



DISTRICT COUNCIL

Despatched: 02.06.15

LICENSING COMMITTEE

10 June 2015 at 6.00 pm

Conference Room, Argyle Road, Sevenoaks

AGENDA

Membership:

Chairman: Cllr. Mrs. Morris Vice-Chairman: Cllr. Clark

Cllrs. Abraham, Cooke, Esler, Kelly, Lake, McArthur, Parkin, Pett, Purves, Raikes and Scholey

	<u>Pages</u>	<u>Contact</u>
Apologies for Absence		
1. Minutes To agree the Minutes of the meeting of the Committee held on 19 March 2015, and of the Licensing Hearings held on 23 March 2015 and 13 April 2015 as a correct record.	(Pages 1 - 2)	
2. Declarations of Interest Any interests not already registered		
3. Actions from the previous meeting (if any)		
4. Appointments to Licensing Hearing Sub Committees	(Pages 3 - 4)	Charlotte Sinclair Tel: 01732 227165
5. Update of Licensing Partnership for 2015/16	(Pages 5 - 30)	Claire Perry Tel: 01732 227325
6. Report regarding the implications for the Licensing Partnership following the Report of Inspection of Rotherham Metropolitan Borough Council by Louise Cassey CB	(Pages 31 - 42)	Claire Perry Tel: 01732 227325

EXEMPT ITEMS

(At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.)

To assist in the speedy and efficient despatch of business, Members wishing to obtain factual information on items included on the Agenda are asked to enquire of the appropriate Contact Officer named on a report prior to the day of the meeting.

Should you require a copy of this agenda or any of the reports listed on it in another format please do not hesitate to contact the Democratic Services Team as set out below.

For any other queries concerning this agenda or the meeting please contact:

The Democratic Services Team (01732 227241)

LICENSING COMMITTEE

Minutes of the meeting held on 19 March 2015 commencing at 6.00 pm

Present: Cllr. Clark (Vice Chairman in the Chair)

Cllrs. Abraham, Cooke, Clark, Mrs. George, Orridge, Mrs. Parkin and Pett

Apologies for absence were received from Cllrs. Bosley and Mrs. Morris

Cllr. Clark in the Chair

19. Minutes

Members noted that an appeal had been made against the decision taken at the Licensing Hearing on 2 February 2015.

Resolved: That the Minutes of the meeting of the Licensing Committee held on 2 February 2015 subject to Minute 17 paragraph 2 line 6 being amended to read, 'include the word normally' and of the Sub-Committee held on 2 February 2015 be approved and signed by the Chairman as a correct record.

20. Declarations of interest

No additional declarations of interest were made.

21. Actions from the previous meeting

There were no actions.

22. Hackney Carriage and Private Hire Licensing: Licence Fees 2015/16

The Licensing Partnership Manager presented a report which detailed the list of fees and associated costs for licences in respect of hackney carriage drivers and vehicles and private hire drivers, vehicles and operators. The taxi licensing services were required to be self-financing and the proposed increases to fees would ensure that this was maintained.

A consultation email was sent to Hackney Carriage proprietors and drivers and Private Hire proprietors, operators and drivers where an email address had been provided. A notice was also placed on the Council's website. Following the 28 day consultation period 2 responses were received.

Public Sector Equality Duty

Members noted that there were no adverse equality impacts arising from the report.

Resolved: that the list of fees and associated costs for licences in respect of hackney carriage drivers and vehicles and private hire drivers, vehicles and

Agenda Item 1

Licensing Committee - Thursday, 19 March 2015

operators be varied as set out in paragraph 4 of the report be implemented from 1 April 2015.

THE MEETING WAS CONCLUDED AT 6.07 PM

CHAIRMAN

APPOINTMENTS TO LICENSING HEARING SUB-COMMITTEES

Licensing Committee – 10 June 2015

Report of Chief Officer Legal and Governance

Status: For Decision

Key Decision: No

Portfolio Holder Cllr. Firth

Contact Officer(s) Charlotte Sinclair Ext. 7165

Recommendation to Licensing Committee: That the memberships of the Licensing Sub-Committees as set out in paragraph 6 below be approved.

Reason for recommendation: to comply with Part 8 of the Constitution.

Introduction and Background

- 1 Since 21 May 2009 the Committee has adopted emerging best practice in arranging the Licensing Committee into fixed pools of 3 Members who can be appointed, when necessary, for hearings. This arrangement is set out in the Committee's terms of reference.
- 2 Although the Committee is allotted into these groups of 3, any Member of the Committee is allowed to act as a substitute for any other. Substitutions are the responsibility of the Members concerned and should be notified to the Democratic Services Team at least one hour prior to the hearing.
- 3 At its meeting held on 26 June 2013 the Committee indicated that one additional Member should be put on "standby" for each Hearing in case a substitute is needed at relatively short notice. For administrative purposes this Member was to be selected informally by the Democratic Services Team.
- 4 The process has an aim of stressing that Members of the Committee sit on preferably an approximately equal number of hearings across the municipal year.

Proposed Memberships

- 5 The proposed memberships for the Sub-Committees are set out below:

Sub-Committee A – Cllrs. Clark, Esler and Kelly

Sub-Committee B – Cllrs. Pett, McArthur and Raikes

Sub-Committee C – Cllrs. Mrs Parkin, Scholey, and Lake

Agenda Item 4

Sub-Committee D – Cllrs. Abraham, and Cooke, and Purves

Cllr. Mrs Morris to be a floating Member

Any member of the Licensing Committee may act as a substitute on any of the Licensing Sub-Committees. However the Democratic Services Team would aim to select a Member to act as reserve attendee for each hearing in case of non-attendance.

Key Implications

Financial

None directly arising from this report.

Legal Implications and Risk Assessment Statement

The recommendation is in line with best practice and is to comply with the Committee's terms of reference.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Appendices

None

Background Papers:

[Previous reports to Committee and Annual Council Papers](#)

Christine Nuttall

Chief Officer for Legal and Governance

LICENSING PARTNERSHIP UPDATE REPORT 2015

Licensing Committee – 30 September

Report of Chief Officer Environmental and Operational Services

Status: For Information

Key Decision: No

Executive Summary:

The Council is a member of a partnership with Maidstone and Tunbridge Wells Borough Councils which provides line management responsibilities to their respective licensing enforcement teams and an administration team at Sevenoaks to carry out the processing of licence applications and representations.

This arrangement provides each council with sovereignty over its policies and decision making processes whilst operating within a partnership that gives service resilience and capacity to deal with the fluctuating demands on the service through the year.

This report is a follow up to the report that was presented to the Licensing Committee on 30th April 2014.

This report supports the Key Aim of safe communities and effective management of Council Resources.

