

Cabinet Scrutiny Committee

Agenda

Thursday, 19th November, 2015 at 6.00 pm

in the

Committee Suite King's Court Chapel Street King's Lynn



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CABINET SCRUTINY COMMITTEE AGENDA

DATE: CABINET SCRUTINY COMMITTEE - THURSDAY,

19TH NOVEMBER, 2015

VENUE: COMMITTEE SUITE. KING'S COURT. CHAPEL

STREET, KING'S LYNN, NORFOLK, PE30 1EX

TIME: <u>6.00 pm</u>

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. <u>MINUTES</u> (Pages 6 - 11)

To approve the minutes of the previous meeting held on 22 October 2015.

3. URGENT BUSINESS UNDER STANDING ORDER 7

To consider any business, which by reason of special circumstances, the Chairman proposes to accept as urgent under Section 100(b)(4) of the Local Government Act. 1972.

4. DECLARATIONS OF INTEREST

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the member should withdraw from the room whilst the matter is discussed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

5. MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

6. CHAIRMAN'S CORRESPONDENCE

7. RESPONSE TO PREVIOUS COMMITTEE RECOMMENDATIONS

To receive comments, and recommendations from other Council bodies, and any responses subsequent to recommendations, which this Committee has previously made. Some of the relevant Council bodies may meet after dispatch of the agenda.

8. MATTERS CALLED IN PURSUANT TO STANDING ORDER 12

9. SCRUTINY OF CABINET DECISIONS

Cabinet Decisions

Items from the Cabinet agenda from 3rd November 2015 to be scrutiny are as follows:

- 1) Cabinet Report Customer Services and Channel Shift (Pages 12 19)
- 2) Cabinet Report Treasury Management Mid Year Report (Pages 20 36)
- 3) Cabinet Report Review of Hackney Carriage and Private Hire Licensing Fees (Pages 37 111)
- 4) Cabinet Report Polling District and Polling Place Review (Pages 112 120)

10. DATE OF NEXT MEETING

Thursday, 17 December 2015 at 6.00pm

To: Members of the Cabinet Scrutiny Committee

Councillors J Collop, J Collingham, P Gidney, I Gourlay, C Kittow, P Kunes, Mrs K Mellish, G Middleton and T Wing-Pentelow

For Further information, please contact:

Democratic Services Borough Council of King's Lynn & West Norfolk King's Court, Chapel Street King's Lynn PE30 1EX

Portfolio Holders:

Councillor N Daubney, Leader of the Council Councillor A Lawrence, Portfolio Holder for Housing and Community

Management Team Representatives:

Debbie Gates, Executive Director Central & Community Services Ray Harding, Chief Executive

Appropriate Officers: The following officers are invited to attend in respect of the relevant agenda item:

Honor Howell – CIC Manager Toby Cowper – Principal Accountant Vicki Hopps – Environmental Health Manager (Commercial)

Executive Directors

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CABINET SCRUTINY COMMITTEE

Minutes from the Meeting of the Cabinet Scrutiny Committee held on Thursday, 22nd October, 2015 at 6.00 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX

PRESENT:

Councillors Mrs J Collingham, J Collop, P Gidney, P Kunes, Mrs K Mellish and T Wing-Pentelow

Portfolio Holder: Councillor A Beales, Deputy Leader and Portfolio Holder Regeneration and Industrial Assets

CSC:47 APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: That Councillor Mrs S Collop be appointed Vice-Chairman for the meeting.

CSC:48 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Gourlay and Kittow.

CSC:49 MINUTES

The minutes of the Cabinet Scrutiny Committee held on 17 September 2015 were agreed as a correct record and signed by the Chairman.

CSC:50 URGENT BUSINESS UNDER STANDING ORDER 7

There was no urgent business.

CSC:51 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CSC:52 MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

There were no Members present under Standing Order 34.

CSC:53 CHAIRMAN'S CORRESPONDENCE

There was no Chairman's correspondence.

CSC:54 RESPONSE TO PREVIOUS COMMITTEE RECOMMENDATIONS

None.

CSC:55 MATTERS CALLED IN PURSUANT TO STANDING ORDER 12

None.

CSC:56 SCRUTINY OF CABINET DECISIONS

a **Devolution**

The item had been brought to the Committee at the request of the Chairman Councillor Collop.

The Chairman, Councillor Collop referred to the Cabinet minutes of 6 October 2015 and the two recommendations put forward by Councillors Lord Howard and A Lawrence and asked the Deputy Leader if the proposed amendments were acceptable and why they had been put forward.

In response the Deputy Leader explained that Councillor Lawrence had commented that as some other authorities might have financial problems, they might struggle to carry out their obligations, and potentially stop the rest. Councillor Lawrence had expressed reservations about the word "endorse" in recommendation 2 at this stage in the proceedings and suggested that the recommendation should confirm continued work on the proposal which was agreed by Cabinet.

With regard to the comments made by Councillor Lord Howard that the paper was broad and that a final decision could not be taken until all of the detail was available. Councillor Lord Howard proposed an amendment to recommendation 5 to show that the decision being taken "does not extend to conceding any existing Borough Council functions or powers without separate and prior authorisation by this Cabinet and Council." The amendment had been agreed by Cabinet.

The Deputy Leader advised Members that the above two amendments had provided useful clarification.

In response to comments from the Chairman, Councillor Collop on the amendments to the recommendations and how the other 16 Councils would look at how this Borough Council moved forward, the Deputy Leader explained that this was a difficult to judge, but it was fair to say that all authorities would have concern regarding the lack of detail and the timetable. It was highlighted that there was presently no clear mandate.

In response to questions from the Chairman, Councillor Collop as to how/when devolution could be expected to happen, the Chief Executive provided an overview of the process and an update of the current position as set out below:

- The expression of interest had been submitted to Government on 4 September 2015. The initial submissions for both Norfolk and Suffolk had been well received in Government and civil servants had made it very clear that going forward these two proposals would be greatly strengthened if they could be combined into a single 'devolution deal.'
- 4 November 2015 Leaders would present proposal to Lord Hesseltine. If the proposal was given the go ahead there would be a series of intense negotiations over a 3 week period to reach agreement on each theme which would then be pulled together and a formal agreement reached with DCLG. It was highlighted that there were only a small number of two-tier rural areas left in the forerunners.
- If agreement reached by all 16 authorities then each Council would be required to hold a Special Council meeting late November/early December 2015.
- Next phase would be a full governance review.
- Daily conference calls were scheduled relating to each work stream.
- An overview of how the finance had evolved.
- The five themes were: Economic Development, Infrastructure and Physical Assets, Skills and Worklessness, Strategic Planning and Housing Delivery, Health and Social Care which were being coordinated by DCLG from Government's perspective..

The Chairman, Councillor Collop commented that the update by the Chief Executive was useful and that it was important that Members would view an Agreement if reached at the Special Council meeting.

The Chief Executive explained that if on 4 November the proposal was agreed by Lord Hesseltine, negotiations would be required and the agreement would need to go back to the Leaders for the formal Agreement to be written up and presented to al Full Council meeting in each of the 16 authorities.

The Chairman, Councillor Collop commented that he had been present at three meetings when Devolution had been presented and that each time there had been a change to the proposal. He stated that it would be helpful if the Leaders and Deputy Leaders of each political group met when there was an important issue to discuss to enable them to report back to their Group and would be putting this forward as a recommendation from the Committee. In response, the Deputy Leader commented that if that was a recommendation from the Committee then he would be happy do so to ensure that all Members were kept updated by whatever mechanism was appropriate.

Councillor Mrs Mellish stated that it was important that all Members were kept up to date on such a massive venture. The Agreement

would be presented to a Special Full Council meeting when Members would have the opportunity to debate/comment.

The Deputy Leader reiterated the point that a Special Full Council meeting would be required to approve the Agreement. Currently there was no clear mandate, but it was important that the proposal went through the required democratic process. It was necessary for there to be an element of trust amongst the 16 Councils.

In response to questions from Councillor Mrs Collingham regarding the transfer of resources and concern relating to skills, etc, the Chief Executive referred to the proposals from the Chancellor regarding the reduction in Revenue Support Grant. He also outlined the implications relating to the retention of business rates during 2016/2017.

The Chief Executive added that with regard to concerns regarding unemployment there were two elements. The service currently provided by Job Centre Plus could be improved by the Borough Council tailoring it to address local employment needs and in the context of Universal Credit it made sense to bring the service together with the local Council and set up a unified service in one building. With a unified service a better scheme could be provided and savings achieved. Training needs could therefore be addressed and an improved service would be available to local firms.

The Deputy Leader added that there had been a number of good comments made by the Committee. He commented that status quo was far from being risk free and it was clear that the Revenue Support Grant would reduce in future years. The Deputy Leader emphasised that the devolution proposal provided an opportunity for the Borough Council to be in control of its own destiny.

In response to comments from Councillor Mrs Collingham being a reduced headcount in Whitehall producing inevitable savings and would this cascade locally, the Deputy Leader comments that there was £100 m for devolution available it was difficult to sell it as fiscally neutral. Previously Councils had asked for control locally, this proposal would therefore allow decisions to be made locally.

In response to questions from Councillor Gidney on the next stage and the way forward particularly relating to structures, jobs, etc, the Chief Executive explained that were two elements of governance. The proposal presented to Lord Hesseltine would make it clear that the mayoral model would not work in Norfolk and Suffolk and provided details on the combined authority and how the governance arrangements would operate, which would include a Board and a Chairman being elected for a fixed period potentially to fit in with the electoral cycle. The officer structure would be based on the Local

Enterprise Partnership model to ensure that the organisation was as lean as possible to function as an effective organisation.

The Deputy Leader added that the principle of subsidiarity was key and that what service could come to District Councils would always be the first option.

Councillor Kunes commented that articles in the press had related to Great Yarmouth and other areas but little mention had been made of West Norfolk. He asked therefore if the Council was confident that if the devolution proposal went ahead that West Norfolk would not be left behind. The Chief Executive explained that the Borough Council would obtain a reasonable share and referred to previous funding received for the College of West Anglia, King's Lynn Information Centre and the National Construction College. The Borough Council would argue the case for funding for the improvements to the A47. The Local Enterprise Partnership process had recognised that it was necessary to cover broad areas in order to see the benefits.

The Chief Executive advised that Cambridge had been invited to be part of the devolution proposal for Norfolk and Suffolk, but had determined note to submit an expression of interest at this stage. Work was in progress to leave the door open to including Cambridgeshire into the Norfolk and Suffolk proposal at a later date should they so wish.

The Chief Executive explained that the most likely controversial element outside governance would be housing numbers. The Government wished to boost house building numbers throughout the country. In the short term the aim was to double the level of housing in Norfolk and Suffolk within two years with the correct support which could be addressed through the HCA and the housing investment fund to support smaller builders up to the required level in accordance with the Local Plan.

The Chairman, Councillor Collop referred to a comment made by Councillor Pope at Cabinet in that the Government would currently take over a failing body, but if one was devolved into the Combined Authority they would potentially be a drain on resources and asked if this related to a particular council. The Deputy Leader explained that there was a worry that not all Councils were equal in resources. It was therefore important that each Council looked after itself its own budget. If agreement was reached on the devolution proposal there would be no financial pool arrangement.

Councillor Mrs Mellish commented that she did not know enough detail regarding the devolution proposal, but hoped potentially that the Borough Council would remain its own boss.

The Chairman, Councillor Collop expressed concern that if agreement was reached by all councils and one Council required assistance from another, and added that it was important that such a mechanism was developed to call upon if required.

The Deputy Leader advised that it the proposal was agreed and a formal Agreement being presented to Full Council, this would provide an opportunity for Members to raise any concerns. It would be naive for the Council to think that budget issues being experienced by Norfolk County Council would not impact upon the Borough Council.

In response to questions from the Chairman, Councillor Collop on how the proposal would affect Parish Councils, the Deputy Leader explained that the proposal would strengthen Parish Councils ability to influence matters devolved to the local authority. Parish Councils would be closer to the decision makers.

The Chairman, Councillor Collop thanked Members for their valuable input into the debate and also thanked the Chief Executive for the update position and the Deputy Leader for attending.

On behalf of the Committee, the Chairman, Councillor Collop wished a speedy recover to both the Leader and Councillor Gourlay who were unwell.

CSC:57 DATE OF NEXT MEETING

The next scheduled meeting was 19 November 2015.

The meeting closed at 7.22 pm

REPORT TO CABINET

Open		Would a	any decisions pro	posed:		
Any especially affected Wards NONE	Mandatory	Be entirely within Cabinet's powers to decide Need to be recommendations to Council Is it a Key Decision			NO YES NO	
Lead Member: CI E-mail: <u>cllr.nick.d</u> <u>norfolk.gov.uk</u>			Other Cabinet N & P Panel 29.9. Other Members		Cabinet Briefing, R	
Manager	E-mail: honor.howell@west-norfolk.gov.uk			Other Officers consulted: Cllr Nick Daubney, Management Team, Ross Hefford, Vicki Hopps, Hannah Wood-Handy, David Parkin, Corporate Channel Shift Project Team, Corporate Equalities Group		
Financial Implications YES	Policy/Personr Implications YES		atutory iplications O	Equal Impact Assessment YES If YES: Pre- screening/ Full Assessment YES	Risk Management Implications NO	

Date of meeting: 3rd November 2015

CHANNEL SHIFT & COUNCIL INFORMATION CENTRE

Summary

The Council has embarked on a channel shift programme which aims to reduce the cost of delivery of council services by shifting the channel used by customers to contact us to the most efficient and appropriate for that service.

Significant progress has been made in relation to the council's corporate channel shift project, resulting in:

- The launch of an online housing benefit and council tax support claim form
- Risk based verification for benefit applications
- Implementation of an interactive voice response system (IVR)
- 85% of planning applications are now made online
- Over 99% of council job applications are now made online
- Online Support Officers helping with assisted self-service
- 1,000's of online forms submitted

More digital services will be launched over the next few months.

The development and implementation of digital services, together with the need to make budget savings has resulted in a review of our existing model of service delivery with a view to managing demand for services.

The CIC offices at Kings Court, Downham Market and Hunstanton operate a walk in enquiry desk facility. 7 members of staff are needed on the ground

floor of Kings Court and one at each area office to respond to customer enquiries. These staff are required to be trained in every service offered so that they can respond to any enquiry which is presented.

With new technology and processes available online, the need for customers to visit the offices in person will reduce. There will not be a need to retain all enquiry counters but equally we need to provide a face-to-face service where this is the best option for that customer.

Recommendations:

Members:

- Agree the withdrawal of a drop in service for enquiries at Kings Court and to offer pre-booked appointments to customers who are unable to resolve their enquiry by telephone or online
- Agree to reduce the opening days at the Downham Market Office to 2 days per week (Monday and Friday)
- Agree to reduce the opening days at the Hunstanton Office to 2 days per week (Tuesday and Thursday)

Reason for Decision

To manage the demand for council services more effectively, provide an improved service for customers and ensure that resources are directed at the customers who, for a variety of reasons, may require a more personal service.

1. Background

The council has embarked on a channel shift programme. This aims to reduce the cost of delivery of a wide range of council services by shifting the channel used by customers to contact us to the most efficient and appropriate for that service.

With the development and implementation of digital services and the requirement to make significant budget savings, we need to review existing service provision and manage the demand on our services, which will inevitably increase over the next few years.

2. Current Provision

The Council Information Centre (CIC) offices at Kings Court, Valentine Road in Hunstanton and the Priory Centre in Downham Market currently operate a walk in enquiry desk where customers can visit any of the offices during opening hours and speak to a member of staff on the full range of council services.

