARATIONS OF INTEREST

None declared.

10 CHAIRMAN'S ANNOUNCEMENTS

None.

11 SHARED LICENSING SERVICE 2019 TO 2024: PROPOSED VISION

Licensing Committee's approval to the proposed Vision for the Shared Basingstoke & Deane/Hart Licensing Service (SLS) was sought. The matters related only to the proposed Vision for the SLS and potential Key Performance Indications (along with a timetable for implementation) which would then be used to complement the current SLS Deed.

There was a discussion around the three employees moving from Hart to Basingstoke from October 2019. The employees are satisfied with the changes. There is a two year transitional package and excess mileage can be claimed between the two offices.

Consequently Basingstoke and Deane will deliver the service from Basingstoke. Drivers will be instructed to go to Basingstoke to renew passes and badges, and eventually will access the service electronically.

Members asked for clarification on the following:

- The data sets from Hart and Basingstoke can still be considered separately as Hart data will continue to have a unique identifier from Basingstoke data both of which can be readily extracted from the system.
- A Data entry clerk will be appointed for the data transfer for one year. Hart also has a resource to help with data input.
- The Hart IDOX system will be switched off in October 2020. The aim is for all data to be transferred by this date.
- The Hart License IDOX system is an annual contract and will be renewed for one more year.
- The savings made will be passed back to the drivers as there is a Legal obligation to only charge the drivers what it costs us as the local authority.
- This version of the Vision has been approved by the Overview & Scrutiny Committee with no great changes overall.
- There is no adverse reaction from drivers.

DECISION

That the Shared Licensing Service Vision, Objectives, Key Performance Indicators and Timetable be agreed.

The meeting closed at 7.32pm.