Portfolio Holder Cllr. Firth (Legal and Democratic)

Contact Officer(s) Mrs. Claire Perry 7325/07970 731616

Recommendation to Licensing Committee:

To note the report and to recommend that at an update on the Licensing Partnership is brought before the Licensing Committee annually at this time in the municipal year.

Introduction and Background

- 1 In 2009 it was agreed that both the line management and administration of the Council's licensing processes would be undertaken in partnership with Tunbridge Wells Borough Council (TWBC) and Maidstone Borough Council (MBC). It was agreed that the administrative team processing licensing applications would be based at the offices of SDC with Licensing Officers continuing to be based at each council.
- 2 Each council retained responsibility for setting its licensing policies, enforcement strategies and decision making at Sub and Full Licensing committees. Claire Perry,

Agenda Item 5

the shared Licensing Partnership Manager, has line management responsibility for the operation of the administration team and the licensing officers of the three councils.

- 3 In January 2010 the new Licensing Partnership took effect and the back office functions started to be transferred to the administration hub based at SDC. The administration hub uses a single database to maintain the licensing records for the three authorities. The database structure enables reporting to be carried out on an individual authority basis and allows for the variances that still exist in the policies and procedures of the three authorities.
- 4 The Partnership is governed by an agreement made between the three councils and the Chief Officer/Heads of Service responsible for licensing at their respective authorities meet regularly as a Licensing Partnership Board to oversee performance and the direction of the Partnership. John Littlemore, Head of Housing and Community at Maidstone is currently the chair of the Licensing Partnership Board.

2014 - 2015 Performance report

- 5 As a result of the continued improvement in service delivery the targets for all the taxi and private hire performance indicators were increased from 75% to 90%.
- 6 In addition to this the processing target time for drivers and operator licences was decreased from 30 working days to 10 working days to speed up delivery of the service to the customer.
- 7 These improvements were challenging but the team performed very well achieving an excellent performance. The performance for each authority within the Licensing Partnership and the overall performance of the Licensing Partnership is shown in Appendix A.
- 8 Performance indicators which were not met were:
 - a) Sevenoaks District Council - Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) 85.71% where the target was 95%. 1 application was missed in the year but as the number of applications received that year was also low this had a significant impact of the performance figures. Measures have been implemented to reduce the likelihood of a recurrence.
 - b) Maidstone Borough Council - Length of time from validation to issue of PHO licence (MPI) - within 10 working days 84.27% where the target was 90%. The reason this performance indicator was missed was principally due to an administrative error in July when the wrong target date was entered on the Administration Team's worksheet. By the time the error was identified the targets had been missed for 5 applications. Measures were put in place to address this issue and only 2 applications were missed in the remaining 8 months.
 - c) Maidstone Borough Council - Premises licensing compliance visits 178 were carried out where the target was 180. This was principally due to the

Licensing Officer position being vacant from March 2014 – July 2014. During this period there were no compliance visits carried out. Therefore, it demonstrates the excellent performance of the officers at Maidstone that they only fell 2 short of the annual target.

- d) Tunbridge Wells Borough Council - Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) 92% where the target was 95%. 2 applications were missed in the year. Both of these applications resulted in a hearing which had an impact in issuing the licences.

All the other performance indicators were achieved last year with extremely high achievement figures.

Premises continue to be risk assessed following a visit to ensure that the Licensing Partnership is not placing an undue burden on businesses. By carrying out a risk assessment the premises fall into a category, according to the risk posed by their types of licensing activity, type of premises, number of complaints about the premises and the confidence in the management at the premises. This category will then determine the frequency of future visits. This frequency will only change if there have been complaints about the premises in which case a visit may be made or if there have been changes at the premises such as personnel, changes in activities/conditions/layout etc. Again the premises may be visited.

Key activities in the last six months and progress regarding previous service objectives

10. Over 3,775 applications under the various licensing regimes have been received and processed within the last year.
11. There have been 2 Licensing Act sub-committee hearings at Sevenoaks District Council.
12. Two Hackney Carriage drivers have been suspended, 1 revoked. One Hackney Carriage vehicle has been suspended.
13. During the last 12 months more online forms have been brought into use. The Licensing Partnership engaged the services of Victoria Forms, an online form provider in the autumn of 2013. Officers have been working closely with Victoria Forms to integrate the online forms with the back office software used by the Licensing Partnership. This means, that wherever possible, the online forms once completed and submitted drop the information provided by the customer into the fields within the database. This negates the need for dual key entry.
 - a) In April 2015 118 out of 135 TENs were given online which is 87.4% our highest figure to date.
 - b) In addition we are now receiving online applications for
 - new Personal licences,
 - renewal of Personal licences,
 - change of details for Personal licences,

Agenda Item 5

- taxis vehicles,
 - taxi drivers,
 - taxi operators,
 - designated premises supervisor variations
 - transfer of premises licences and
 - the latest online form new lottery registrations.
- c) There are 11 forms currently in various stages of testing and these will come online within the next 2 – 6 months.
- d) Following these 11 there are approximately another 10 forms to test and bring online which we hope to do within this financial year.
- e) There is a survey form which the customer may complete upon submission of their application form. The feedback that is received from customers is used to improve the forms and develop them further.
14. Continuing with the actions identified in the Customer Insight toolkit action plan (developed with the assistance of the Business Delivery Unit from Tunbridge Wells Borough Council) the Licensing Partnership is working with the IT Department at Sevenoaks District Council to change the method in which we notify taxis licensees that their licence is due for renewal or there is an action that is required in conjunction with their licence.
15. Currently the Administration Team send out weekly reminder letters and renewal documents in the post. On some weeks this can be up to 80 letters and is usually in excess of 30 letters. This will be replaced with an email notification advising the customer that they need to renew their application and it will provide them with a link to the appropriate web page on the website. This will encourage our customers to use the online application forms. However, there will still be the ability for customers to download the forms from the web pages should they wish to submit applications in a hard copy format.
16. The Licensing Partnership will also review the need to provide original documentation with applications to renew and will seek to amend the individual policies to permit this.
17. During 2014/15 the cost of the Licensing Partnership to the three authorities was reduced by £30,000 to £318,000. For 2015/16 the cost for the three partners has remained at this level.
18. Every year we issue just under 1,500 invoices for payments due to the Licensing Partnership. We have continued with the project in recovery of outstanding annual fees and have issued suspension notices for those payments that have not been paid.
19. We have implemented our Document Retention Policy for the Licensing Partnership to assist us in moving towards a 'paper-less' office environment. The team based at Sevenoaks District Council are currently working through all the existing files to strip them down to conform with the Document Retention Policy. The Administration Team have also been scanning the premises files held at

Tunbridge Wells so that all the historic documents contained in these files are available electronically to all members of the Licensing Partnership.