The counter service at Kings Court's town centre location makes it convenient for customers to visit to make an enquiry or hand in documentation. Other

Norfolk authorities situated in less central locations do not experience the same volume of customer visits. 7 members of staff are required on the ground floor each day to cover the counters and reception. It is very difficult to predict the numbers of customers on any particular day along with the variances in the times they attend but some days are much busier than others and waiting times can very often exceed an hour and a half to speak to an advisor.

Staff are required to be trained in every service the council offers so they are able to respond to any customer enquiry which may be presented to them. This is challenging for the CIC to manage rotas, annual leave and sickness and often results in staff being moved between the Contact Centre and the Enquiry Counters during the day.

The numbers of customers visiting each of the CIC offices are detailed below:

Kings Court

Enquiry	2012/2013	2013/2014	2014/2015
Reception*	12,556	27,592	23,615
General**	27,597	27,399	24,987
Planning & Licensing	3,879	4,454	5,975
Total	44,032	59,445	54,577

- * Reception enquiries have risen due to the sale of caddy liners
- ** Enquiries for benefits, council tax, environmental health etc

Downham Market and Hunstanton Offices

14/15	No.	Benefits	Housing	Waste	Ctax	Other	TIC
Downham	10,008	24%	9%	34%	4%	22%	7%
Hunstanton	7,622	32%	9%	30%	7%	22%	N/A

Although the number of visitors to the council's main reception has increased, this is due to the sale of the food waste bags, introduced in 2013. Overall, general enquiries have reduced, although personal visits in relation to Planning and Licensing have increased

Kings Court has 6 counter positions (one is allocated for Planning and Licensing enquiries) and a reception desk, manned by a CIC Advisor and the CIC Floorwalker. Over recent months, following the launch of the online housing benefit and council tax support form, the CIC has reduced the number of staff behind the counters and have placed them in the CIC waiting area, with an iPad to encourage and assist customers to apply online with their assistance to avoid them waiting to see an advisor at the counter and completing a paper form. If the customer completes the online form, any supporting documentation (if required) can be photographed and the image uploaded with the claim. This change has seen a decline in the average number of tickets issued per week from 550 to 300.

3. Channel Shift – Progress to Date

Significant progress has been made in relation to the council's corporate channel shift project resulting in:

- The launch of an online housing benefit and council tax support claim form (a change in circumstances form is being tested)
- Risk based verification for benefit applications
- Implementation of an interactive voice response system (IVR)
- 85% of planning applications are now made online
- Over 99% of council job applications are now made online
- Online Support Officers helping with assisted self-service
- 1,000's of online forms submitted

Many customers visit Kings Court personally to hand in paperwork to support a claim for benefit or an application for Homechoice. In recent weeks we have introduced a 'Document Drop Box' for customers to leave paperwork without the need to take a ticket and see an advisor. The box is emptied twice daily and the documents scanned directly to the customer account and returned to them by post the same day.

4. Forthcoming Developments

Over the next few months, more improvements will be made to our digital services, including:

- A new, fully responsive design council website will be launched. This will be more task orientated
- Online benefit change in circumstance form
- Online Revenues forms (change of address, set up a direct debit, apply for a single occupier discount, apply for an exemption and report a change in circumstances

- Launch of an online customer account enabling customers to view, submit and track service requests as well as viewing personalised account information
- Applications to join the housing register (Homechoice) will be available online
- The launch of an internal programme of service transformation encouraging all staff and managers to review their processes to assess what can be made available online to customers, where this is the most appropriate channel

5. Implications

Improvements to services available on the council's website along with plans to introduce more digital services in the near future mean that more and more customers are able to submit service requests and enquiries and find information online at a time convenient to them. Each of the CIC offices offers a self-service facility. The CIC in Kings Court has an Online Support Officer (OSO) available at all times to assist people using either the self-service pc's or an iPad which the OSO has with them at all times. This assistance is also available at the area offices.

With new technology and processes being available online, the requirement for people to visit the council offices will reduce. It isn't practical or commercially viable to keep 6 counters open and fully staffed if people are no longer using them, but equally we need to provide a face-to-face service where this is the best option for that individual customer.

6. Proposals and Recommendations

In order to continue to meet our customer needs but to realise savings and greater efficiencies from our digital services, it is proposed to cease the drop in service for enquiries at Kings Court and to offer customers who are unable to resolve their enquiry by telephone or online an appointment with a trained advisor who will be able to assist them with their enquiry at a pre-arranged time.

Introducing pre-booked appointments for customers would be a major change for the Borough Council but it is standard practice in most sectors. The Department of Work and Pensions (DWP), GP's, opticians, banks, hairdressers and most other services all operate appointment to manage the customer demand on services and to avoid customer waiting long periods of time to be seen.

An appointment system is intended to improve the service to customers. Currently, a customer could wait in excess of 1.5hrs to see an advisor at busy times. This is because it is impossible to predict the number and nature of enquiries we receive. Some enquiries are straightforward and will take just a few minutes. Others are complex, often with elderly or vulnerable people which require time to resolve. By providing the customers with an appointment at a time convenient to them, they can be assured that they will be seen at

their allotted appointment time and will not have to waste time waiting to be seen.

The main reception at Kings Court will continue to have two members of staff at all times, together with at least one Online Support Officer. They can resolve straightforward enquiries, signpost customers, help customers with self-service, receive deliveries, greet visitors, make appointments and continue to sell caddy liners as they do now.

Housing Options & Homelessness

Housing Options have a Duty Officer available to deal with customer enquiries. The customers firstly see a CIC Advisor who takes details of their situation and emails this information through to Housing Options with a request for them to see the customer. Introducing an appointment system would therefore not impact on this service as the customer would still see the Duty Officer if they need urgent advice. It is planned to introduce an appointment system for non-urgent enquiries but any enquiries of an urgent nature such as fleeing domestic violence would be seen as soon as the Duty Officer was available.

Planning & Licensing Enquiries

The introduction of the planning portal has reduced the requirement for customers to visit the office to view and comment on planning applications or to make a planning application.

As with Housing, the Planning Department have a Duty Planner available to respond to customer enquiries every weekday until 1pm. This will continue under the revised procedure but as with other services, if a customer wishes to speak to an advisor they will need to make an appointment.

Over the next few months, all applications for licences will be able to be made online. Again, other than handing in documentation, there are very few enquiries which cannot be resolved either online or on the telephone. It is therefore the intention to offer appointments for licensing enquiries.

Downham Market and Hunstanton Offices

The offices at Downham Market and Hunstanton have seen a decrease in the number of personal visits since 2011 when the cash offices at both offices were closed. This is not clearly represented in the number of visitors but this is heavily influenced by the sale of food waste liners which equate for at least 30% of transactions at both offices.

Both area offices are co-located with other public sector services. Downham Market office is located in the Priory Centre which is owned by Norfolk County Council, for which we have a 125 year lease. The library and the Department of Work and Pensions (DWP) are located in the same office. The Hunstanton office is located in Valentine House, which is a council asset. Some space is

also commercially let to Pay for Nannies, the DWP, Freebridge Community Housing and Social Services.

The DWP have reduced their opening hours at the Hunstanton and Downham Market offices as the service is available online. They now open at Downham Market on a Monday, Wednesday and Friday and Hunstanton on a Tuesday and Thursday. Their customers make an appointment to see an advisor on the days they are open. As the majority of enquiries made at the area offices (benefits, housing and council tax) are all online or will be in the very near future it is proposed to revise the opening times of the Downham Market and Hunstanton office to two days per week at both offices. A Monday and Friday at Downham Market and a Tuesday and Thursday at Hunstanton.

7. Context

The proposals made in respect of the delivery of service in the CIC's are linked directly to the following points:

- The increased use of online services and the customer's ability to selfserve
- Managing customer demand
- Channel management
- The need to made ongoing budget savings
- The availability of personalised customer information online
- Improving customer service
- Reducing wait times

By operating a drop in service, we are not managing the demand for our services effectively. At busy times a customer can have a long wait before speaking to a CIC Advisor. At other times, the CIC Advisors may be underutilised as there are no customers waiting. Introducing an appointment system would improve both these issues without reducing the service available to customers.

It is proposed to start the new arrangements from 1st April 2016, allowing time for a comprehensive communications plan to be put in place to advise customers, partners and stakeholders of the changes.

8. Policy Implications

There are no policy implications.

9. Financial Implications

As the channel shift and other transformation projects progress, it is anticipated that budget savings can and will be made. However, whilst we are in implementation phase and numbers of contacts have reduced as a result, it is difficult to be explicit in how much these savings can be.

As part of the online benefit forms and the online customer account (OneVu) the CIC has already committed to salary savings of one FTE per year for 16/17, 17/18 and 18/19. More efficiency will be possible from the introduction of an appointment system in the CIC's and this will be the subject of a further report in early 2016.

10. Personnel Implications

There are minimal personnel implications at Kings Court as staff are trained in the OSO and Contact Centre role and will work in these areas. In the area offices, the two members of staff located at Downham Market and Hunstanton office will continue to work at those offices on the days they are open and will relocate to Kings Court when they are closed. At the present time, the affected staff are supervisors but will become CIC Advisors as there won't be a need for extra supervisor cover. They will therefore be subject to the three year's salary protection procedure.

11. Statutory Implications

There are not statutory implications. We will continue to offer all statutory services.

12. Equality Impact Assessment (EIA)

Attached at Appendix A

13. Risk Management Implications

There are no risk management implications.

14. Declarations of Interest / Dispensations Granted

None

15. Background Papers

None

Open	\	Would any decisions proposed :				
Any especially affe	cted Wards ((a) Be entirely within Cabinet's powers to decide YES				
None		(b) Need to be recommendations to Council NO				
	(c) Be partly for recommendations to Council NO and partly within Cabinets powers –				NO	
Lead Member: Nick	Daubney		Other Cabinet M	her Cabinet Members consulted: None		
E-mail: <u>cllr.nick.dauk</u> <u>norfolk.gov.uk</u>	oney@west-	Other Members consulted: None				
Lead Officer: Toby C	Cowper		Other Officers consulted: Chief Financial Officer and			
E-mail: toby.cowper	@west-norfolk.gov	v.uk	Management Team			
Direct Dial: 01553 616523						
Financial	Policy/Personnel	I Sta	atutory	Equal Opportunities	Risk Management	
Implications	Implications		plications (incl	Implications	Implications	
YES	NO	S.1	17) YES	NO	YES	

Date of meeting: 3 November 2015

MID YEAR REVIEW TREASURY REPORT 2015/2016

Summary

The Council has formally adopted the Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management (2011) and remains fully compliant with its requirements.

One of the primary requirements of the Code is:

Receipt by Council of an annual strategy report (including the annual investment strategy report) for the year ahead, a mid year review report and an annual review report of the previous year.

The Mid -Year Review Report has been prepared in compliance with CIPFA's Code of Practice, and covers the following:

- A review of the Treasury Management Strategy Statement and Annual Investment Strategy 2015/2016
- The Council's capital expenditure (prudential indicators)
- A review of the Council's investment portfolio for 2015/2016
- A review of the Council's borrowing portfolio and debt rescheduling for 2015/2016
- An economic update for the first six months of 2015/2016 Appendix 2

Recommendations

Cabinet is asked to note the report and the treasury activity.

Reason for the Decision

The Council must make a Mid -Year Review of its Treasury operation, as part of the CIPFA code of Practice.

1. Background

- 1.1 The Council operates a balanced budget, which broadly means cash raised during the year and the use of reserves and balances will meet its cash expenditure. Part of the treasury management operations ensure this cash flow is adequately planned, with surplus monies being invested in low risk counterparties, providing adequate liquidity initially before considering maximising investment return.
- 1.2 The second main function of the treasury management service is the funding of the Council's capital plans. These capital plans provide a guide to the borrowing need of the Council, essentially the longer term cash flow planning to ensure the Council can meet its capital spending operations. This management of longer term cash may involve arranging long or short term loans, or using longer term cash flow surpluses and investing, and on occasion any debt previously drawn may be restructured to meet Council risk or cost objectives.
- 1.3 As a consequence treasury management is defined as:

"The management of the local authority's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."

2. Summary of Key Points

- The Treasury Management Strategy Statement is still fit for purpose.
- The Council is in compliance with its Prudential Indicators.
- Interest rates are predicted to rise by ¼ of a percent in March 2016.
- The Council held £30.80m of investments as at 30 September 2015.
- The average rate of return on investments is 1.03% as at September. 2015
- The Council held £13.3m of external debt as at 30 September 2015.
- The Council is paying an average rate of 3.38% on its external debt.
- During the first six months of the year, no debt rescheduling was undertaken.
- Council officers are continuing to investigate alternative options for investment where opportunities become available as an alternative to traditional investments. To date none of these investments have been taken up.

3. Introduction

3.1 The Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management 2011 as adopted by this Council in April 2013.

The primary requirements of the Code are as follows:

- Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council's treasury management activities.
- Creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives.
- Receipt by the full council of an annual Treasury Management Strategy Statement - including the Annual Investment Strategy and Minimum Revenue Provision Policy - for the year ahead, a Mid-year Review Report and an Annual Report (stewardship report) covering activities during the previous year.
- Delegation by the Council of responsibilities for implementing and monitoring treasury management policies and practices and for the execution and administration of treasury management decisions.
- Delegation by the Council of the role of scrutiny of Treasury Management strategy and policies to a specific named body. For the Council the delegated body is the Audit Committee.

4. Treasury Management Strategy Statement and Annual Investment Strategy update

- 4.1 The Treasury Management Strategy Statement (TMSS) for 2015/2016 was approved by this Council on 3 March 2015. The Council's Annual Investment Strategy, which is incorporated in the TMSS, outlines the Council's investment priorities as follows:
 - Security of capital
 - 2. Liquidity requirements
 - 3. Return on capital invested
- 4.2 In the current economic climate it is considered appropriate to only invest with highly credit rated financial institutions, using Capita Asset Services suggested creditworthiness approach, including sovereign credit rating and credit default swap (CDS) overlay information provided by Capita Asset Services. This is as detailed in the Treasury Management Strategy Statement approved on 3 March 2015.

4.3 Investment Counterparty Criteria

The current investment counterparty criteria approved in the Treasury Management Strategy Statement 2015/2016 is meeting the operational requirement of the treasury management function.

- 4.4 Investment and Borrowing during the first six months of the year has been in line with the strategy, and there have been no deviations from the strategy.
- 4.5 Council officers are continuing to investigate alternative options for investment where opportunities become available as an alternative to traditional investments. To date none of these investments have been taken up.
- 4.6 There is still considerable uncertainty in the financial and banking market, both globally and in the UK. In this context, it is considered that the strategy approved on 3 March 2015 is still fit for purpose in the current economic climate.
- 4.7 Royal Bank of Scotland Capita, have advised that the Council should limit investments to a period of up to 1 year with RBS, This should remain in place until a firm timetable for privatisation of the bank has been established.

5. The Council's Capital Position and Associated Prudential Indicators

5.1 Prudential Indicator for Capital Expenditure

The capital programme approved by Council on 3 February 2015 was updated for rephasing and amendments as part of the closedown of the accounts 2014/2015. The updated estimates were approved by Council on 10 June 2015 and are shown in the table below. The capital programme 2015/2016 has been revised as reported in the Monthly Monitoring reports.

Service Head	Capital Programme 2015/2016 (Council 3 February 2015)	Revised Capital Programme 2015/2016 (Council 10 June 2015)	Expenditure as at 30 September 2015
	£'000	£'000	£'000
Major Projects	11,094	19,495	4,269
Central and			
Community Services	1,849	2,001	420
Chief Executive	120	130	(5)
Commercial Services	2,033	3,226	610
Environment and			
Planning	43	43	0
Resources	745	0	0
Total Capital Programme	15,884	24,896	5,293

5.2 Changes to the Financing of the Capital Programme

The table below shows the expected financing arrangements of the capital expenditure detailed above. The borrowing element of the table increases the underlying indebtedness of the Council by way of the Capital Financing Requirement (CFR).

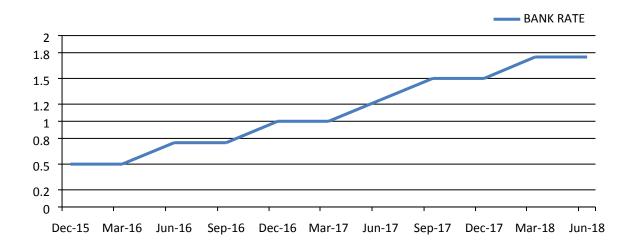
Capital Expenditure Financed by	Capital Programme 2015/2016 (Council 3 February 2015)	Revised Capital Programme 2015/2016 (Council 10 June 2015)
	£'000	£'000
Total spend	15,884	24,896
Financed by:		
Capital receipts	(9,903)	(2,428)
Capital grants and Contributions	(759)	(1,222)
Unsupported Borrowing	(902)	(1,387)
Capital reserves	(1,395)	(5,941)
Total resource	(12,959)	(10,978)
Borrowing need	(2,925)	(13,918)
Total Financing	(15,884)	(24,896)

5.3 Prudential Indicator – Capital Financing Requirement

Capital Financing Requirement is defined as the underlying need to incur borrowing for capital purposes. The table below compares the original estimated CFR for year end 2015/2016 with the position as at year end 2014/2015.

	2015/2016 Original Estimate £m	Position as at 31/3/2015	2015/2016 Revised Estimate £m
CFR	22.3	18.6	22.3

6. Capita Asset Services interest rate forecast as at August 2015

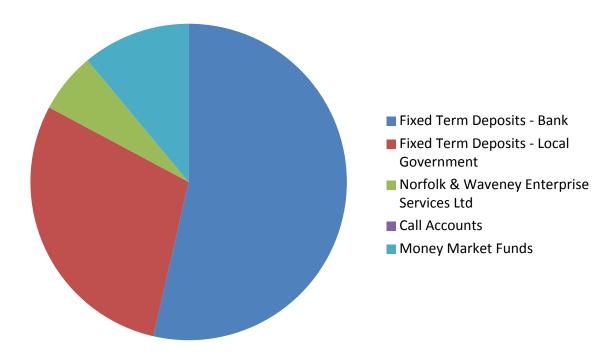


Please see 'Appendix 2' for the full Capita Asset Services economic forecast.

7. Investment Portfolio 2015/2016

7.1 Investment Portfolio as at 30 September 2015

Investment Portfolio as at 30 September 2015



I 4 ! 4 4 !	Duin sin al	Ota-4 Data	Fred Data	Rate	Detinos
Institution	Principal	Start Date	End Date	%	Ratings
Bank of Scotland	2,000,000	01/12/2014	02/12/2015	1.05	A+
Bank of Scotland	3,000,000	03/12/2014	04/12/2015	1.05	A+
Bank of Scotland	2,000,000	13/04/2015	13/04/2016	1.00	A+
Glasgow City Council	3,000,000	12/11/2013	12/11/2015	0.95	AAA
Cheshire West and Chester					
Council	2,000,000	20/01/2014	20/01/2016	1.10	AAA
Goldman Sachs					
International Bank	2,000,000	01/09/2015	04/01/2016	0.59	Α
Norfolk & Waveney					
Enterprise Services Ltd	500,000	27/03/2014		1.80	N/A
Norfolk & Waveney	274,275			1.80	
Enterprise Services Ltd	214,213	27/03/2015		1.00	N/A
Norfolk & Waveney	339,864			1.80	
Enterprise Services Ltd	339,004	29/06/2015		1.00	N/A
Norfolk & Waveney	539,865			1.80	
Enterprise Services Ltd	339,003	04/09/2015		1.00	N/A
Norfolk & Waveney	240,616			1.80	
Enterprise Services Ltd	240,010	18/09/2015		1.00	N/A
Wyre Forest District					
Council	2,000,000	14/07/2014	14/07/2016	0.95	AAA
King & Shaxson - RBS	2,000,000	28/08/2014	30/08/2016	1.68	BBB+
King & Shaxson – RBS	2,500,000	22/05/2015	22/05/2017	1.33	BBB+
Newcastle City Council	2,000,000	04/08/2014	04/08/2016	1.00	AAA
Qatar Bank	3,000,000	01/06/2015	01/06/2016	0.88	AA-
BNP Parabis	3,400,000	04/08/2015		0.50	A+
Total	30,794,620			1.03	

- 7.2 In accordance with the Code, it is the Council's priority to ensure security of capital and liquidity, and to obtain an appropriate level of return which is consistent with the Council's risk appetite. Given the current economic environment investment returns are likely to remain low for the foreseeable future.
- 7.3 The Council held £30.80m of investments (including temporary cashflow) as at 30 September 2015 (£26.63m at 31 March 2015) and the investment portfolio yield for the first six months of the year is 1.03% against a benchmark 0.36% (7 day LIBID London Interbank Bid Rate).

7.4 Investment Benchmarking

The Council is currently a member of an investment benchmarking group, with other local councils, arranged by our Treasury advisors, Capita Treasury. In the latest benchmarking report for the first quarter of 2015/2016, the Council achieved the highest return with **0.93%**, and has now increased this average return to **1.03%** September 2015. See Appendix 3.

- 7.5 The Council's budgeted investment return for 2015/2016 is £224,000 and the projected performance for the year is £288,000 which is above expectations. This is as reported in the September monitoring report.
- 7.6 The Assistant Director confirms that the approved limits within the Annual Investment Strategy were not breached during the first six months of 2015/2016.

8. External Borrowing 2015/2016

8.1 Borrowing Portfolio as at 30 September 2015

Institution	Principal	Start Date	End Date	Rate
Suffolk County Council				
Local Enterprise				
Partnership (LEP)	2,500,000	27/03/2014	30/11/2018	1.80%
Barclays	5,000,000	22/03/2007	21/03/2077	3.81%
Barclays	5,000,000	12/04/2007	14/04/2077	3.81%
Public Works Loan				
Board	800,000	15/09/2009	14/09/2019	2.92%
Total	13,300,000			3.38%

- 8.2 The Council's capital financing requirement (CFR) for 2015/2016 is estimated to be £22.3m. The CFR denotes the Council's underlying need to borrow for capital purposes. If the CFR is positive the Council may borrow from the PWLB or the market (external borrowing) or from internal balances on a temporary basis (internal borrowing). The balance of external and internal borrowing is generally driven by market conditions. The use of cash flow funds in lieu of borrowing is a prudent and cost effective approach in the current economic climate given the low rates of return on investments.
- 8.3 The Council's budgeted borrowing cost for 2015/2016 is £465,000 and the projected performance for the year is £455,000 which is below expectations. This is as reported in the September monitoring report.
- 8.4 During the first six months of the year, no debt rescheduling was undertaken.
- 8.5 Limits to Borrowing Activity

The first key control over the treasury activity is a prudential indicator to ensure that over the medium term, net borrowing (borrowings less investments) will only be for a capital purpose. Net external borrowing should not, except in the short term, exceed the total of CFR in the preceding year plus the estimates of any additional CFR for 2015/16 and the next two financial years. This allows some flexibility for limited early borrowing for future years. The Council has approved a policy for borrowing in advance of need which will be adhered to if this proves prudent. The Assistant Director reports that no difficulties are envisaged for the current year in complying with this prudential indicator as detailed in the table below.

	2015/2016 Original Estimate	Current Position 30 September 2015	2015/2016 Revised Estimate	
	£'000s	£'000s	£'000s	
Gross borrowing	24,867	13,300	24,867	
Less investments	(22,280)	(30,795)	(22,280)	
Net borrowing	2,593	(17,495)	2,593	
CFR (year end position)	22,274	-	22,274	

8.6 Prudential Indicator – External Debt / the Operational Boundary

Section 3 of the Local Government Act 2003 requires the Council to determine and keep under review how much it can afford to borrow. The amount so determined is termed the "Affordable Borrowing Limit". The Limit is in fact two sets of figures:

- The Authorised Limit represents the limit beyond which borrowing is prohibited, and needs to be set and revised by Members.
- The Operational Boundary for External Debt is a working practice limit that is set lower than the Authorised Limit. In effect the authorised limit includes a degree of contingency in case of circumstances arising that take the limit above the operational limit.

	2015/2016 Original Estimate £m	Position as at 31/3/2015	2015/2016 Revised Estimate £m
Authorised Limit for external debt	35.0	35.0	35.0
Operational Boundary for external debt	30.0	30.0	30.0
Borrowing	24.9	13.3	24.9

9. Compliance with Treasury and Prudential Limits

9.1 It is a statutory duty for the Council to determine and keep under review the "Affordable Borrowing Limits". Council's approved Treasury and Prudential Indicators (affordability limits) are outlined in the approved Treasury Management Strategy Statement.

9.2 During the financial year to date the Council has operated within the treasury limits and Prudential Indicators set out in the Council's Treasury Management Strategy Statement and in compliance with the Council's Treasury Management Practices. The Prudential and Treasury Indicators are shown in Appendix 1.

10. Financial Implications

10.1 The financial implications of the borrowing and investment strategy are reflected in the financing adjustment figure included in the Financial Plan 2014/2018 approved at Cabinet on 26 February 2015 and updated as reported in the Budget Monitoring report.

11. Risk Management Implications

11.1 There are elements of risk in dealing with the treasury management function although the production and monitoring of such controls as prudential indicators and the treasury management strategy help to reduce the exposure of the Council to the market. The costs and returns on borrowing and investment are in themselves a reflection of risk as seen by the market forces.

12. Policy Implications

12.1 There are no changes in the Treasury Management policy at present.

13. Statutory Considerations

13.1 The Council must set prudential indicators and adopt a Treasury Management Strategy and Annual Investment Strategy.

14. Access to Information

The Budget 2014/2018 – A Financial Plan
Capital Programme 2014/2018
Treasury Management Strategy and Annual Investment Strategy 2015
Budget Monitoring reports 2015/2016
Capita Asset Services Monthly Investment Analysis Review
Investment Portfolio Benchmarking Analysis June 2015
Treasury Monthly Monitoring Reports

Appendix 1

Revised Prudential and Treasury Indicators

PRUDENTIAL INDICATOR	2015/2016 revised estimate	2016/17 estimate	2017/18 estimate
BUDGET RELATED PRUDENTIAL INDICATORS	£'000	£'000	£'000
Capital Expenditure Approved at Cabinet 10 June 2015	15,884	3,447	4,588
Ratio of financing costs to net revenue stream (Equals net treasury cost ie cost of borrowing less the income from investments divided by the total of Government grant and total council tax).	3.82%	3.67%	4.28%
Increase/(decrease) in Borrowing required each year	2,925	712	587
Capital Financing Requirement (CFR) as at 31 March this reflects the Council's underlying need to borrow for capital purposes	£22,300	£14,722	14,309

PRUDENTIAL INDICATOR	2015/2016 estimate	2016/17 estimate	2017/18 estimate	
TREASURY MANAGEMENT PRUDENTIAL INDICATORS	£'000	£'000	£'000	
Authorised Limit for external debt	35,000	40,000	40,000	
Operational Boundary for external debt	30,000	35,000	35,000	

	2015/2016	2016/17	2017/18				
Interest rate Exposures							
	Upper	Upper	Upper				
Limits on fixed interest rates based on net debt	35,000	40,000	40,000				
Limits on variable interest rates based on net debt	25,000	30,000	30,000				

Maturity Structure of fixed interest rate borrowing							
	Lower	Upper	Portfolio Position as at 30 September 2015				
Under 12 months	0%	100%	0%				
12 months to 2 years	0%	100%	0%				
2 years to 5 years	0%	100%	24.8%				
5 years to 10 years	0%	100%	0%				
10 years and above	0%	100%	75.2%				

Economic update - Provided by Capita Asset Services as at September 2015

3.1 Economic performance to date and outlook:

UK GDP (Gross Domestic Product) growth of 3.0% in 2014 was the strongest growth since 2006. However, quarter 1 of 2015 was weak at \pm 0.4% though there has been a rebound in quarter 2 to \pm 0.7%. The Bank of England is forecasting growth to remain around \pm 2.4 – 2.8% over the next three years. The most recent forward looking surveys in August for the services and manufacturing sectors showed a marked slow down in the rate of growth; this is not too surprising given the appreciation of Sterling against the Euro and weak growth in the EU, China and emerging markets creating headwinds for UK exporters. For this recovery to become more balanced and sustainable in the longer term, the recovery still needs to move away from dependence on consumer expenditure and the housing market to manufacturing and investment expenditure. This overall strong growth has resulted in unemployment falling quickly over the last few years although it has now ticked up recently after the Chancellor announced in July significant increases planned in the minimum (living) wage over the course of this Parliament.

- 3.2 The MPC (Monetary Policy Committee) has been particularly concerned that the squeeze on the disposable incomes of consumers should be reversed by wage inflation rising back above the level of inflation in order to ensure that the recovery will be sustainable. It has therefore been encouraging in 2015 to see wage inflation rising significantly above CPI (consumer price index) inflation which slipped back to zero in June and August However, with the price of oil taking a fresh downward direction and Iran expected to soon rejoin the world oil market after the impending lifting of sanctions, there could be several more months of low inflation still to come, especially as world commodity prices have generally been depressed by the Chinese economic downturn. If UK labour productivity also improves significantly, this could also keep inflation subdued in the UK. The August Bank of England Inflation Report forecast was notably subdued with inflation barely getting back up to the 2% target within the 2-3 year time horizon.
- 3.3 There are therefore considerable risks around whether inflation will rise as strongly as previously expected which will make it more difficult for the central banks of both the US and the UK to raise rates as soon as had been expected, especially given the recent major concerns around the slowdown in Chinese growth, the knock on impact on emerging countries from falling oil and commodity prices, and the volatility we have seen in equity and bond markets in 2015 so far, which could potentially spill over to impact the real economies rather than just financial markets. On the other hand, there are also concerns around the fact that the central banks of the UK and US have few monetary policy options left to them given that central rates are near to zero and huge QE(Quantitive Easing) is already in place. There are therefore arguments that they need to raise rates sooner, rather than later, so as to have ammunition to use if there was a sudden second major financial crisis. But it is hardly likely that they would raise rates until they are sure that growth was securely embedded and noflation was not a significant threat.

- 3.4 The forecast for the first increase in Bank Rate has therefore been pushed back from Q1 to Q2 2016; increases after that will be at a much slower pace and to much lower levels than prevailed before 2008, as increases in Bank Rate will have a much bigger effect on heavily indebted consumers than they did before 2008.
- 3.5 The Government's revised Budget in July eased the pace of cut backs from achieving a budget surplus in 2018/19 to achieving that in 2019/20. Monthly public sector deficit figures have been pointing towards a slight undershoot of the Chancellor's most recent target for 2015/16.