20. The Administration Team working on behalf of the three authority partners processed 6,193 tasks which included the processing and issuing of licences.
21. The Licensing Partnership continues to provide 4 weeks of valuable work experience at the Hub for people sent from the Job Centre placement scheme and during 2014/15 there was a licensing administration apprentice. The Licensing Partnership Board will consider engaging another apprentice around autumn 2015 once the GCSE and A level results have been published.
22. The Licensing Officers and Administration Team have provided invaluable cover for absences at the other authorities. For example Maidstone did not have a Licensing Officer between March 2014 and July 2014 and the Licensing Officer at Tunbridge Wells was off sick following a road traffic accident from July 2014 until November 2014.

Service Objectives for 2015/16 and planned improvements to the service.

23. Objective 1 - To manage the Licensing Partnership to deliver efficiency savings and achieve performance targets.
 - a) This is ongoing and performance is monitored on a weekly and monthly basis.
 - b) 1:1 meetings are carried out monthly
 - c) there is a Licensing Partnership team meeting once a month and
 - d) the Licensing Partnership Board meets 4 times a year.
24. Objective 2 - Investigate further undertaking of licensing functions for other local authorities.
 - a) Discussions are continuing with another local authority to explore the possibility of joining the Licensing Partnership.
25. Objective 3 - Utilise customer insight and bench marking information to inform service improvements as appropriate.
 - a) Use of online forms;
 - b) changes in renewal process for taxis licensees;
 - c) to ongoing changes to our web pages;
 - d) introducing a separate customer survey questionnaire to improve feedback from customers other than those who submit their applications online;
 - e) reducing the face to face contact in reception and the gateways.
26. Objective 4 - Ensure all online forms are implemented and in use by customers. See paragraph 13 above.
27. Objective 5 - Undertake a programme of training for Members and officers, especially in light of the legislative changes and elections taking place in 2015.
 - a) The initial training at Sevenoaks will take place on 10th June and 1st July 2015.

Agenda Item 5

- b) The Licensing Partnership also plans to hold 2 or 3 open mornings/afternoons where Members will be invited to experience the Administration team in action and learn more about how the Licensing Partnership operates.
28. Objective 6 - Transfer remaining licences that are being processed by MBC and TWBC so that they can be managed on FRED Uniform e.g. street trading, special treatments.
- a) This is currently underway for the Boatmen licences currently administered by Maidstone Borough Council.
29. Objective 7 - Officers and Licensing Committees to consider opportunities for greater harmonisation of policies.
- a) Maidstone and Sevenoaks taxis and private hire policies are being drafted to seek greater harmonisation.
 - b) Investigations are underway regarding the purchase and implementation of the online Diamond Knowledge Test which would allow for the incorporation of Disability Awareness testing for new drivers.
30. The Licensing Partnership Manager will also undertake a review of all the fees and charges that are currently set by the Licensing Authority to ensure there is compliance with the outcome of the Supreme Court judgement – Hemming v Westminster within the next 6 months.

Key Implications

Financial

Financial implications have been dealt with in the body of the report.

Legal Implications and Risk Assessment Statement.

This is a report to update on the progress of the Licensing Partnership.

Equality Impacts

The recommendations in this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Conclusions

There are always many challenges for partnership and for the staff working within the Licensing Partnership. However, the operation of the partnership is progressing, developing and improving embracing innovative techniques to seek efficiency savings.

Appendices

End of Year Performance report

Service Plan for the Licensing Partnership

Background Papers: Revenue tracker 2014/15

Richard Wilson
Chief Officer Environmental and Operational Services

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2014/15 Licensing Partnership Performance Report














MAIDSTONE BOROUGH COUNCIL

Description	Quarters				Annual			
	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
	Value	Value	Value	Value	Value	Target	Status	Note
Percentage of valid personal licences processed within two weeks	100%	100%	100%	100%	100%	95%	✓	116/116 applications
Percentage of valid temporary event notices processed within 72 hours	100%	100%	100%	100%	100%	90%	✓	329/329 notices
Percentage of applications for new and variation premises licences processed within two calendar months	100%	100%	100%	100%	100%	95%	✓	36/36 applications
Percentage of HC vehicle licences issued with 5 days	100%	93.75%	100%	100%	98.51%	90%	✓	66/67 applications
Percentage of PH vehicle licences issued within 5 days	88.89%	98.68%	96.55%	96.92%	95.42%	90.00%	✓	251/262 applications
Length of time from validation to issue of HC and dual driver licences (Percentage within 10 days)	100%	100%	100%	100%	100%	90%	✓	49/49 applications
Length of time from validation to issue of PH driver licence (Percentage issued within 10 days)	94.44%	100%	100%	100%	99.18%	90%	✓	106/107 applications
Percentage of PHO licences issued within 10 days	79.31%	72.73%	91.3%	100%	84.27%	90%	⚠	75/89 applications
The number of taxi enforcement checks completed (one per taxi vehicle)	5	45	104	58	212	180	✓	
Premises licensing enforcement visits	1	47	57	73	178	180	⚠	
Percentage of applications outstanding	3.09%	4.49%	2.13%	1.22%	2.74%	<10%	✓	13/474 over 1 month old











Agenda Item 5

SEVENOAKS DISTRICT COUNCIL

Description	Quarters				Annual			
	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
	Value	Value	Value	Value	Value	Target	Status	Note
The percentage of valid personal licences processed within 2 weeks	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%		87/87 applications
The percentage of valid temporary event notices processed within 72 hours	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%		371/371 notices
Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	DIV/0	100%	100%	50%	85.71%	95%		6/7 applications
Length of time from validation to issue of HC vehicle licence - target 5 working days	93.1%	98.41%	100%	100%	97.87%	90%		230/235 applications
Length of time from validation to issue of PH vehicle licence - target 5 working days	80%	100%	100%	100%	96.15%	90%		100/104 applications
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	96.00%	95.24%	100.00%	100.00%	97.73%	90.00%		86/88 applications
Percentage of Private Hire driver licenses issued within 10 days of validations	87.50%	92.31%	100.00%	100.00%	95.75%	90.00%		45/47 applications
Percentage of Private Hire Operator licenses issued within 10 days of validations	75.00%	100.00%	100.00%	100.00%	95.24%	90.00%		20/21 applications
The number of taxi enforcement checks completed (one per taxi vehicle)	24	26	33	27	110	84		
Number of monthly premises licensing enforcement visits due that were undertaken	61	62	78	72	273	240		
Percentage of all applications outstanding for more than one month	2.38%	2.94%	1.06%	1.85%	2%	<10%		5/261 over 1 month old