Capita Asset Services interest rate forecast (August 2015)

	Dec-15	Mar-16	Jun-16	Sep-16	Dec-16	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18
BANK RATE	0.50	0.50	0.75	0.75	1.00	1.00	1.25	1.50	1.50	1.75	1.75
3 month LIBID	0.60	0.70	0.80	0.90	1.10	1.30	1.40	1.50	1.80	1.90	1.90
6 month LIBID	0.80	0.90	1.00	1.10	1.30	1.50	1.60	1.70	2.00	2.10	2.10
12 month LIBID	1.10	1.20	1.30	1.40	1.60	1.80	1.90	2.00	2.30	2.40	2.40
5 yr PWLB	2.40	2.50	2.60	2.80	2.90	3.00	3.10	3.20	3.30	3.40	3.50
10 yr PWLB	3.00	3.20	3.30	3.40	3.50	3.70	3.80	3.90	4.00	4.10	4.20
25 yr PWLB	3.60	3.80	3.90	4.00	4.10	4.20	4.30	4.40	4.50	4.60	4.60
50 yr PWLB	3.60	3.80	3.90	4.00	4.10	4.20	4.30	4.40	4.50	4.60	4.60

Capita Asset Services undertook a review of its interest rate forecasts on 11 August. Later in August, fears around the slowdown in China caused major volatility in equities and bonds and sparked a flight from equities into safe havens like gilts and depressed PWLB (public works loans board) rates. However, there is much volatility in rates as news ebbs and flows in negative or positive ways. This latest forecast includes a first increase in Bank Rate in quarter 2 of 2016.

The overall balance of risks to economic recovery in the UK is currently evenly balanced. Only time will tell just how long this current period of strong economic growth will last; it also remains exposed to vulnerabilities in a number of key areas.

Downside risks to current forecasts for UK gilt yields and PWLB rates currently include:

- Geopolitical risks in Eastern Europe, the Middle East and Asia, increasing safe haven flows.
- UK economic growth turns significantly weaker than we currently anticipate.
- Weak growth or recession in the UK's main trading partners the EU, US and China.
- A resurgence of the Eurozone sovereign debt crisis.
- Recapitalisation of European banks requiring more government financial support.

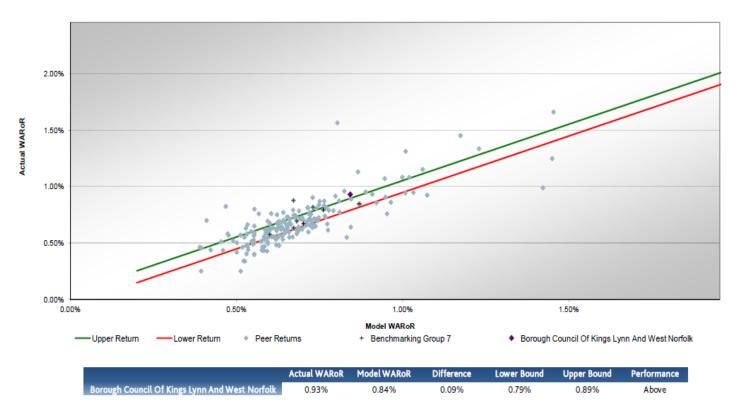
- Monetary policy action failing to stimulate sustainable growth and to combat the threat of deflation in western economies, especially the Eurozone and Japan.
- Emerging country economies, currencies and corporates destabilised by falling commodity prices and / or the start of Fed. rate increases, causing a flight to safe havens

The potential for upside risks to current forecasts for UK gilt yields and PWLB rates, especially for longer term PWLB rates include: -

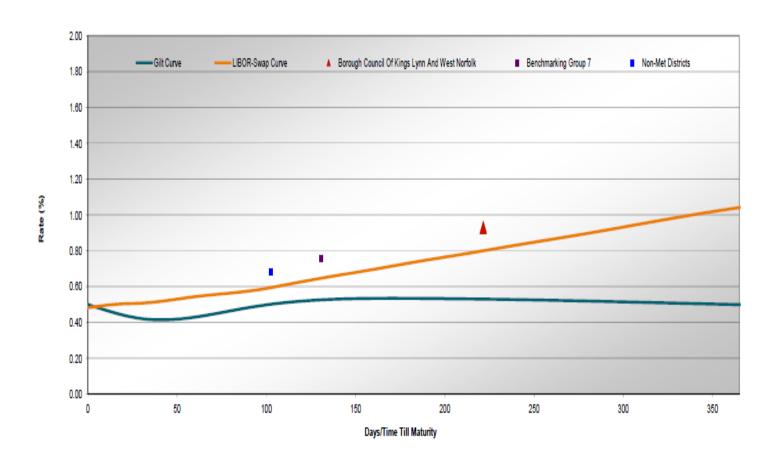
- Uncertainty around the risk of a UK exit from the EU.
- The ECB (European Central Bank) severely disappointing financial markets with a programme of asset purchases which proves insufficient to significantly stimulate growth in the EZ (Eurozone).
- The commencement by the US Federal Reserve of increases in the Fed. funds rate in 2015, causing a fundamental reassessment by investors of the relative risks of holding bonds as opposed to equities and leading to a major flight from bonds to equities.
- UK inflation returning to significantly higher levels than in the wider EU and US, causing an increase in the inflation premium inherent to gilt yields.

Appendix 3

Population Returns against Model Returns



Returns Comparable Against the Risk-Free Rate and LIBOR Curve



REPORT TO CABINET

Open		Would a	any decisions pro	posed:						
Any especially affected			ely within Cabine be recommenda	NO YES						
Wards	Discretionary /		ey Decision		NO					
	Operational									
	IIr Adrian Lawrence	;	Other Cabinet Members consulted:							
E-mail: cllr.adrian. norfolk.gov.uk	E-mail: cllr.adrian.lawrence@west- norfolk.gov.uk			Other Members consulted:						
Lead Officer: Vic E-mail: Vicki.hop Direct Dial:01553	ps@west-norfolk.go	ov.uk	Other Officers of Services and Lie	onsulted: Managemocensing Section	ent Team; Legal					
Financial Implications YES	Policy/Personne Implications NO		atutory plications S	Equal Impact Assessment YES	Risk Management Implications NO					

Date of meeting: 3 November 2015

Review of Hackney Carriage & Private Hire Licensing Fees

Summary

The Deregulation Act 2015 introduces changes to hackney carriage and private hire legislation from 1St October 2015. In addition to this the whole of the fee structure has been reviewed on a cost recovery basis.

Recommendation

- **1.** The Council approves the new fee structure for drivers of hackney carriages and private hire vehicles;
- **2.** The Council approves the new fee structure for private hire operators.
- **3.** The Council approves the new fee structure for vehicles and other sundry matters attached in the fee structure.

Reason for Decision

The Council has to set reasonable fees based on cost recovery for the service provided.

Background

The Deregulation Act 2015 introduces a few changes to hackney carriage and private hire legislation from the 1st October 2015.

These changes are:

- The duration of hackney carriage and private hire driver's licenses will be three years;
- The duration of private hire operator's licenses will be five years; and

• Private hire operators will be able to sub-contract bookings to a private hire operator licensed by another authority.

The introduction of the three year driver's and five year operator's licenses requires a fee to be set. The last review of the fees was in 2011 so it was considered appropriate to review all hackney carriage and private hire fees at the same time.

The proposed fees are set out overleaf.

The proposed fees look to recover the actual processing costs and costs to the Council for providing this service. In the past fees have not been calculated in this way and therefore has resulted in the service being subsidised by other service areas. The table below shows the shortfall between the current costs and the proposed costs.

Summary of the cost of providing the taxi licensing service October

Hackney Carria October 1st 20							
	2011- 2012	2012- 2013	2013- 2014	2014- 2015	Total	Cos	st to Service*
Drivers:							
New	12	42	30	45	129	£	1,548.00
Renewal	294	261	266	221	1042	£	13,025.00
PH Vehicles:							
New	25	42	50	55	172	£	516.00
Renewal	120	114	120	97	451	£	1,353.00
HC Vehicle							
New WAV	13	23	11	10	57	£	598.50
New HC	5	8	11	12	36	£	234
Renewal	77	77	83	66	303	£	3,333.00
Operator							
New	8	6	11	14	39	£	117.00
Renewal	48	44	43	35	170	£	510.00
Special Event Vehicles							
New	3	9	4	0	16	£	48.00
Renewal	8	1	8	7	24	£	72.00
						£ 2	1,354.50

^{*} The actual figures may have been different as the costs for the processing of the fees may have been different in each year.

Options Considered

None

Policy Implications

The legislation requires the fees to be agreed by full Council.

Financial Implications

Failure to set fees correctly could result in the Council not recovering the costs of the service provided.

Additionally if the fees are not agreed through the Council then the Council could be open to challenge on the fees charged.

Personnel Implications

None

Statutory Considerations

Equality Impact Assessment (EIA)

(Pre screening report template attached)

Risk Management Implications

Declarations of Interest / Dispensations Granted

None

Background Papers

(Definition: Unpublished work relied on to a material extent in preparing the report that disclose facts or matters on which the report or an important part of the report is based. A copy of all background papers must be supplied to Democratic Services with the report for publishing with the agenda)

Proposed Fees

Hackney Carriage & Private Hire	Licence	e Costs		
	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee
Combined Driver				
Grant	£ 62.00	£ 74.00	£ 125.00	
Renewal	£ 54.50	£ 67.00	£ 118.00	
Hackney Carriage Saloon				
Grant	£ 117.50	£ 124.00		
Renewal	£ 104.00	£ 120.00		
Hackney Carriage WAV				
Grant	£ 122.50	£ 133.00		
Renewal	£ 109.00	£ 115.00		
Private Hire Vehicle				
Grant	£ 115.00	£ 118.00		
Renewal	£ 101.00	£ 104.00		
Special Event Vehicle				
Grant	£ 120.00	£ 123.00		
Renewal	£ 101.00	£ 104.00		
PHO (1 Vehicle)	2 10 1100	~		
Grant	£ 95.00	£ 97.00		£ 180.00
Renewal	£ 85.00	£ 87.00		£ 175.00
PHO (2-10 Vehicles)	2 00.00	2 0.100		~
Grant	£ 120.00	£ 123.00		£ 265.00
Renewal	£ 110.00	£ 113.00		£ 260.00
PHO (11 - 20 Vehicles)	2 110100	2 110100		~ =00.00
Grant	£ 135.00	£ 138.00		£ 405.00
Renewal	£ 128.00	£ 131.00		£ 400.00
PHO (20+ Vehicles)	Z :20:00	2 101100		~
Grant	£ 155.00	£ 159.00		£ 777.00
Renewal	£ 148.00	£ 152.00		£ 772.00
Misc	2110.00	2 102.00		2772.00
Copy of Combined Driver Licence:				
Paper Part:	£ 2.50	£ 5.50		
Card Part:		£ 5.50		
Copy of Vehicle Licence:	2.00	~ 0.00		
Paper Part:	£ 2.50	£ 5.50		
Window Sticker:	£ 2.50	£ 5.00		
Copy of Private Hire Operator's Licence:	£ 2.50	£ 5.50		
Knowledge Test:	£ 20.00	£ 36.00		
Private Hire Door Sticker	£ 17.50	£ 19.00		
DBS	£ 49.00	£ 55.00		
Vehicle Transfer	£ 23.00	£ 27.50		
Licence Plate	£ 13.00	£ 15.00		
Change of Name/Address	£ 6.50	£ 10.50		
Onange of Name/Addiess	~ 0.50	~ 10.50		

[#] Renewal of a Hackney Carriage Saloon is £109.00 not £120.00 as stated in the table.

Pre-Screening Equality Impact Assessment



Name of policy/service/function	Licensing					
Is this a new or existing policy/ service/function?	Existing					
Brief summary/description of the main aims of the policy/service/function being screened. Please state if this policy/service rigidly constrained by statutory obligations	hackney carriage and private hire legislation from the 1st October 2015. The introduction of the three year driver's and five year operator's licenses required a fee to be set. The last review of the fees was in 2011 so was considered appropriate to review all hackney carriage and private hire fees at the same time.					
Question	Answer			_	_	
1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups according to their different protected characteristic, for example, because			Positive	Negative	Neutral	Unsure
they have particular needs, experiences, issues or	Age				х	
priorities or in terms of ability to access the service?	Disability				х	
GG1 1100 1	Gender				х	
Please tick the relevant box for each group.	Gender Re-as				х	
r lease lick the relevant box for each group.	Marriage/civil	partnership			Х	
ND Famelity payded assessed as assetting impost on	Pregnancy &	maternity			х	
NB. Equality neutral means no negative impact on any group.	Race				х	
	Religion or be	elief			х	
	Sexual orienta	ation			х	
	Other (eg low	income)			х	
Question	Answer	Comments			•	•
2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favouring a particular community or denying opportunities to another?	No	Applies equally to all drivers and to private				hire
3. Could this policy/service be perceived as impacting on communities differently?	No					
4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?	No					
5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions? If yes, please agree actions with a member of the	No Actions: Actions agreed by EWG men				er:	
Corporate Equalities Working Group and list agreed actions in the comments section					••••	
Assessment completed by: Name	Vicki Hopps					
Job title Environmental Health Manager	Date 14/09/2	2015				
	<u> </u>					

Paul Shrgeon,
Rep by letter

RECEIVED

JENNY HAMILTON

POSTAL APPLICATION

20/09/2015

Dear Mr Gilbraith

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Hackney Carriage Saloon grant increase by 5.53% Hackney Carriage WAV grant increase by 8.57% Private Hire Vehicle grant increase by 2.61% Hackney Carriage Saloon renewal increase by 15.38%

Hackney Carriage WAV renewal increase by 5.5%

Private Hire Vehicle renewal increase by 2.97%

Having studied the Local Government (miscellaneous provisions) Act 1976 it quite clearly states that the fees chargeable under this section in respect of a vehicle licence should not be more than £25 per Annum the same for each of the three categories, therefore I also question why we are being charged more than this at present and why have we been being over charged for these licences in the past, therefore I object to your proposals on these grounds.