Agenda Item 5

TUNBRIDGE WELLS BOROUGH COUNCIL

Description	Quarters				Annual			
	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
	Value	Value	Value	Value	Value	Target	Status	Note
Percentage of valid personal licences processed within two weeks	100%	100%	100%	100%	100%	95%		68/68 applications
% of valid temporary event notices processed within 72 hours	100%	100%	98.84%	100%	99.73%	90%		366/367 notices
% of applications for new and variation premises licences	100%	71.43%	100%	100%	92%	95%		23/25 applications
% of HC vehicle licences issued with 5 days	91.43%	97.37%	100%	100%	97.28%	90%		143/147 applications
% of PH vehicle licences issued within 5 days	79.07%	94.44%	97.56%	100%	92%	90%		138/150 applications
% of dual driver licences issued within 30 days	95%	100%	100%	100%	98.78%	90%		81/82 applications
% of PHO licences issued within 30 days	100%	100%	100%	100%	100%	90%		24/24 applications
No of taxi enforcement checks completed (one per taxi vehicle)	34	23	41	31	129	120		
Premises licensing enforcement visits	30	41	171	49	291	120		
% of applications outstanding	3.05%	2.74%	4.55%	4.76%	3.59%	<10%		10/307 over 1 month old

Page 15

LICENSING PARTNERSHIP

Description	Quarters				Annual			
	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
	Value	Value	Value	Value	Value	Target	Status	Note
Valid Personal Licenses Processes within two weeks	100%	100%	100%	100%	100%	95%		261/261 applications
Valid Temporary Event Notices Processed within 72 hours	100%	100%	99.61%	100%	99.91%	90%		1047/1048 notices
Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS)	100%	92%	100%	92.31%	95.59%	95%		65/68 applications
Length of time from validation to issue of HC vehicle licence (MPI) - within 5 working days	93.69%	97.44%	100%	100%	97.77%	90%		439/449 applications
Length of time from validation to issue of PH vehicle licence (MPI) - within 5 working days	84.13%	97.92%	97.78%	98.2%	94.57%	90%		489/516 applications
Length of time from validation to issue of HC and dual driver licence (MPI) - within 10 working days	96.08%	98.21%	100%	100%	98.64%	95%		217/220 applications
Length of time from validation to issue of PH driver licence (MPI) - within 10 working days	100%	100%	100%	100%	100%	95%		166/169 applications
Length of time from validation to issue of PHO licence (MPI) - within 10 working days	82.05%	81.25%	93.94%	100%	88.81%	90%		119/134 applications
Taxi Compliance checks completed (one per Taxi Vehicle)	63	94	178	116	451	384		
Premises compliance monthly visits	92	150	306	194	742	540		
Percentage of applications outstanding for more than one month	2.92%	3.48%	2.48%	2.25%	2.8%	<10%		33/1086 over 1 month old

Agenda Item 5

Licensing Service Plan 2015/16

Licensing
Partnership



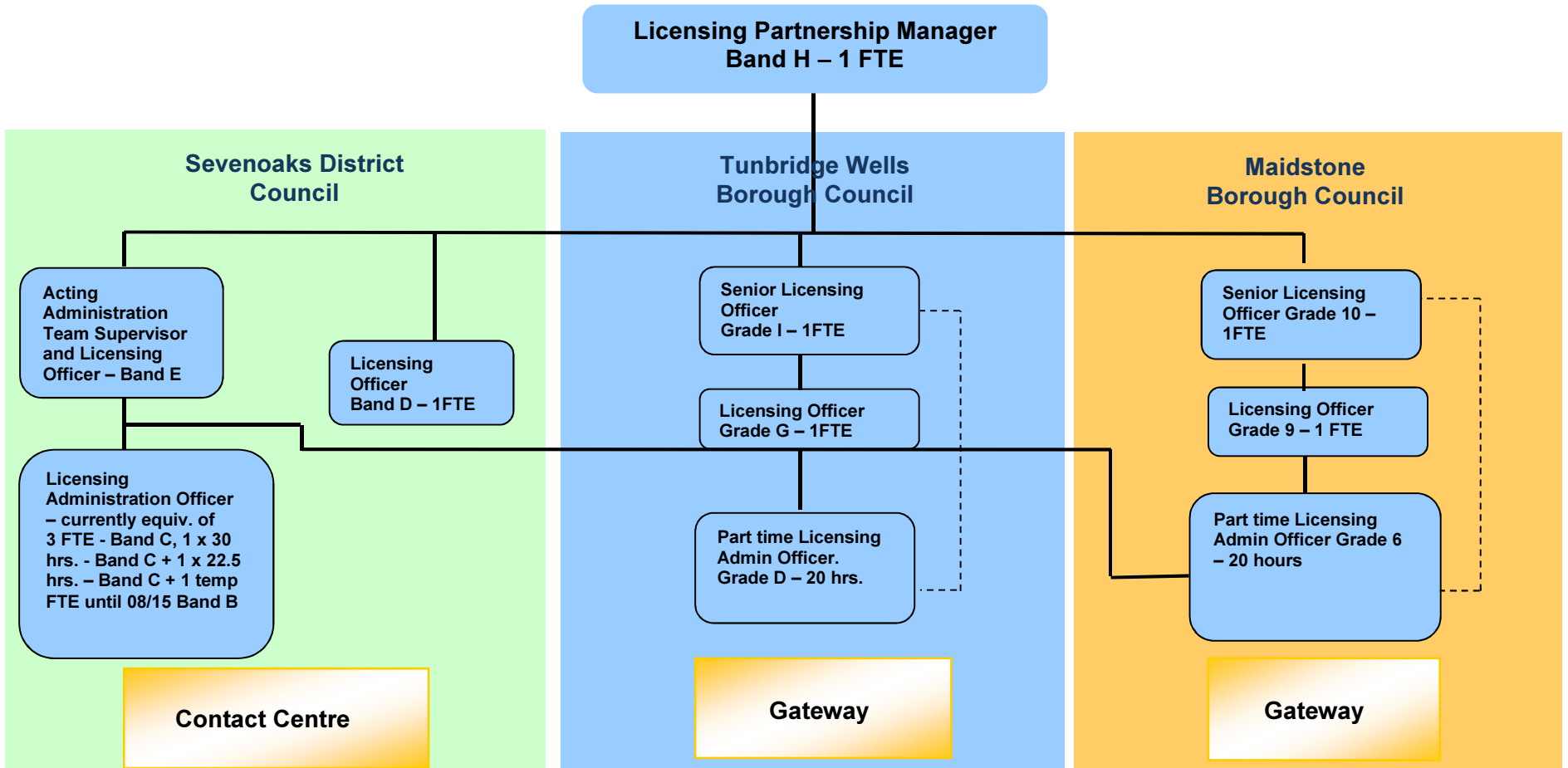
Contents

Section		Page Number
1	Who we are	2
2	What we do	4
3	2015/16 Service Objectives	5 - 11
4	Performance indicators and targets	12 - 13