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riackney Carriage & Privat		Cu	rrent	Nev	v 1 Year	Men	v 3	1	
Combined Driver	-	1	a.f.		Fee	Year.	Fee	New Year	- I a Cocket
Grant					The state of the s	1-		1001	0/0
Renewal			2.00		74.00	£ 125	00		
Hackney Carriage Saloon		£ 5	4.50	3	67.00		.00	Parties and Printer Street, and	19.35
MIGHT						2 110	.00		22.94
Renewal		£117	7.50	£ 1	24.00				14
Hackney Carriage WAV		£ 104	1.00	£ 1	20.00				5.53
CWCTH					20.00				15.38
Renewal		£ 122	.50	P 10	33.00				13.38
Private Hire Vehicle		£ 109	00	E 11	55.00	A.			38.57
Grant		Action to the last of the last	+	Z- II	10,00	Nie state Charles		Market Services (Services Services	
Renewal	1	115.	00	0 44			T		5-5
Special Event Vehicle	1	101.	00	11	8.00		1	Contract of the last of the la	121
Grant Control Vehicle	+		00	10	4.00			The same of the sa	12.61
Renewal	0	120	10				1	Annual Inches	2.97
	10	120.0	N E	123	3.00	The State of the S	+	orden best de la company de la	4
PHO (1 Vehicle) Grant	- -	101.0	3 0	104	.00	Market Street,	-	-	12.5
	4						-		2-97
Renewai	1E	95.0	3 0	97	00	-	10	-	
PHO (2-10 Vehicles)	E	85.0	3 0	87.	00		121	80.00	2.11
Grant					-		EI	75.00	2-35
Renewal	£1	20.00	31	123	00	Management and the second			
PHO (11 - 20 Vehicles)	13	10.00	E	113	00	-	23	35.00	2-5
Grant			1		-		2 21	0.00	2-72
Renewal	£1:	35.00	10	120 6	10				
PHO (20+ Vehicles)	E 12	28.00	10	100.0	10		£ 40	5.00	2.22
Grant			-	131,0	U	4	£ 40	0.00	
Renewal	£ 15	5.00	-						2-34
lies .	814	8.00	2	159.0	0		£ 77	700	2
	- 14	0.00	2	52.00	0	1000	2 772	00	2-58
Copy of Combined Driver Licence:					E 2000				2.7
Paper Part:	0					-	A CHARLES		
opy of Vehicle Licence: Card Part:	2 2	.50		5.50	1		-		
opy of Vehicle Licence:	2 2	.50	£	5.50			-		20.
				The state of	1	-		11	20.
Paper Part: Window Sticker:	Statement of the last of the l	50	3	5.50	1	-	-		
	٤ 2.	50	DESCRIPTION OF THE PARTY OF	5.00	-			1	20.
owledge Test:		50 8	Chicago Character	5.50	-				20.
vate Hire Door Sticker	20.	00 8	The Real Property lies	6.00					20.
	17.	50 £	-	9.00	Contract of the Party of the Pa				
nicle Transfer	49.0	3 00	-		-		1		9 50
Ince Plate	23.0	3 00	With the last of t	00.0		993	- or being a specially		8.57
inge of Name/Address £	13.0	0 6	DOCUMENTS.	.50	- Control of the last		and the latest designation of the latest des	- ;	2.24
S STREITHE Address £	6.5	0 0		.00		10		1 1	9.57
	0.0	3 0	10	50		SECOND PROPERTY.	-	110	5.38

RECEIVED -2 2 SEP 2015 JENNY HAMILTON POSTAL ADMIN

Shoron Modgling

RECEIVED

22 SEP 2015

JENNY HAMILTON

POSTAL ADMIN

20/09/2015

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Hackney Carriage Saloon renewal increase by 5.5%
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	Curr		Ne	w 1 Year Fee	×	New 3 ear Fee	New 5 Year Fee	INCREAS
Combined Driver	-	tion was the Party.	-	National Assessment of the Confedence of the Con	1-	the second second char		C/0
Grant	£ 62	00	T _£	74.00	5	125.00	-	1
Renewal	TΩ 54	Service de la constitución de la	- Auren	fr IN CONTROL LINES OF	-	118.00	The second second	19-35
Hackney Carriage Saloon	1		1-	U7.UU	1	110.00	And the state of t	22.94
Grani	6 117	50	10	124.00	ļ	The Control of the Co		
Renewal	£ 104		3					5 53
Hackney Carriage WAV	12104		1	120.00	-		-	15 38
Grani	£ 122	50	10	133.00			An return town improves	
Renewal	1 109	west desired to the law	-	115.00		THE SHOW SHOW SHOW	Section squarescentistic region (section in an event of the section in	8.57
Private Hire Vehicle	1 4 100	. UU	1	113.00	art come.	A	NATIONAL WAS IN WASTER	5-5
Grant	£ 115.	05	10	118.00	i Marejer	CONTRACTOR OF BETTE OF CONTRACTOR	PERSONAL CONTROL CONTR	
Renewal	£ 101.		1 £	COMMITTEE TO STATE OF THE PARTY	-94	the whiteholder and the	a all algorithms	2.61
Special Event Vehicle	1 3 101.	.00	1 2	104.00		marin strangenter and decorate		2 97
Grant	£ 120.	nn	3	123.00	·	and the second second second		
Renewal	£ 101.		5	-		tradizione di Articolore de la Colore de la		2-5
PHO (1 Vehicle)	2. 101.	UU	X.	:D4.90	PPR PRIMER	or the second second second	STATE HAVENERS IN	2.97
Grant	TO DE	00	10	97.00		-	Contraction of the Contraction o	
Renewal	£ 85.		5	87.00			£ 180.00	2-11
PHO (2-10 Vehicles)	L. Out	W	Σ.	07.00		A CA -II A	£ 175.00	2-35
Grant	£ 120.	nn l	0	123.00		AND TO REAL PROPERTY	-	
Renewal	Ω 110.	- Name and					£ 265.00	2-5
PHO (11 - 20 Vehicles)	12.110.	<u> </u>	L	113.00	in and a second		£ 260.00	2-72
Grant	£ 135.	00 1	C C	138.00	W Work		and the second second	
Renewal	£ 128.			***	-	-	£ 405.00	2.22
PHO (20+ Vehicles)	Z 160.	VU	£	131.00	e Networkeye i		£ 400.00	2-34
Grant	£ 155.0	00	£	150.00			PA recommendation	
Penewal	£ 148.0	70 Y2		159.00		-	£ 777.00	2-58
	Z. 140.1	UU	£	152.00			£ 772.00	2.7
Copy of Combined Driver Licence:	- 10 - 10 - 10 - 10 - 10 - 10 - 10 - 10		*********		- Marketina			
Paper Part:	£ 2.5		£				The Association of the Control of th	
Card Part:	and the second property of the last of the second		and white a	5.50	white standard		-	120.
Copy of Vehicle Licence:	2 2.3	50	£	5.50	gerthesis v			120.
Paper Part:	0 01	-	73		-			
Window Sticker	manufacturers of the spirit strate	more day	£	5.50			HISS MARK	120
Copy of Private Hire Operator's Licence:	-	-	£	5.00	******		-	120.
(nowledge Test:	2.5	-come mucky	£	5.50				1 20-
Private Hire Door Sticker	£ 20.0	- harmon har	<u>e</u>	36.00	and the state of the state of	manuscript property and	A CONTRACTOR AND A CONT	80-00
OBS	£ 17.5	-	2	19.00	I I'M AMERICAN		THE PARTY OF THE P	8.57
ehicle Transfer	£ 49.0	-	Σ	55.00	of Artifactions	er sa unos	TEM CONTINUES	12.24
icence Plate	£ 23.0	-	L O	27.50			- Anna Company of the	19.57
Change of Name/Address	£ 13.0		£	15.00			enting	15.38



Man copenian

Rep by letter

24/9/15

EUROUGH UNUNCH OF
KINGS LYNR & SEE A SEEDLK
RECEIVEU
22 SEP 2015
JENNY HAMILTON
POSTAL ADMIN

20/09/2015

PLATE LICENCE NO.4.9.HV
DRIVERS LICENCE NO....CD 025 6
EMAIL ADDRESS.......
PHONE NUMBER.0.1553 772616

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	1	rent ee	Ne	w 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE C/O
Combined Driver	-	on. November 2000 and the	-	re a monaday care a proper		NOTE OF THE PERSON NAMED IN COLUMN 1	1 70
Grant	1 6	2.00	1	74.00	£ 125.00		19-35
Renewal	AND PROPERTY AND ADDRESS OF THE PARTY AND ADDR	4.50	E	67.00	1		1
Hackney Carriage Saloon	1		-				122.94
Grant	£ 11	7.50	E	124.00	Emaraphoreon despensaries subminimizaries dans	and the second second second second second second	5 53
Renewal	American	4.00	-	120.00	a xuna tan maaran lasan auru malana distributur		15-38
Hackney Carriage WAV		***********				and administration of the second seco	15 33
Grant	£ 12	2.50	2	133.00			8.57
Renewal	- Commission of the Commission	9.00	-	115.00	- minimum december and an analysis of the	The second section of the second section section of the second section	5.5
Private Hire Vehicle	-	The party of the p		A CHONING STREET	article bedranders a reference	THE SECTION SECTION OF MALE OF	5:3
Grant	911	5.00	1	118.00	et ulterioetysetensensensensensensensissi	- Printeriori interioriente de conscientario	2.61
Renewal	£ 10	mademore and the	CONTRACTOR OF THE PARTY	104.00	rgulatina Perithennia salikusa, noranganjana (Amelikusyaan, panja	PROPERTIES THE CAND	
Special Event Vehicle	1		-	WEST AND THE STATE OF THE STATE	Control of the Contro	ļ	2.97
Grant	£ 12	0.00	£	123.00	and the same and the same of t	A CONTROL OF THE PARTY AND	2.5
Renewal	-	1.00	L.	104.00	and the state of t		2.5
PHO (1 Vehicle)	-			TR. MILLETON AM	And distriction that	THE REPORT OF THE PARTY AND ADDRESS OF THE PARTY.	4
Grant	£ 9	5.00	£	97.00	America (April 1994 Complete posses) a securit	£ 180.00	2-11
Renewal	€ 8		Σ	87.00	often and History fundamen	Σ 175.00	2-35
PHO (2-10 Vehicles)	Contract of the Contract of th	CHRISTING CO	-	www.mid.ore.no.propromised.com	t in entropy and the second second	The Control of the Co	4 2 3
Grant	£ 12	0.00	5	123.00	AND THE PROPERTY OF THE PROPER	£ 265.00	2-5
Renewal	£ 11	***************************************	-	113.00		£ 260.00	2.72
PHO (11 - 20 Vehicles)			of the American	STATE STATE OF	THE COURSE OF TH	-	Since In Sites
Grant	£ 13	5.00	£	138.00	THE PERSON NAMED IN THE PE	£ 405.00	2.22
Renewal	£ 12		2007190	131.00	The second of the second of the second	£ 400.00	2-34
PHO (20+ Vehicles)	e messione convenience	ne fascilentillingspecies	Maria de la como	****	Constitution of the second sec	A THE PERSON NAMED IN COLUMN	2 37
Grant	£ 15	5.00	£	159.00	TOTAL PROPERTY AND	£ 777.00	2-58
Renewal	£ 14	#h company	1997	152.00	THE RESERVE TO SERVE THE PARTY OF THE PARTY	£ 772.00	2.7
Misc	CORE Involvences A Lead	demand when it	-		and the second second second second second		2 1
Copy of Combined Driver Licence:	And the second second		(, projument ja espirit d	- Alexandra	and the second s	-	
Paper Part:	£	2.50	£	5.50	A ART THE SHEET AND A SERVICE		1201
Card Part:	L	2.50	£.	5.50	and the state of t		
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Copy of Private Hire Operator's Licence:	-	2.50	£	5.50	mags, historiquety regularische direct sudmissibilitation (purple		120-
Knowledge Test:	-	2.00	£	36.00	hermal inguisional provential for Standard Standard States and an	A THE THE PERSON OF THE PERSON	80-00
Private Hire Door Sticker	ned summers	7.50	£	19.00	north cont prompposition		\$ 57
DBS	Cr some militaria	00.6	£	55.00	10 mm - 10 mm	No late of the state of the sta	12.24
Vehicle Transfer		3.00	2	27.50	in the second distribution of the stand		19.57
Licence Plate	NAME OF THE OWNER, OF THE OWNER, OF THE OWNER,	3.00	٤	15.00			17:34
Change of Name/Address		3.50	£	10.50	te grand street as a sub-limit was a street color		61.54



Shain Birrell

BOROUGH COUNCIL OF KINGS LYNN & VEST NORFOLK,
RECEIVED
22 SEP 2015
JENNY HAMILTON
POSTAL ADMIN

Resp by letter 24/9/15

20/09/2015

Dear Mr Gilbraith

1

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

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Hackney Carriage Saloon grant increase by 5.53%
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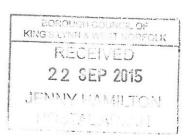
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S. Buller



	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE C/O
Combined Driver	a paramily animals names and superior (Anima)	Congression Company Constitution Conference	Auto Manager Court Into	provide the control of the control o	
Grant	£ 62.00	Ω 74.00	£ 125.00	1	19-35
Renewal	Ω 54.50	Σ 67.00	£ 118.00		22.94
Hackney Carriage Saloon	a di a militalino e di servicio di distributi con il lici il conte il soli sull'il con	And the state of t			
Grant	£ 117.50	£ 124.00	The state of the s	The state of the s	5 53
Renewal	£ 104.00	£ 120.00			15.38
Hackney Carriage WAV	uunamanya kini jarahitti Iniorin Epinken Filoso		The second secon		
Grant	£ 122.50	Σ 133.00	1		8.57
Renewal	£ 109.00	Ω 115.00			5-5
Private Hire Vehicle	and the second second second		i i	gradient and the control of the control of the	
Grant	£ 115.00	£ 118.00			2.61
Renewal	£101.00	<u>Σ 104.00</u>		I CONTRACTOR OF THE PARTY OF TH	2.97
Special Event Vehicle	The company of the control of the co	The state of the s			
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00	aferica de santo permitera de maior de descuera		2.97
PHO (1 Vehicle)	organismi karing in the hald an expected the state of the	A STATE OF THE STA			
Grant	£ 95.00	Σ 97.00	The separate services and services and services and services and services are services and services and services are services and services are services and services are services and services are services are services and services are servi	£ 180.00	2-11
Renewal	£ 85.00	£ 87.00		£ 175.00	2-35
PHO (2-10 Vehicles)	general September 1990 (1990) (1990)	to tage to the second of the s	1		
Grant	£ 120.00	€ 123.00		£ 265.00	2-5
Renewal	£ 110.00	£ 113.00		£ 260.00	2.72
PHO (11 - 20 Vehicles)	artistic des que cantinue e		1		
Grant	£ 135.00	£ 138.00		£ 405.00	2.22
Renewal	£ 128.00	£ 131.00		£ 400.00	2-34
PHO (20+ Vehicles)	Total Control of the	1			
Grant	£ 155.00	£ 159.00		£ 777.00	2-58
Flenewal	£ 148.00	£ 152.00		£ 772.00	2.7
MISC	Market Sand				
Copy of Combined Driver Licence:	W. W. Charles and the Control of the				
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 2.50	£ 5.50			120.
Copy of Vehicle Licence:	Notice and the second	1			normal particular part
Paper Part:	£ 2.50	€ 5.50	1		120
Window Sticker:	£ 2.50	£ 5.00			120.
Copy of Private Hire Operator's Licence:	£ 2.50	and a second sec	AND DESCRIPTION OF THE PROPERTY OF THE PARTY		1 20-
Knowledge Test:	Ω 20.00	at American contract contract to the Parketon	MATERIAL PROPERTY AND PROPERTY OF THE PROPERTY		80.00
Private Hire Door Sticker	£ 17.50	and the same to describe the same of the same time to be	AT THE REAL PROPERTY OF THE	778 317849 3171	8.57
DBS	£ 49.00	£ 55.00	1		12.24
Vehicle Transfer	£ 23.00	£ 27.50			19.57
Licence Plate	£ 13.00	2 15.00	1		1 15 38
Change of Name/Address	£ 6.50	£ 10.50	1		61-54



lan Callon resp by letter 24/9/15.

20/09/2015

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Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

As you correctly state no review has been made to these fees since 2011, I object to a general increase across the board on every increase you propose on these grounds as follows.

22 SEP 2015 JENNY HAMILTO POSTAL ADMO

- 1..GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
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Devas Bulatoras

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK
RECEIVED
22 SEP 2815
JENNY HAMILTON
POSTAL ADMIN

20/09/2015

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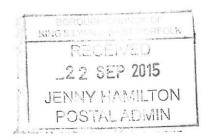
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Renewal	£ 5		THE PERSON NAMED IN COLUMN	.00	£ 125.0	0	19.35
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Grant	£11	7 50	0				122.94
Renewal	£10		The Part of				5.53
Hackney Carriage WAV	1210	4.00	£ 120	.00		1	15.38
Grant	0100	. 50					112.38
Renewal	2 120	.50	£ 133.	00			8.57
Private Hire Vehicle	2 105	.00	£ 115.	00			5-5
Grant	0445						1 2.2
Renewal	2 115	.00	£ 118.				2.61
Special Event Vehicle	£ 101	.00	£ 104.	00			
Grant	0.00						2.97
Renewal	£ 120	-	£ 123.0			Annual Company of the Party States of States o	2.5
PHO (1 Vehicle)	£ 101.	00	£ 104.0	10			2.97
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PHO (2-10 Vehicles)	£ 85.	00	£ 87.0	0		£ 175.00	
Grant						- 110.00	2-35
Renewal	£ 120.0	20 1	£ 123.0	01		£ 265.00	2 -
PHO (11 - 20 Vehicles)	£ 110.0	00	113.00			£ 260.00	2-5
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Renewal	£ 135.0	0 8	138.00		-	£ 405.00	0 00
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copy of Combined Driver Licence:						- 772.00	2.7
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2 2 SEP 2015

JENNY HAMILTON
POSTAL ADMIN

Jereny Lonax

 BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOL 20/09/2015

RECEIVED

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Hackney Carriage & Private	19	Surre:		lew 1	Vear	1		Now	
Combined Driver Grant	-	-	-	100		Year F	90	Year !	ee 0/0
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Renewal	£ 135	00	£ 1;	38.00			24	05.00	2.22
PHO (20+ Vehicles)	£ 128	.00	£ 1;	31.00			€ 4	00.00	com the state
Grant	0.455						transferance.		2-34
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Robertas Vadapalas



PLATE LICENCE NO. 37.HV

DRIVERS LICENCE NO....CDQQ 28

EMAIL ADDRESS. 200- VADA PA VAS Egwall. COM
PHONE NUMBER. 04954203498

Dear Mr Gilbraith

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Hackney Carriage WAV grant increase by 8.57%
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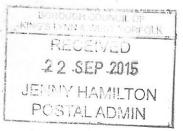
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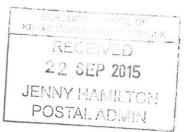
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	C	urrer Fee	18 8	lew 1 Y	ear	New Year		New 5	1 Cut Elal 21
Combined Driver			+	ree	-	Tear	ree	Year Fee	0/0
Grant		62.0	0						7 /0
Renewal		54.5		-	12221106	£ 125	State of the second		19-35
Hackney Carriage Saloon	1	34,3	UE	67.	00	£ 118	.00		22.94
Grant	101	17.5	1						7 14
Renewal		04.0		124.0					5.53
Hackney Carriage WAV	121	U4.U	J E	120.0	00				15.38
Grant	101	22.50	+		1				113.30
Renewal		09.00		133.0					8.57
Private Hire Vehicle	1211	09.00	11 E	115.0	0	No. of the Vote of		The attention	15-5
Grant	101	(F 00	+					.00	3 3
Renewal		15.00	-	118.0					2.61
Special Event Vehicle	1211	01.00	E	104.0	0	Makes and a second			2.97
Grant	046	10.00	1			Military	T		4.71
Renewal		0.00	-	123.00				The second of th	2.5
PHO (1 Vehicle)	210	1.00	3	104.00					2.97
Grant	100		1						
Renewal	£ 9	MARKET SHOWING	-		200		18	180.00	211
PHO (2-10 Vehicles)	£ 8	5.00	3	87.00				175.00	2.35
Grant	-								6 23
Renewal	£ 120	0.00		123.00			3	265.00	2-5
NO (11 - 20 Vehicles)	£110	0.00	3	113.00				260.00	2-72
Grant									2 16
enewal	£ 135			138.00		-	3	405.00	2.22
HO (20+ Vehicles)	£ 128	00	£ 1	31.00				400.00	2-34
irant									2.34
enewal	£ 155			59.00			3	777.00	2-58
line was a second	£ 148	.00	£ 1	52.00				772.00	2.7
opy of Combined Driver Licence:							1		- 1
					3,17				
Paper Part:	THE REAL PROPERTY.	50	Tarries -	5.50			1		120.
ppy of Vehicle Licence:	Σ 2.	50	3	5.50			1		
The state of the s							1		120.
Paper Part:	Intelligence in the Party of th	Andrews	Alexander of the later of the l	5.50	- Charles	THE PERSON NAMED IN			20.
DV DI FINDIO LINO CONTRA	With the party with the party of the party o	50 1	-	5.00	THE WANTE	Treatment of the same of the s		- Annabathanna	
HAIRONG LOCK	£ 2.5		-	5.50					50.
Pete Him Door Chief	£ 20.0		3	6.00	-				20.
S	£ 17.5		1	9.00					80.00
nicle Transfer	£ 49.0		5	5.00		electrical restriction to the	-		8.57
ence Plate	£ 23.0		Street, Street	7.50		7 (40-)00-00-00-00-00-00-00-00-00-00-00-00-0			2.24
non of Name/Add	£ 13.0		1	5.00	-		-		19.57
Service Address	€ 6.5	3 0	STORY DESIGNATION AND ADDRESS OF THE PERSON NAMED IN COLUMN 1	0.50	West and and and		-	1	5-38





20/09/2015

PLATE LICENCE NO.....98
DRIVERS LICENCE NO....CD0147
EMAIL ADDRESS......dennis.oglesby@Sky.com
PHONE NUMBER......07717847060

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

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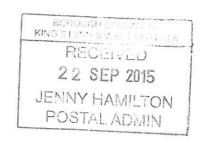
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for Mas N Og les by



	Current New 1 Year			New 3 Year Fee	New 5 Year Fee	IN CREASE	
Combined Driver	1		T				,,,
Grant	3	62.00	3	74.00	£ 125.00		19.35
Renewal	3	54.50	3	67.00	£ 118.00		22.94
Hackney Carriage Saloon							17
Grant	3	117.50	3	124.00			5.53
Renewal	£	104.00	3	120.00			15.38
Hackney Carriage WAV							1,3
Grant	3	122.50	2	133.00			8.57
Renewal	3	109.00	3	115.00			5-5
Private Hire Vehicle			1				3 3
Grant	£	115.00	£	118.00			2.61
Renewal	3	101.00	3	104.00			2.97
Special Event Vehicle	1						- "
Grant	2	120.00	3	123.00			2.5
Renewal	3	101.00	3	104.00			2-97
PHO (1 Vehicle)							
Grant	3	95.00	3	97.00		£ 180.00	211
Renewal	3	85.00	2	87.00	100000000000000000000000000000000000000	£ 175.00	2-35
PHO (2-10 Vehicles)							
Grant	3	120.00	3	123.00		£ 265.00	2-5
Renewal	2	110.00	3	113.00	Additional Control	£ 260.00	2-72
PHO (11 - 20 Vehicles)							
Grant	3	135.00	2	138.00		€ 405.00	2.22
Renewal	2	128.00	£	131.00	present at the	£ 400.00	2-34
PHO (20+ Vehicles)				A MESTA			
Grant	3	155.00	3	159.00		£ 777.00	2 - 58
Renewal	3	148.00	3	152.00	regration	£ 772.00	2.7
Misc					Market St.	12000	_ '
Copy of Combined Driver Licence:					A STATE OF THE STA		
Paper Part:	£	2.50	2	5.50			1201
Card Part:	£	2.50	3	5.50			120
Copy of Vehicle Licence.							120
Paper Part:	2	2.50	3	5.50			120
Window Sticker:	£	2.50	3	5.00			120
Copy of Private Hire Operator's Licence:	£	2.50	E	5.50			120-
Knowledge Test:	3	20.00	£	36.00			80.00
Private Hire Door Sticker	3	17.50	3	19.00			8.57
DBS		49.00		55.00			12 24
Vehicle Transfer	E	23.00	3	27.50			19.57
Licence Plate		13.00		15.00			15.38
Change of Name/Address	3	6.50	3	10.50			61.54



20/09/2015

Mr D Oglesby

PLATE LICENCE NO.....45
DRIVERS LICENCE NO....CD098
EMAIL ADDRESS......dennis.oglesby@Sky.com
PHONE NUMBER......07717847060

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

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Hackney	Carriage	&	Private	Hire	Licence Costs	

	Current New 1 Year		New 3 Year Fee		New 5	INCREASE		
Combined Driver	1	rue	1	ree	1	ear ree	Year Fee	0/0
Grant	1		1					
Renewal		62.00			-	125.00		19-35
	15	54.50	3	67.00	3	118.00		22.94
Hackney Carriage Saloon	1							,
Grant		117.50	+	124.00				5.53
Renewal	3	104.00	3	120.00				15.38
Hackney Carriage WAV	L							1
Grant	-	122.50	Acres					8.57
Renewal	3	109.00	£	115.00				5-5
Private Hire Vehicle								0 0
Grant	3	115.00	3	118.00			S. Carrie	2.61
Renewal	3	101.00	3	104.00				2.97
Special Event Vehicle								
Grant	12	120.00	3	123.00				2.5
Renewa!		101.00		104.00				2.97
PHO (1 Vehicle)	1							- ' '
Grant	3	95.00	3	97.00			£ 180.00	211
Renewal	3	85.00	2	87.00			£ 175.00	2-35
PHO (2-10 Vehicles)							2110.00	5.72
Grant	3	120.00	3	123.00			£ 265.00	2-5
Renewal	1	110.00		113.00			£ 260.00	2 - 72
PHO (11 - 20 Vehicles)	-		-	110.00			2 200.00	2.12
Grant	3	135.00	6	138.00		100	£ 405.00	2.22
Renewal	-	128.00		131.00		-	£ 400.00	
PHO (20+ Vehicles)	-	120.00	-	101.00	-		L 400.00	2-34
Grant	6	155.00	0	159.00			£ 777.00	2 - 56
Renewal	-	148.00	-	152.00	-		£ 772.00	2-58
Misc	-	0.00	-	102,00			2 112.00	2.7
Copy of Combined Driver Licence:	-		-					
Paper Part:	0	2.50	2	5.50	-	-		
Card Part		2.50	_	5.50	-			1200
Copy of Vehicle Licence.	T	2.00	L	5.50				120.
Paper Part:	0	2.50	£	5.50				
Window Sticker:			_	5.50				120
Copy of Private Hire Operator's Licence		2.50	3	5.00				120-
(nowledge Test	£	2.50	3	5.50				1 20-
Private Hire Door Sticker		20.00	3	36.00				80-00
DBS		17.50	£	19.00	-			8.57
ehicle Transfer		49.00		55.00				12.24
cence Plate		23.00	2	27.50				19.57
		13.00	-	15.00				15-38
hange of Name/Address	£	6.50	£	10.50				61-54

RECEIVED

22 SEP 2015

JENNY HAMILTON
POSTAL AD JUN



20/09/2015

Mr D Holmes

PLATE LICENCE NO......69
DRIVERS LICENCE NO....CD0144
EMAIL ADDRESS......derrickholmes212@btinternet.com

PHONE NUMBER......01553 400911 / 07810488098

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

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BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK
RECEIVED
22 SEP 2015
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POSTAL ADMIN

20/09/2015

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Private Hire Vehicle renewal increase by 2.97%
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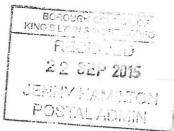
7...PLATES and DOOR STICKERS.. I would question the proposed increase on these items doubting that the cost to yourselves has been increased by 15.38% and 8.57% respectively therefore unless this is the case then you are seeking to increase these items to make a profit which I am sure is illegal and also question whether these items also are being charged to us at present for more than they cost you, therefore I object to your proposals on these grounds.



Hackney Carriage & Private Hire Licence Costs

		Curr		N	lew 1 Ye	ear	New Year F		New 5	INCREAS
Combined Driver	+			+	100		1ear r	ee	Year Fee	0/0
Grant		£ 62	2 00	2	7/1/	200				
Renewal	-	£ 54		one of Division			£ 125			19.35
Hackney Carriage Saloon		2 04	1.50	12	67.0	00	£ 118	.00		22.94
Grant	,	£ 117	50	10	1016					
Renewal	Name and Address of the Owner, where	£ 104			124.0	dbc015 1				5.53
Hackney Carriage WAV	-	L 104	.00	12	120.0	00				15.38
Grant	-	2 122	EO	0	100.0					
Renewal		109.			133.0					8.57
Private Hire Vehicle	Z	109.	.00	£	115.0	0				5-5
Grant	-	1445	00							3 3
Renewal	with the Persons	115.	provide the		118.0					2.61
Special Event Vehicle	2	101.	00	3	104.0	0				2.97
Grant	10	200								4.11
Renewal		120.		Military and Street, or other Persons and Str	123.00	ALC: NO.				2-5
PHO (1 Vehicle)	£	101.0	00	£	104.00					2-97
Grant							10 20 20			2 / 1
Renewal		95.0	1000 A \$1000 B \$1	£	97.00				£ 180.00	211
PHO (2-10 Vehicles)	3	85.0	00	£	87.00				£ 175.00	2.35
Grant (2 10 Verlicles)								1		6.22
Renewal		120.0		£	123.00				£ 265.00	2-5
PHO (11 - 20 Vehicles)	£	110.0	0	£	113.00				£ 260.00	
Grant									2 200.00	2-72
Renewal	£	135.0	0	£	138.00	1			£ 405.00	0.00
	£	128.0			131.00				£ 400.00	2.22
PHO (20+ Vehicles) Grant									2 400.00	2-34
	£ 1	55.0	0 1	3	59.00			1	2 777.00	
Renewal	£ 1	48.00	SPRINGERS OF THE PERSONS	Market Market	52.00		Establish I		2 772.00	2-58
disc								- 4	- 112.00	2.7
Copy of Combined Driver Licence:	9365									
Paper Part:	£	2.50	3 (5.50					
Card Part		2.50	STATE OF THE PERSON	and the second	5.50			-		120.
opy of Vehicle Licence:				740	3.30			+		120.
Paper Part:	£	2.50	£		5.50			4	20 1 20	
Window Sticker	£	2.50	-	-	5.50			-		120.
opy of Private Hire Operator's Licence:	£	2.50	The State of the last	Mary Street, Square, S	5.00	2.21		-		120.
nowledge lest:	The second second	20.00		-	5.50			-	THE RESERVE OF THE PARTY OF THE	20.
rivate Hire Door Sticker	of the last of the last of	7.50	-	-	36.00					80-00
BS	-	9.00	To the second	-	9.00					8.57
ehicle Transfer	AND DESCRIPTION OF THE PARTY OF		the state of the	Albert Springer	55.00					12.24
cence Plate	STREET, SQUARE, SQUARE	3.00	-	Circuit Commission	27.50					19.57
Pange of Name / A dd	THE OWNER OF TAXABLE PARTY.	3.00	3	The State of the last	5.00					5.38
	£	6.50	3	1	0.50	79				51.54





20/09/2015

PLATE LICENCE NO......HV

DRIVERS LICENCE NO....CD 62 68

EMAIL ADDRESS. 17.1715TAP\$ 2611 @ G-MAIL, COM

PHONE NUMBER. 07.814919590

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1..GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
- 2...GENERAL POINT...Having studied your proposals and worked out the increases as a percentage rate, these figures seem to have been just plucked out of thin air and there seems to be no rhyme or reason or general percentage rate consistency in the figures you propose to increase our fees by, therefore I object to your proposals on these grounds.
- 3..The percentage rate that you propose to increase the fees by as a whole ranges between 2.5% and a whopping unjustified extortionate 120% (see attached working sheet) these sort of increases just cannot be justified especially as I mentioned above we have had no meter increase for three years and are unlikely to get anything near your lowest increase figure of 2.5% any time soon, so for you to propose such a high percentage increase as high as 120% is just totally unfounded extortionate and unacceptable, therefore I object to your proposals on these grounds,
- 4.. DRIVERS LICENCES.. having studied the local government (miscellaneous provisions) Act 1976 it quite clearly states that you should only charge a reasonable fee with a view to recovering costs of issue and administration therefore the issuing of a 3 year licence would cost you no more than that of issuing a 1 year licence so therefore a licence should be charged at the same price with no increase for a longer period, I also question as to why if this charge is as stated to cover the cost of issue and administration only, why is it as high as it is presently and if we are indeed being charged excessively for this at present and have been paying to much in the past, therefore I object to your proposals on these grounds.
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follows

Hackney Carriage Saloon grant increase by 5.53%
Hackney Carriage WAV grant increase by 8.57%
Private Hire Vehicle grant increase by 2.61%
Hackney Carriage Saloon renewal increase by 5.5%
Hackney Carriage WAV renewal increase by 5.5%
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Hackney Carriage & Private Hire Licence Costs