1. Who we are

Team	Licensing Partnership comprising Maidstone Borough Council, Sevenoaks District Council and Tunbridge Wells Borough Council
Service Manager	Claire Perry
Chief Officer / Head of Service	John Littlemore, Richard Wilson and Gary Stevenson

Our Structure Chart



2. What we do

Key Tasks	<ul style="list-style-type: none">■ Manage and oversee the Licensing Partnership.■ Seek to promote the licensing objectives of the relevant legislation.■ Our aim is to protect the public but also allow legitimate businesses within the area to prosper.■ To ensure that the legitimate taxis and private hire trade are able to provide a safe mode of transport to the residents and users within the Partnership's area.■ Compliance – ensure compliance of licensed premises, activities and events following grant of respective licences, permits and / or notices■ To enhance customer service while ensuring compliance with legislation.■ Fulfilling statutory duty whilst optimising cost savings and maintaining individual client's Council sovereignty.
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3. 2015/16 Service Objectives

Objective 1	To manage the Licensing Partnership to deliver efficiency savings and achieve performance targets	Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome	
Performance Indicator	<ul style="list-style-type: none"> Percentage of all applications outstanding for more than one month The percentage of valid personal licences processed within 2 weeks The percentage of valid temporary event notices processed within 72 hours Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days Length of time from validation to issue of HC/Dual driver licence (MPI) - target 10 working days Length of time from validation to issue of PH driver licence (MPI) - target 10 working days Length of time from validation to issue of PHO driver licence (MPI) - target 10 working days 	<p><10%</p> <p>95%</p> <p>95%</p> <p>95%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>To be achieved by 31/03/2016</p>	
Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		

Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value
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Objective 2	Investigate further undertaking of licensing functions for other local authorities.	Responsible Officer	Licensing Partnership Board
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Performance Measure	Description	2015/16 Target or Outcome
Action	Make enquiries with potential partners to undertake licensing functions for a 4 th and 5 th partner.	Further functions carried out for other partners. To be achieved by 31/03/2016

Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities
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Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		
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Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value
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Objective 3	Utilise customer insight and bench marking information to inform service improvements as appropriate		Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome		
Action	Increase the feedback received from customers regarding the service they receive and improvements that can be achieved	An increase in responses received and improvements made to the service. To be achieved by 31/03/2016		
Action	Implement an improved renewal/reminder notification system utilising email and text for taxi licensees	Reduce the cost of providing reminders to licensees		
Action	Reduce the face to face interaction for Licensing Partnership staff by implementing scripts to enable customer service staff to assist licensees in their requirement	Reduction in time spent for Licensing Partnership staff in reception, Town Hall & Gateway		
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities	
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence			
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about our customers	

Objective 4	Ensure all online forms are implemented and in use by customers	Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome	
Action	The library of on line forms are implemented across the three partners.	On line forms are in place and in use. To be achieved by 31/03/2016	
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value

Objective 5	Undertake a programme of training for Members and officers, especially in light of the legislative changes and elections taking place in 2015	Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome	
Action	Deliver a programme of training to the Members and officers.	Programme delivered To be achieved by 31/03/2016	
Action	Hold 3 or 4 morning/afternoon sessions where Members can visit the Licensing Partnership's Administration Team		
Link to Sevenoaks Corporate Plan	Keeping the district safe	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	For Maidstone to be a decent place to live		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about our people

Objective 6	Transfer remaining licences that are being processed by MBC and TWBC so that they can be managed on FRED Uniform e.g. street trading, special treatments	Responsible Officer	Claire Perry/Lorraine Neale/Sharon Degiorgio
Performance Measure	Description	2015/16 Target or Outcome	
Action	Ensure all administration processes are delivered through the Licensing Partnership Administration Team	All processes are transferred. To be achieved by 01/06/2015	
Action	Create new processes with process flow sheets for each process	Process sheets produced To be achieved by 01/06/2015	
Action	Create a new procedure for each process	Procedures produced To be achieved by 01/06/2015	
Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value

Objective 7	Officers and Licensing Committees to consider opportunities for greater harmonisation of policies	Responsible Officer	Claire Perry/Lorraine Neale/Sharon Degiorgio
Performance Measure	Description	2014/15 Target or Outcome	
Action	Explore greater harmonisation of licensing policies across the partnership	When the policies are reviewed greater harmonisation is achieved. To be achieved by 31/03/2016	
Link to Sevenoaks Corporate Plan	Keeping the district safe	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value

4. Measuring our Performance

Performance Indicators and Target Setting

Code	Description	Collection period	2014 - 15 Target	2015 -16 Target
LPI LIC 001	Percentage of all applications outstanding for more than one month	Monthly	<10%	<10%
LPI LIC 002	The percentage of valid personal licences processed within 2 weeks	Monthly	95%	95%
LPI LIC 003	Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	Monthly	95%	95%
LPI LIC 004	The percentage of valid temporary event notices processed within 72 hours	Monthly	90%	95%
LPI LIC 005	The percentage of driver and operator licenses issued within 10 days of validation	Monthly	90%	90%
MPI LIC 05a	Percentage of Hackney Carriage driver licenses issued within 10 days of validation	Monthly	90%	90%
MPI LIC 05b	Percentage of Private Hire driver licenses issued within 10 days of validations	Monthly	90%	90%
MPI LIC	Percentage of Private Hire Operator licenses issued within 10	Monthly	90%	90%

05c	days of validations			
MPI LIC 012	Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days	Monthly	90%	90%
MPI LIC 013	Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days	Monthly	90%	90%
MPI LIC 017	The number of taxi enforcement checks completed (one per taxi vehicle)	Monthly	Maidstone 180 Sevenoaks 84 Tunbridge Wells 120	Maidstone 180 Sevenoaks 120 Tunbridge Wells 120
Data LIC 001	Total number of Hackney Carriage vehicle licences issued	Monthly		
Data LIC 002	Total number of Private Hire vehicle licences issued	Monthly		
Data LIC 003	Number of monthly premises licensing enforcement visits due that were undertaken	Monthly	Maidstone 180 Sevenoaks 238 Tunbridge Wells 120	Maidstone 180 Sevenoaks 230 Tunbridge Wells 180

IMPLICATIONS FOR THE LICENSING PARTNERSHIP FOLLOWING THE REPORT OF INSPECTION OF ROTHERHAM METROPOLITAN BOROUGH COUNCIL BY LOUISE CASSEY CB – FEBRUARY

Licensing Committee – 10th June 2015

Report of Chief Officer Environmental and Operational Services

Status: For Decision

Key Decision: No

Executive Summary: Following the publication of the report by Louise Cassey CB this report examines how this relates to taxi licensing and the issue of safeguarding children in the light of lessons learned from Rotherham.

This report supports the Key Aim of Safer Communities.