	C	urrent Fee	Ne	w 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREAS
Combined Driver	ļ	to the state of		Terreterrover to determine		The second secon	c/o
Grant	10	62,00	-	74.00	£ 125.00	-	37 77
Renewal	1	54.50	0		£ 118.00	-	19.35
Hackney Carriage Saloon	1-	Jeg. J ()	-	Or ou	1. 110.00		22.94
Grant	10	117.50	10	124.00			وا منو المجير
Renewal	AL CONTRACT	and the same is that a review	1-	120.00	The second of the second second second second	A party and Windowski groundful of motion A bades in the	5.53
Hackney Carriage WAV	1-	104.90	1-	ESULUU		-	15.38
Grant	10	(17) E(1		133.00	£	Participation of Property and Property and	, meg
Fienewal	Jan	109.00	i	115.00	The second of the second	North State of State	8.57
Private Hire Vehicle	1-	108.00	-	110.00	ACTORES A CONTRACTOR		5-5
Chause and nations	-	115.00	-	118.00	PC7ANAGETYN S FETT SAL SELEC	The 1999 Committee Committee	2 (.
Renewal		Martin Today		1 TOTAL TO SEC. 10 1 40 1		http://www.theaders.aheaders	2.61
Special Event Vehicle	1	101.00	1 2	104.00	*		2 97
Grant Crem venicle	1	100.00	-	400.00		and the state of the state of	_
Renewal	1			123.00	and the second second section (a) we can also be designed.	The case of the ca	2.5
		101.00	e-mile	104.00	and the first production of the same	tels - 3 Norman	2.97
PHO (1 Vehicle) Grant	<u></u>				-	A house or business to be recorded to be recorded as a second	
The state of the s	Luciano			97.00	WATER CONTRACTOR OF THE STREET	2 180.00	2.41
Penewal	F. F.	85.00	Ζ.,	87.00	the state of the s	£ 175.00	2-35
PHO (2-10 Vehicles)	Ĺ					ينافيه ميانيد	
Grant	š	and the Contract of the Park Park	Σ	colors and	and the statement of th	€ 265.00	2-5
Renewal	[2]	110.00	£	113.00		2 260.00	2-72
PHO (11 - 20 Vehicles)	-	ten on a stand					
Grant	i	-		138.00	after the same with the contract	£ 405.00	2-22
Reserval	£	128.00	£	131.00	erconnector or faire are an appropriate to the same pass	£ 400.00	2-34
PHO (20+ Vehicles)	-	gentraliens (biograph) brains dated		nalish ku marka da marka d	the state of the s		
Grant			i	159.00		£ 777.00	2-58
Renewal	E	148.00	£	152.00		£ 772.00	2 - 7
CONTROL OF THE PROPERTY OF THE				and the latest state of th			
Copy of Combined Driver Licence:							
Paper Part:	L	2.50	£	5.50			120.
Card Part:	3	2.50	£	5.50			120.
Copy of Vehicle Licence:							
Paper Part:	£	2.50	£	5.50			120.
Window Sticker:	£	2.50	£	5.00			120.
Copy of Private Hite Operator's Licence:	£	2.50	£	5.50	The Company of the Sales of the	The state of the s	120-
Knowledge Test:	٤	20.00	2	36.00	ALL MAN CONTRACTOR MAN CONTRACTOR AND	- Commission of the Commission	80-00
Private Hire Door Sticker	٤	17.50	£	19.00	Alexandria de la composição de la compos	Table of the State	¥.57
)BS	£	49.00	£	55.00	The second secon		12.24
Velacie Transfer	2	23.00	3	27.50	Last 11 19 April 10 A		19.57
icence Plate	C	- manufacture and a second	£.	15.00	THE THE PERSON AND TH	The state of the s	15.38
Change of Name/Address	E	6.50	Σ	10.50	Control of the contro	AMERICAN SPAN MARKET SPAN	61.54





20/09/2015
PLATE LICENCE NO......HV
DRIVERS LICENCE NO....CD0065
EMAIL ADDRESS............. daniel_west6@hotmail.co.uk
PHONE NUMBER.......... 07525119692

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1..GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
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We would be happy to meet up to discuss further with BCKLWN if required.

Yours faithfully

Daniel Westwood

RECEIVED

2.2 SEP 2015

JENNY HAMILTON

POSTAL ADMIN

20/09/2015

PLATE LICENCE NO......HV0040
DRIVERS LICENCE NO....CD0284
EMAIL ADDRESS......jaztaxis@gmail.com
PHONE NUMBER......07900 100396

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1..GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
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Hackney Carriage Saloon grant increase by 5.53%
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Hackney Carriage Saloon renewal increase by 15.38%
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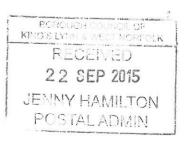
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Jason Smith

Hackney Carriage & Private Hire Licence Costs

	Cı	urrent	Ne	w 1 Year	١.	New 3	New 5	INCREASE
		Fee		Fee	1	ear Fee	Year Fee	C/0
Combined Driver								
Grant		62.00	£	74.00	1	125.00		19.35
Renewal	2	54.50	2	67.00	£	118.00		22.94
Hackney Carriage Saloon								
Grant	2	117.50	3	124.00				5.53
Renewal	£	104.00	£	120.00		AND THE RESERVE THE PARTY OF TH	A STREET THE COLUMN SHARE SHAR	15.38
Hackney Carriage WAV				Transferred and technological		tiens metadounido metadounidada activo	Adventure recover action to the science of the scale of the scale of the science of the scine of the science of the science of the science of the science of	1,5,50
Grant	2	122.50	2	133.00		Andrew Printer and Andrew States and Andrew Stat	-	8.57
Renewal	£	109.00	£	115.00		-		5-5
Private Hire Vehicle		F + A		Aug Salar villa (in the salar film)	SQL KTOONS	OPEN STREET	De Tiller og State og	3 3
Grant	21	115.00	2	118.00		-		2.61
Renewal	21	01.00	£	104.00	-			2.97
Special Event Vehicle		***************************************		NO PROPERTY AND AND CONTRACTOR THE CONTRACTOR TO THE CONTRACTOR TH				4.71
Grant	£ 1	20.00	Σ	123.00				2-5
Renewal	£ 1	01.00	2	104.00				2.97
PHO (1 Vehicle)		AND THE BOOK WAS AND THE COM				annel meneral ability and a person person qualification		2
Grant	£	95.00	£	97.00		Transport of Control o	£ 180.00	211
Renewal	£	85.00	3	87.00	-		£ 175.00	2-35
PHO (2-10 Vehicles)								2 3 3
Grant	£1	20.00	£	123.00		- Adding the street of the str	£ 265.00	2-5
Renewal	1	110.00	-	113.00		The section of the se	£ 260.00	2-72
PHO (11 - 29 Vehicles)				· · · · · · · · · · · · · · · · · · ·				2 1 5
Grant	€ 1	35.00	£	138.00		PROPERTY OF THE PROPERTY OF TH	£ 405.00	2.22
Renewal		28.00		131.00			£ 400.00	2-34
PHO (20+ Vehicles)		·	-	***************************************		and the same of th	~ 145.00	2 3 7
Grant	£ 1	55.00	£	159.00			£ 777.00	2-58
Renewal	-	48.00	-	152.00			£ 772.00	2.7
Misc						THE RESERVE OF THE PERSON NAMED IN	~ // 2.00	2.1
Copy of Combined Driver Licence:						ija kontingulatur fra fraga - mjuliografia sepa		
Paper Part:	F	2.50	£	5.50				120.
Card Part:	1	2.50	3	5.50				120.
Copy of Vehicle Licence:	_					***************************************		120.
Paper Part:	Ç	2.50	C	5.50				120.
Window Sticker:		2.50	£	5.00	-		PARTITION AND PROPERTY COMPANY COMPANY COMPANY	
Copy of Private Hire Operator's Licence:	£	2.50	£	5.50	ar bear			150.
Knowledge Test:	1	20.00	2	36.00	ndhiin telle	La compre de Africant Administra de Operational y construito		120
Private Hire Door Sticker	£	17.50	£	19.00		Part I bernard and a second plants.		80.00
DBS		49.00	£	55.00	-	Television of the second of the second		8.57
Vehicle Transfer		23.00	£	27.50				12.24
Licence Plate	£	13.00	E	15.00			***************************************	19-57
Change of Name/Address	£			and the second section of the second section is			Annual Control of the	15-38
Change of Name/Addless	L	6.50	£	10.50				61.54



RECEIVED

22 SEP 2015

JENNY HAMILTON
POSTAL ADIAIN

Suzy Smeth.

20/09/2015

DRIVERS LICENCE NO.....CD
EMAIL ADDRESS............... theouty bogby Suzysmith @gmail.com
PHONE NUMBER.........

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1..GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
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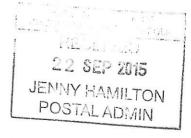
follows

Hackney Carriage Saloon grant increase by 5.53%
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Private Hire Vehicle grant increase by 2.61%
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Hackney Carriage WAV renewal increase by 5.5%
Private Hire Vehicle renewal increase by 2.97%

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Hackney Carriage & Private Hire Licence Costs

	1		Ne	w 1 Year	1	New 3	New 5	INCREAS
		Fee		Fee	Y	ear Fee	Vear Fee	0/0
Combined Driver						J		
Grant	£	62.00	1	74.00	1	125.00		19-35
Renewal	£	54.50	2	67.00	2	118.00		22.94
Hackney Carriage Saloon		Mark Transact	1	a de de la lactica de la l				
Grani	11	17.50	£	124.00		AND	The state of the s	5 53
Renewal	£ 1	04.00	£	120.00		all processors with a remarket point		15 38
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Grant	£ 1	22.50	2	133.00		er jarren er en ja	- Andrew Colonia principal and National Andrews	8.57
Renewal	£ 1	09.00	E	115.00		nga gandandan na mgamanka matrakegista farigatangka.		5.5
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Grant	21	15.00	ÎE	118.00	****	ANGERO DE L'ALDRESO	THE CONTRACTOR STATE	2.61
Renewal	1	01.00	E	104.00	1	No satisfied to Allado	in Progress of Eliva Section Library (India) (India) to 24 Library	2.97
Special Event Vehicle	1		1		1	ALL OF ASSESSED V. L.		2 1
Grant	5 1	20.00	E	123.00		man's purpositions, agreements before that the range can a		2.5
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Grant	F	95.00	£	97.00			£ 180.00	211
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Grant	81	20.00	5	123.00		teplo areas of members and	£ 265.00	2-5
Renewal		10.00	-	113.00	ļ		£ 260.00	2.72
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Grant	61	35.00	F	138.00			£ 405.00	2.22
Renewal		100	ALCO IN	131.00	1	value of the specific actions assets	£ 400.00	2-34
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Change of Name/Address	£	6.50	12	10.50	1		Plotted Pr. 111-12-1-12-1-12-1-12-1-12-1-12-1-12-1	61.54



EOROUGH COUNCIL OF MINGS LYNN & WEST NORFOLK RECEIVED 2 2 SEP 2015

JENNY HAMILTON POSTAL ADMIN

20/09/2015

PLATE LICENCE NO......HV 7
DRIVERS LICENCE NO....CD0263
EMAIL ADDRESS.....gary@greenacre3085.fsnet.co.uk
PHONE NUMBER......07909698050

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1.. GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
- 2.. GENERAL POINT.. Having studied your proposals and worked out the increases as a percentage rate, these figures seem to have been just plucked out of thin air and there seems to be no rhyme or reason or general percentage rate consistency in the figures you propose to increase our fees by, therefore I object to your proposals on these grounds.
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- 4.. DRIVERS LICENCES.. having studied the local government (miscellaneous provisions) Act 1976 it quite clearly states that you should only charge a reasonable fee with a view to recovering costs of issue and administration therefore the issuing of a 3 year licence would cost you no more than that of issuing a 1 year licence so therefore a licence should be charged at the same price with no increase for a longer period, I also question as to why if this charge is as stated to cover the cost of issue and administration only, why is it as high as it is presently and if we are indeed being charged excessively for this at present and have been paying to much in the past, therefore I object to your proposals on these grounds.
- 5.. VEHICLE LICENCES.. Differences between the cost of the three Vehicle categories for issue of a Vehicle licence, Hackney Carriage Saloon, Hackney Carriage WAV and Private Hire Vehicle, surly these 3 category's cost you no more to issue and administer therefore should all be charged out at the same cost, as for the proposed increase I find it hard to see how it can be justified to increase one category by an extortionate 15.38% and another by only 2.97% as per your increase proposals as

follows

Hackney Carriage Saloon grant increase by 5.53% Hackney Carriage WAV grant increase by 8.57%

Private Hire Vehicle grant increase by 2.61%

Hackney Carriage Saloon renewal increase by 15.38%

Hackney Carriage WAV renewal increase by 5.5%

Private Hire Vehicle renewal increase by 2.97%

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Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE 0/0
Combined Driver					10
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
Renewal	£ 54.50	£ 67.00	£ 118.00		
Hackney Carriage Saloon					22.94
Grant	£117.50	£ 124.00			5.53
Renewal	£ 104.00	£ 120.00			
Hackney Carriage WAV		2 120.00			15.38
Grant	£ 122.50	£ 133.00			8.57
Renewal	£ 109.00	£ 115.00			
Private Hire Vehicle					5-5
Grant	£ 115.00	£ 118.00			2/1
Renewal	£ 101.00	£ 104.00			2.61
Special Event Vehicle	2 101.00	2 104.00			2-97
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00			2-5
PHO (1 Vehicle)	2 101,00	2 104.00			2-7+
Grant	£ 95.00	£ 97.00		£ 180.00	211
Renewal	£ 85.00	£ 87.00		£ 175.00	
PHO (2-10 Vehicles)	2 05.00	2 07.00		£ 175.00	2-35
Grant	£ 120.00	£ 123.00		£ 265.00	2 -
Renewal	£ 110.00	£ 113.00			2-5
PHO (11 - 20 Vehicles)	2.110.00	2 113.00		£ 260.00	2-72
Grant	£ 135.00	£ 138.00		0 405 00	
Renewal	£ 128.00	£ 131.00		£ 405.00	2.22
PHO (20+ Vehicles)	2 120.00	£ 131.00		£ 400.00	2-34
Grant	£ 155.00	£ 159.00		0.777.00	
Renewal		-		£ 777.00	2-58
Misc	£ 148.00	£ 152.00	5 BW 111 28	£ 772.00	2.7
Copy of Combined Driver Licence:				25.57	
Paper Part:	0 0 50	0 5 50			
Card Part:	-	£ 5.50		THE SECTION	1201
Copy of Vehicle Licence:	£ 2.50	£ 5.50			120.
	0 0.50	0 5 50			_
Paper Part:		£ 5.50			120.
Window Sticker: Copy of Private Hire Operator's Licence:		£ 5.00			120-
Knowledge Test:	£ 2.50	£ 5.50			120-
Private Hire Door Sticker	£ 20.00	£ 36.00			80-00
OBS	£ 17.50	£ 19.00			8.57
Vehicle Transfer	£ 49.00	£ 55.00			12.24
Licence Plate	£ 23.00	£ 27.50			19.57
	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61-54





20/09/2015

PLATE LICENCE NO......HV10
DRIVERS LICENCE NO....CD0279
EMAIL ADDRESS.....jamesvr46@hotmail.co.uk
PHONE NUMBER......07789308536

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1...GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
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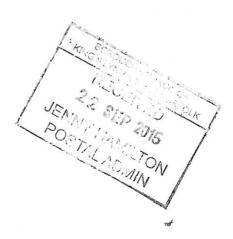
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Hackney Carriage WAV grant increase by 8.57%
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Hackney Carriage Saloon renewal increase by 15.38%
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Yours Sincerely Mr James Roberts



Hackney Carriage & Private Hire Licence Costs

£ 62 £ 54 £ 113	7.50	£	74.00		125.00	Year Fee	°/0
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12,10	4.00		120.00	-			5.53
	7.00	4	120.00	-			15.38
£ 122	2.50	£	133.00	-	-		8.57
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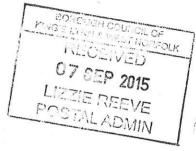


Paul Hauser

Mr John Gilbraith
Licensing Manager
Environmental Health- Licensing
Kings Lynn & West Norfolk Borough Council
Kings Court
Chapel Street
Kings Lynn PE30 1EX

2nd September 2015

Cc Tony White



Dear Mr Gilbraith,

I write in reference to the proposed increases in fees with regard to Hackney Carriage and Private Hire Licensing.