Portfolio Holder Cllr. Firth (Legal and Democratic)

Contact Officer(s) Claire Perry 7325/07970 731616

Recommendation to Licensing Committee:

That

- (1) the recommendations in the report be noted; and
 - (2) authority to implement the recommendations be delegated to the Chief Officer Environmental and Operational Services.
-

Reason for recommendation: To ensure that this Licensing Authority and the Licensing Partnership is processing, issuing and checking for compliance in a manner that safeguards children and vulnerable adults.

Introduction and Background

1. Louise Cassey reported that Rotherham Metropolitan Borough Council [RMBC] was an authority in denial. This report is intended to examine what was reported about Rotherham and ensure that this Council's Licensing Partnership has measures in place to ensure similar events and decisions cannot occur.
2. Professor Alexis Jay's Independent Inquiry into Child Sexual Exploitation in Rotherham was commissioned by Rotherham Metropolitan Borough Council in October 2013 and published on 26th August 2014. Covering the periods of 1997-2009 and 2009 - 2013, it looked at how Rotherham Metropolitan Borough Council's (RMBC) Children's Services dealt with child sexual exploitation cases.

Agenda Item 6

3. Following on from this inquiry on the 10th September 2014, the Secretary of State appointed Louise Casey CB under section 10 of the Local Government Act 1999 to carry out an inspection of the compliance of Rotherham Metropolitan Borough Council with the requirements of Part 1 of that Act, in relation to the Council's exercise of its functions on governance, children and young people, and taxi and private hire licensing.
4. The investigations revealed:
 - a council in denial about serious and on-going safeguarding failures;
 - an archaic culture of sexism, bullying and discomfort around race;
 - failure to address past weaknesses, in particular in Children's Social Care;
 - weak and ineffective arrangements for taxi licensing which leave the public at risk;
 - ineffective leadership and management, including political leadership;
 - no shared vision, a partial management team and ineffective liaisons with partners;
 - a culture of covering up uncomfortable truths, silencing whistle-blowers and paying off staff rather than dealing with difficult issues.

Issues Within the Rotherham Report Specifically Related to Taxi and Private Hire Licensing

RMBC – A divided service

5. The licensing service portfolio covers eight other licensing areas including gambling, alcohol and licensed takeaways. The taxi service is divided into two branches:
 - the Policy team deals with policy, applications, renewals, suspensions and revocations
 - The Enforcement team deals with complaints and investigations
6. The split of these functions is not common in other licensing authorities. Inspectors found evidence of conflict between the two branches, notably on what kind of evidence could be presented when the Licensing Board meets to consider whether to revoke or suspend a licence.
7. The two branches of licensing use different databases which do not interface, so information is not easily shared between Policy and Enforcement teams. This means that driver or operator records cannot be viewed in a single place, requires officers to request information from each other and has sometimes resulted in a licence being renewed without question when in fact the driver is being investigated following a complaint.
8. Inspectors found that enforcement staff do not always record complaints or information gathered on these data systems. This inconsistent recording of

information on complaints has the consequence that because data on driver performance and conduct is not collected, trends are not identified and track record 105 data (for example identifying a series of complaints) may not be available at the point of licence renewal.

9. Meetings are rarely held across the entire service and some officers said that the visibility of senior leaders was poor. One officer stated that they had seen them for the first time at a briefing meeting shortly before Inspectors arrived.
10. **Licensing Partnership:** Despite operating across three offices the Licensing Partnership works as one team with messages and direction delivered to all staff. Policies are consistent where possible and are available to all staff. The processing of applications, investigation of complaints, compliance work is carried out in a consistent manner across the three authorities and procedures are documented. They are available to all members of the team.
11. The database is the same for all members of the team and fully accessible to everyone within the Licensing Partnership and indeed for some of our external partners, such as the Police.
12. **Proposed Action** – The partnership should develop the Service request Licensing module within Uniform to be able to record complaints independently from the taxi driver/vehicle/operator/premises record and then link the individual service request to the appropriate record. Currently, complaints are recorded but can be difficult to find within the record for the driver/vehicle/operator or premises.

RMBC – Lack of Policy

13. Inspectors found that RMBC was behind the times as the licensing service appeared to have few written policies and attempts to draw those up would be stymied by interest parties. Inspectors found that the Council's bye-laws and conditions relating to vehicle, taxi driver and operator licences seemed not to have changed since 1976, bearing out this contention.
14. **Licensing Partnership:** Maidstone Borough Council is the only authority where there is not one document bringing together all the policy decisions. However, the authority has already taken steps to address this and the Taxi and Private Hire Policy is currently being consulted on with the trade, members of the public and other interested parties. Two meetings have been arranged to engage in face to face consultation with a wide range of consultees.
15. Sevenoaks District Council is currently drafting its revised policy and will be following the Maidstone policy as closely as possible to meet the greater harmonisation objective that is part of the Service Plan for the partnership. They will also be engaging in a similar exercise for the consultation process.
16. Tunbridge Wells Borough Council has a policy in place which has seen a number of challenges and revisions during the past two and a half years since its publication and is due to be revised in 2016.

Agenda Item 6

17. **Proposed action** - Our objective is to seek greater harmonisation and there is still further work to be achieved. It would be preferable for the three policies to be further aligned to prevent human error in processing applications and for the policies to meet the recommendations made in the Law Commission's report for example moving to 5 year Private Hire Operator Licences.
18. Currently the Maidstone Borough Council and Sevenoaks District Council policies are being drafted alongside one another to achieve further harmonisation. In some cases this will not be possible. For example all Maidstone Hackney Carriage vehicles are wheel chair accessible whereas this is not the case for Sevenoaks District Council. However, proposals will be inserted into the Sevenoaks policy to move towards more wheel chair accessible vehicles.

RMBC – Trade influence and role of Members

19. Inspectors were often told that the private hire trade in Rotherham is vocal and demanding and some officers expressed the view that the licensing service seemed more geared towards facilitating the trade than protecting the public.
20. Members added to this pressure to support the trade. Some who had previously held taxi licences or 'badges' sat on the Licensing Board. At one point, the Board had been reluctant to hear any cases not related to matters showing up on DBS checks. That means where there were no actual convictions they would not suspend or revoke licences.
21. Licensing officers reported to Inspectors that they had received phone calls from Members over perceived delays in the processing of individual applications. Officers would be urged to 'stop wasting time'.
22. There are instances of Members making representations on behalf of the trade or individual drivers. For example, one Councillor wrote to the Crown Court offering a reference on behalf of a driver who had his licence revoked. As noted earlier 106 Inspectors were also told that 'no notice' vehicle spot checks were changed to '10-day notice' checks after representations from the trade and a Member intervention.
23. **Licensing Partnership:** There is evidence at all three authorities of reports to the Licensing Committees regarding licensees being fit and proper. All three authorities engage with the trade but there is no evidence that undue influence is exerted on Licensing Committee members or that members are applying pressure to support the trade.

RMBC - Complaints and investigations

24. There are major concerns over the licensing service's ability to undertake thorough investigations giving rise to a perception of undue weight being given to the need to protect drivers' livelihoods over and above the safety of the public.
25. **Licensing Partnership:** All complaints are thoroughly investigated in accordance with the Kent and Medway Licensing Compliance and Enforcement Protocol and these investigations include liaison with partners including the Police and Kent

County Council where there is a contract for a 'school run'. Where possible investigations are made following anonymous complaints, however without the ability to follow up on receipt of information by their nature these investigations are limited.

- 26. In addition to the liaison that takes place the Licensing Partnership represents some of the few authorities in Kent to participate in Operation Coachman. This is a joint compliance operation that takes place 2 to 3 times a year with KCC transport service (the authority responsible for managing and awarding contracts for school transportation), the Police vehicle inspection unit and VOSA. These operations enable the authorities to ensure compliance with the Licensing Policies but also provide the ability to follow up on complaint allegations.
- 27. **Proposed action-** It is the line manager's current practice to discuss complaint investigation at 1:1 meetings with staff but it would be best practice to ensure all members of staff are reminded to record complaints and also to ensure that all discussions regarding the investigation of complaints is documented.

RMBC – Pressure on staff

- 28. There was an issue regarding long term sickness at RMBC in the enforcement team and unresolved contractual arrangements which meant that there was little enforcement of taxis particularly around the night time economy.
- 29. **Licensing Partnership:** Compliance and enforcement is carried out at all three authorities including during the evening. Sevenoaks officers target their work throughout the working day and also during the evening to ensure this area of work is covered, as this is a time where risk of issues is increased within Sevenoaks.
- 30. All checks are recorded and follow up letters/action is taken.
- 31. There were a number of other headings in relation to Taxis and Private Hire but they do not have a bearing on the current operation of the Licensing Partnership.
- 32. In addition to the points raised above the following should be considered.
- 33. Below is an excerpt from the driver licence application form which all new and renewal drivers must complete. The same information is requested for Private Hire Operators. The complete application form is attached in Appendix A.

Have you ever been convicted during the past three years of any motoring offence?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you disqualified by any Court from holding or obtaining a driving licence?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<i>If you have seven or more penalty points on your driving licence your application may be refused; it will depend upon the nature of the offences.</i>			

Agenda Item 6

Have you ever held a Hackney Carriage or Private Hire Driver's licence
Yes <input type="checkbox"/> No <input type="checkbox"/>
If "yes" which Authority was it with? Badge number: _____
If "yes" indicate which of the following is applicable: Current <input type="checkbox"/> Revoked <input type="checkbox"/> Suspended <input type="checkbox"/> Expired <input type="checkbox"/> Surrendered <input type="checkbox"/> In any instance of a licence being held which type Hackney Carriage <input type="checkbox"/> Private Hire <input type="checkbox"/> Dual <input type="checkbox"/>

34. The sections highlighted in yellow are referred to the Licensing Officer if the answer is yes for further enquiries to be made to ensure the Licensing Officer is satisfied the applicant is a 'fit and proper' person.
- All applicants (new and renewal) are required to undertake an Enhanced Disclosure Barring Service search. Currently this is every 4 years at Maidstone but there is a proposal within the Taxi and Private Hire policy to bring this process in line with the other authorities within the Licensing Partnership to carrying out the search on renewal (every 3 years).
 - Details of an applicant are shared with Officers within Her Majesty's Immigration Service to ensure applicants have a right to work in the country.
 - Applicants are advised on making their application that their details will be shared with other agencies to prevent and detect fraud.
 - Members of staff within the Licensing Partnership have undertaken safe guarding training.

Preferred Option and Reasons for Recommendations

35. The partnership should develop the Service request Licensing module within Uniform to be able to record complaints independently from the taxi driver/vehicle/operator/premises record and then link the individual service request to the appropriate record. Currently, complaints are recorded but can be difficult to find within the record for the driver/vehicle/operator or premises. This will provide greater transparency.
36. One of our objectives is to seek greater harmonisation and there is still further work to be achieved. It would be preferable for the three policies to be further aligned to prevent human error in processing applications and for the policies to meet the recommendations made in the Law Commission's report for example moving to 5 year Private Hire Operator Licences.
37. It is managers' current practice to discuss complaint investigation at 1:1 meetings with staff but it would be best practice to ensure all members of staff are

reminded to record complaints and also to ensure that all discussions regarding the investigation of complaints is documented.

Next Steps: Communication and Implementation of the Decision

38. Processes and a procedure will need to be developed to enable use of the Service Request module within the Licensing database.
39. Members to work together and meet up regularly to seek greater harmonisation.

Other Options Considered and/or Rejected

The Licensing Authority could chose not to take any action but this may leave an opportunity for some people to exploit the Licensing regime.

Key Implications

Financial

The result of the Licensing Authority to properly implement the legislation regarding Taxi and Private Hire Licensing may lead to legal action being taken against the authority.

Legal Implications and Risk Assessment Statement.

The result of the Licensing Authority to properly implement the legislation regarding Taxi and Private Hire Licensing may lead to legal action being taken against the authority.

Equality Assessment

The decisions recommended through this paper do not discriminate, harass or victimise any end user but are intended to safeguard children and vulnerable adults. The steps that may be taken have been outlined in the report.

Conclusions

It is recommended that Members delegate the Chief Officer for Environmental and Operational Services to implement the recommendations within this report to ensure that the Licensing Authority is transparent and fair in its implementation of the legislation in relation to Taxi and Private Hire Licensing.

Appendices Appendix A – Licensing Partnership Driver Licence application form

Background Papers: Report of Inspection Rotherham Metropolitan Borough Council - https://www.gov.uk/.../46966_Report_of_Inspection_of_Rotherham_WEB.pdf

Richard Wilson
Chief Officer Environmental and Operational Services

Licensing Partnership



OFFICE USE ONLY	
Amount paid	
Receipt number	
Date	

APPLICATION FOR A HACKNEY CARRIAGE / PRIVATE HIRE / DUAL DRIVER LICENCE

**PLEASE READ THE QUESTIONS CAREFULLY BEFORE COMPLETING THE FORM.
PLEASE USE BLOCK CAPITALS**

Local Authorities must protect funds they handle and so the information you have provided on this form may be used to detect and prevent fraud. The information may also be shared for the same purposes, with other organisations which handle public funds including the Audit Commission to be used as part of the National Fraud Initiative. Your personal data will also be shared with the local authorities, which make up the Licensing Partnership, for the purpose of processing your licensing application. Your personal data will not be used for any other purpose without your prior consent, except as permitted under the Data Protection Act 1988.

Please state which Licensing Authority you are applying to operate within (please note one application form per authority):

Maidstone Borough Council		Sevenoaks District Council		Tunbridge Wells Borough Council	
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Please state which type of licence you are applying for (note that only one application per vehicle may be made per form)

Hackney Carriage		Private Hire		Dual	
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New application	
Renewal application	
Expiry date of existing licence	

PART 1	GENERAL (Sole or Principal Applicant to complete in all cases)		
Surname		Forename (s)	
Any previous or other name			
Current home address:	_____ _____ _____		
Post code:	_____		
All previous addresses and dates of occupancy must be provided if you have lived under 5 years at your current address.			
Home telephone number:			Email address:
Mobile telephone number:			Fax number:

Agenda Item 6

PART 2	DRIVER DETAILS (Applicant to complete this part if he/she wishes to drive a vehicle licensed by one of the authorities of the Licensing Partnership)		
National Insurance number		Date of birth	
Type of Driving Licence held Full <input type="checkbox"/> UK <input type="checkbox"/> Other <input type="checkbox"/>			
This licence has been held continuously since (enter date): _____			
If 'other' what type of licence?			
UK driving licence number: _____ Date of issue: _____			
Expiry date of licence: _____			
Have you ever been convicted during the past three years of any motoring offence? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are you disqualified by an Court from holding or obtaining a driving licence? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<i>If you have seven or more penalty points on your driving licence your application may be refused; it will depend upon the nature of the offences.</i>			
Have you ever held a Hackney Carriage or Private Hire Driver's licence Yes <input type="checkbox"/> No <input type="checkbox"/>			
If "yes" which Authority was it with? _____			
Badge number: _____			
If "yes" indicate which of the following is applicable: Current <input type="checkbox"/> Revoked <input type="checkbox"/> Suspended <input type="checkbox"/> Expired <input type="checkbox"/> Surrendered <input type="checkbox"/>			
In any instance of a licence being held which type Hackney Carriage <input type="checkbox"/> Private Hire <input type="checkbox"/> Dual <input type="checkbox"/>			
Name of company you will be driving for: (if you will not be driving for a company please state 'independent')			

PART 3	PREVIOUS CONVICTIONS (If any)
State below details of your conviction/cautions (if any) for any offence (including pending Court appearances), whether driving or other offences. If there are none state 'NONE'. Please note that taxi drivers are not subject to the Rehabilitation of Offenders Act 1974 and you should give details of all convictions, including spent convictions and cautions as well as any pending matters. If you would like to discuss what effect a conviction might have on your application you may telephone the Licensing Officer, in confidence, for advice on: Maidstone – 01622 602255 Sevenoaks – 01732 227004 Tunbridge Wells – 01892 554034	

Date of conviction/caution	Offence	Court	Sentence or Order

PART 4	GENERAL DECLARATION
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IMPORTANT I declare that all the answers given above are true. I understand that it is an offence under Section 57(3) of the Local Government (Miscellaneous Provisions) Act 1976 for any person to knowingly or recklessly make a false statement or omit any material particular in giving the required information.

Applicants signature:		Date:	
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Please enclose/produce the following documents with your application	OFFICE USE ONLY
UK Driving Licence (if you have a photo card licence you must produce both parts)	<input type="checkbox"/>
Disclosure and Barring Service (DBS) completed check form	<input type="checkbox"/>
Licence fee	<input type="checkbox"/>
Items/documents to be considered as part of the application	
Medical Certificate	<input type="checkbox"/>
DVLA Mandate form	<input type="checkbox"/>
DBS Update service – Please provide your DBS Registration ID number	ID no: _____
*Driving Standards Agency test (DSA test) or *Transport Training test – new applicants only (<i>please * delete as applicable</i>)	<input type="checkbox"/> Date passed: _____
Topography / Knowledge test – new applicants only	<input type="checkbox"/> Date passed: _____ Routes score: _____ Streets score: _____
For Tunbridge Wells applicants – new applicants only	Seminar arranged on: _____ Seminar attended yes <input type="checkbox"/> no <input type="checkbox"/>

Please telephone 01732 227004 for the up to date fee for the relevant Licensing Authority or go to the website for the relevant Licensing Authority.

Please return the completed form and fee at least ten working days before the renewal date, to:

The Licensing Partnership,
P.O. Box 182,
Sevenoaks, Kent,
TN13 1GP

(cheques must be made payable to 'Sevenoaks District Council')

You may have copies taken of your documentation at:

Maidstone Gateway between the hours of 10:00 – 13:00 hours Monday to Thursday.
Tunbridge Wells Gateway between the hours of 08:30 – 12:30 hours Monday to Friday.
Sevenoaks reception, Argyle Road between the hours of 08:45 – 17:00 hours Monday to Thursday and 08:45 – 16:45 hours on Friday.

Note

New applicants: All new applicants will need to arrange an interview with the relevant Licensing Officer for the authority in which they wish to drive. Please see the telephone numbers above.

Agenda Item 6

Renewals: If, for whatever reason, there is a delay in submitting your application form in good time we may not be able to process your application in time for its renewal. We would recommend that you submit the application at the earliest opportunity

EQUAL OPPORTUNITIES MONITORING

We are asking you to complete this section as part of our equal opportunities monitoring. We wish to ensure we are treating all sections of the population equally, to which of these groups do you consider you belong to (PLEASE TICK ONE BOX)

<p style="text-align: center;">WHITE</p> <p>British <input type="checkbox"/></p> <p>Irish <input type="checkbox"/></p> <p>Any other white background <input type="checkbox"/></p> <p>(PLEASE WRITE IN)</p>	<p style="text-align: center;">BLACK OR BLACK BRITISH</p> <p>Caribbean <input type="checkbox"/></p> <p>African <input type="checkbox"/></p> <p>Any other black background <input type="checkbox"/></p> <p>(PLEASE WRITE IN)</p>
<p style="text-align: center;">MIXED</p> <p>White & Black Caribbean <input type="checkbox"/></p> <p>White & Black African <input type="checkbox"/></p> <p>White & Asian <input type="checkbox"/></p> <p>Any other mixed background <input type="checkbox"/></p> <p>(PLEASE WRITE IN).....</p>	<p style="text-align: center;">ASIAN OR ASIAN BRITISH</p> <p>Indian <input type="checkbox"/></p> <p>Pakistani <input type="checkbox"/></p> <p>Bangladeshi <input type="checkbox"/></p> <p>Any other Asian background <input type="checkbox"/></p> <p>(PLEASE WRITE IN).....</p>
<p>Chinese <input type="checkbox"/></p>	<p>Other ethnic group <input type="checkbox"/></p> <p>(PLEASE WRITE IN).....</p>
<p>Unwilling to respond <input type="checkbox"/></p>	<p>GRANTED/REFUSED</p>
<p>Do you consider yourself disabled YES <input type="checkbox"/> NO <input type="checkbox"/></p>	