I am concerned by the increase shown with regard to the Combined Driver badge and the charge set out for the new three year fee. Bearing in mind that the council can only charge the cost of this function, and not make a profit.

An 18% icrease in the annual fee would on the surface appear to be exceptional. As is the rise for the renewal of a Hackney Carriage WAV. I would therefore wish to make a freedom of information request as to how these costings are achieved.

I await your reply with interest and reserve the right to place the matter before the Obudsman should I feel this to be required.

Yours sincerely

Paul Hewer

Your ref: Our ref:

Please ask for: Marie Malt Direct dial: (01553) 616496

E-mail: marie.malt@west-norfolk.gov.uk



Geoff Hall Executive Director

Environment and Planning

Mr P Hewer

15th September 2015

Dear Mr Hewer,

Re: Licensing Fees

Thank you for your letter of the 2nd September 2015 regarding taxi licensing fees which was received on the 7th September 2015.

Throughout 2013 and 2014 a detailed process mapping exercise was conducted to establish how long each taxi licensing process takes. It is from these processes that the appropriate fee has been calculated.

I attach for your information an overview of how the fees for both a combined driver's licence and hackney carriage wheelchair accessible vehicle were calculated. I hope you find these useful.

If you would like to discuss this further then please contact Mrs Marie Malt on the above number. Ordinarily, I would invite you to contact me but unfortunately I am going to be away after today for a while recuperating.

Yours sincerely

J Gilbraith Licensing Manager Environmental Health - Licensing

Encls



01485 540019 07983 556306

nfo@stevestaxiservice.co.u

For all your accessible transport needs

www.stevestaxiservice.co.uk

Meching 25/9/15

Your ref: HC & PH Our ref: RI2015

Mr John Gilbraith Licensing Manager, Environmental Health - Licensing Borough of King's Lynn & West Norfolk King's Court Chapel Street King's Lynn Norfolk PE30 1EX

18th September 2015

Dear Mr Gilbraith

Review of Hackney Carriage & Private Hire Licensing Fees

Further to your letter of 20th August 2015 announcing proposed changes to the above licensing fees, we welcome the legislative changes outlined that introduce efficiencies and flexibility for the HC & PH industry.

We also acknowledge that there should be some increment to the HC & PH Licence costs given that the last review was in 2011. We do however feel that some of the increases are excessive given that there has been a very low UK inflation rate since 2011 (2.8% in 2012, 2.5% in 2013, 1.5% in 2014 and currently running at 0% in August 2015). In some cases you are proposing raising fees by over 100%, and we would therefore like to receive further justification on some specific items.

Firstly, the **Knowledge Test** has a proposed increase of 80% (from £20 to £36) - what additional costs are BCKLWN incurring to justify such a high increment?

Similarly, in an age of online data entry and storage, how can the processing cost of a change in name and address rise by 69% (from £6.50 to £10.50)?

If you could clarify these 2 excessive increases in particular and perhaps revise the proposed fees to a more reasonable level in line with the inflation rate we, and the industry as a whole, would be very grateful.

RECEIVED

2 SEP 2015

JENNY HAMILTON
POSTAL ADMIN

We would be happy to meet up to discuss further with BCKLWN if required. Yours faithfully

Steven O'Donnell Managing Director Steve's Taxi Service Limited



01485 540019 07983 556306

info@stevestaxiservice.co.u

For all your accessible transport needs

www.stevestaxiservice.co.uk

BOROUGH COUNCIL OF KINGS LYWN & WEST NORFOLK
RECEIVED
22 SEP 2015
JENNY HAMILTON
POSTAL ADMIN

Dear Mr Gilbraith

Objections to the Review of Hackney Carriage & Private Hire Licencing Fees as follows General Points..

- 1..GENERAL POINT.. Hackney Carriage metered fares have also had no increase since 2012 so for drivers and operators I think an increase is unfair as it will put extra financial burden on the already depressed financial situation we face in the trade in King's Lynn and west Norfolk as we are unable to pass this increase on as we are restricted to charging the prices set by yourselves at the BCKLWN, therefore I object to your proposals on these grounds.
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- 4.. DRIVERS LICENCES.. having studied the local government (miscellaneous provisions) Act 1976 it quite clearly states that you should only charge a reasonable fee with a view to recovering costs of issue and administration therefore the issuing of a 3 year licence would cost you no more than that of issuing a 1 year licence so therefore a licence should be charged at the same price with no increase for a longer period, I also question as to why if this charge is as stated to cover the cost of issue and administration only, why is it as high as it is presently and if we are indeed being charged excessively for this at present and have been paying to much in the past, therefore I object to your proposals on these grounds.
- 5..VEHICLE LICENCES..Differences between the cost of the three Vehicle categories for issue of a Vehicle licence, Hackney Carriage Saloon, Hackney Carriage WAV and Private Hire Vehicle, surly these 3 category's cost you no more to issue and administer therefore should all be charged out at the same cost, as for the proposed increase I find it hard to see how it can be justified to increase one category by an extortionate 15.38% and

another by only 2.97% as per your increase proposals as follows Hackney Carriage Saloon grant increase by 5.53% Hackney Carriage WAV grant increase by 8.57% Private Hire Vehicle grant increase by 2.61% Hackney Carriage Saloon renewal increase by 15.38% Hackney Carriage WAV renewal increase by 5.5% Private Hire Vehicle renewal increase by 2.97%

Having studied the Local Government (miscellaneous provisions) Act 1976 it quite clearly states that the fees chargeable under this section in respect of a vehicle licence should not be more than £25 per Annum the same for each of the three categories, therefore I also question why we are being charged more than this at present and why have we been being over charged for these licences in the past, therefore I object to your proposals on these grounds.

- 6..MISC ITEM INCREASES.. I again fail to see how again an extortionate percentage increase of up to 120% can be proposed for basically supplying a copy of a lost or destroyed paperwork document as this is surly way below the costs that we are being charged at present as this is only an administration cost after all and therefore should have no increase at all, in fact I think it should be decreased rather than increased, therefore I object to your proposals on these grounds.
- 7..PLATES and DOOR STICKERS.. I would question the proposed increase on these items doubting that the cost to yourselves has been increased by 15.38% and 8.57% respectively therefore unless this is the case then you are seeking to increase these items to make a profit which I am sure is illegal and also question whether these items also are being charged to us at present for more than they cost you, therefore I object to your proposals on these grounds.

We would be happy to meet up to discuss further with BCKLWN if required.

Yours faithfully

Stev Managing Director Steve's Taxi Service Limited

Marie Malt

Borough Council of
King's Lynn &
West Norfolk

From:

Marie Malt

Sent:

24 September 2015 11:10

To:

Marie Malt

Cc:

EH and H Licensing

Subject:

FW: Response

Attachments:

Fee Response.pdf; Explanation of how Misc Fees Calculated.docx; Explanation of

how HC Saloon Fees Calculated.docx; Explanation of how CD Fees Calculated.docx; Explanation of how Private Hire Vehicle Fees Calculated.docx; Explanation of how

WAV Fees Calculated.docx

Dear Sir/Madam,

Please find a response to your letter regarding fee increases, from Environmental Health Manager Vicki Hopps, in the attached documents.

ngards, Marie

Marie Malt

Senior Licensing Enforcement Officer Borough Council of King's Lynn & West Norfolk Marie.malt@west-norfolk.gov.uk

Tel: 01553 616496

From: Vicki Hopps

Sent: 24 September 2015 09:56

To: Marie Malt Subject: Response

Vicki Hopps

Environmental Health Manager (Commercial)
Borough Council of King's Lynn and West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE30 1EX

Telephone: 01553 616307

Copy, sent 24/9/15

Your ref: Our ref:

Please ask for: Vicki Hopps Direct dial: (01553) 616307 Direct fax: (01553) 775142

E-mail: vicki.hopps@west-norfolk.gov.uk

Borough Council of
King's Lynn &
West Norfolk

Geoffrey Hall Executive Director, Environment and Planning

Environmental Health - Licensing

Dear

Review of Hackney Carriage and Private Hire Licensing Fees

Thank you for your letter in relation to the above, your comments are noted and I will answer your points in the order that you have set them out.

- 1. The fees are calculated on a cost recovery basis this is why there are different percentage increase amounts for each fee.
- 2. In terms of the meter rate, you should have now received a letter which has been sent to all the Hackney Carriage trade requesting comments in relation to a fare increase. Once again your comments would be most welcome.
- 3. I have attached a breakdown of how the figures were calculated for a combined drivers licence. As you will see from this with a three year licence there is on-going administration costs of £51.00 which would not be incurred on a one year licence which is why the three year licence is more.
- 4. With regards to the vehicle licences I have attached the calculations for Wheelchair Accessible Hackney Carriages, Saloon Vehicles and Private Hire Vehicles. The WAV vehicles have additional costs to the other vehicles which include, rank inspections, compliance tests and hackney carriage fares. Clearly private hire vehicles would not be subject to these charges.
- 5. You are correct in identifying that the Local Government (Miscellaneous Provisions) Act 1976 states that fees of £25 should not be charged, however it goes on to state that fees above this amount are allowed provided that the fee is advertised. I have attached a copy of the advert relating to this.
- 6. I have included a breakdown of the fees in relation to replacement licences. Although you suggest it is 'only' an administrative cost what you are being charged is actually less than the full costs.
- 7. Plates and door stickers, the fees for this include officer time and the cost of the plate / sticker, please see attached.

I trust that answers your queries, however please do not hesitate to contact me if you have further comments.

Yours sincerely,

Vicki Hopps

Environmental Health Manager (Commercial)

Copy of Paperwork / Licence

Function	Cost
Process Application	
Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person.	£11.20
The process of the application has been mapped using an average time it takes to process the application to printing the licence.	
	£11.20

Plates

<u>Function</u>	Cost
Process Application Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person. The process of the application has been mapped using an average time it takes to process the application to printing the plate.	£8.34
Material Costs Cost of plate from supplier, printer and ink.	£6.73
	£15.07

Door Sticker

<u>Function</u>	Cost
Process Application Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person.	£5.58
The process of the application has been mapped using an average time it takes to process the application to the production of the sign. Material Costs	· · · · · · · · · · · · · · · · · · ·
Cost of sticker from supplier	£14.40

Hackney Carriage Saloon – Fee Calculations

<u>Function</u>	Cost
Process Application	
Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person.	£42.00
The process of the application has been mapped using an average time it takes to process the application to printing the licence. It does not include the plate which is paid for separately.	
On-Going Administration	
Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees, dealing with complaints and reports to Licensing & Appeals Board. Also includes the processing of accident notification forms and sending reminder letters for insurance documents and 6-monthly compliance test.	£44.00
Training & Meetings	
A contribution to the time spent by staff attending taxi related training and meetings.	£2.00
Hackney Carriage Ranks	
Includes a contribution to the time spent by staff on the administration and inspection of hackney carriage ranks.	£6.00
Compliance	
A contribution to the time spent by staff on routine inspection of vehicles.	£16.00
Enquiries	
A contribution to the time spent by staff dealing with routine enquires	£10.00
Hackney Carriage Fares	
A contribution to the time spent by staff researching, setting, consulting and publishing hackney carriage fares.	£4.00
Total for New Hackney Carriage:	£124.00
Renewal	43
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.	
Total for Renewal of a Hackney Carriage:	£120.00

Combined Driver – Fee Calculation

<u>Function</u>	Cost
Process Application	
Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person.	£65.00
Also includes a contribution to the cost of time spent by staff making follow up enquiries in connection with driver applications.	
The process of the application has been mapped using an average time it takes to process the application to printing the licence.	
On-Going Administration	-
The only on-going costs added to a three-year licence is for issuing reminders for when medicals and DBS are required, including on-line DBS checks and DVLA enquiries.	£51.00
Training & Meetings	
A contribution to the time spent by staff attending taxi related training and meetings.	£0.00
Hearings Before Panel of Licensing & Appeals Board	
A contribution of the cost of putting a new applicant before a Panel of the Licensing & Appeals Board. Time spent by staff writing report and attending the hearing.	£9.00
Compliance	
No costs have been added to an application for a driver's licence for time spent on compliance or for dealing with complaints.	£0.00
Enquiries	
No costs have been added to the application fee for time spent by staff dealing with routine enquires	£0.00
Total for new 3-year Driver's Licence:	£125.00
Total new 1-year Driver's Licence:	£74.00
Renewal	
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.	
Total for renewal of 3-year Driver's Licence:	£118.00
Total for renewal of 1-year Driver's Licence:	£67.00

Private Hire Vehicle – Fee Calculations

<u>Function</u>	Cost
Process Application	
Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person.	£45.00
The process of the application has been mapped using an average time it takes to process the application to printing the licence. It does not include the plate which is paid for separately.	
On-Going Administration	
Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees, dealing with complaints and reports to Licensing & Appeals Board. Also includes the processing of accident notification forms, sending reminder letters for insurance documents and 6-monthly compliance test and change of private hire operator	£45.00
Training & Meetings	
A contribution to the time spent by staff attending taxi related training and meetings.	£2.00
Compliance	
A contribution to the time spent by staff on routine inspection of vehicles.	£16.00
Enquiries	
A contribution to the time spent by staff dealing with routine enquires	£10.00
Total for New Private Hire Vehicle:	£118.00
Renewal	
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.	
Total for Renewal of a Private Hire Vehicle:	£104.00

Wheelchair Accessible Hackney Carriage – Fee Calculations

Function	Cost
Process Application	
Includes staff salaries and support costs (i.e. other council departments such as IT, Council Information Centre, accountancy etc.). It should be noted that 'staff' salaries are not what individuals are paid but what it cost the Borough Council to employ that person.	£42.00
The process of the application has been mapped using an average time it takes to process the application to printing the licence. It does not include the plate which is paid for separately.	
On-Going Administration	
Includes a contribution to the time spent by staff on maintaining and updating the Conditions & Procedures booklet, conducting research into taxi legislation, time spent calculating fees, dealing with complaints and reports to Licensing & Appeals Board. Also includes the processing of accident notification forms and sending reminder letters for insurance documents and 6-monthly compliance test.	£44.00
Training & Meetings	
A contribution to the time spent by staff attending taxi related training and meetings.	£2.00
Hackney Carriage Ranks	
Includes a contribution to the time spent by staff on the administration and inspection of hackney carriage ranks.	£6.00
Compliance	
A contribution to the time spent by staff on routine inspection of WAVs and wheelchair test for new vehicles.	£25.00
Enquiries	£10.00
A contribution to the time spent by staff dealing with routine enquires	210.00
Hackney Carriage Fares	
A contribution to the time spent by staff researching, setting, consulting and publishing hackney carriage fares.	£4.00
Total for New Hackney Carriage WAV	£133.00
Renewal	
The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same and that a WAV test is not required.	F
Total for Renewal of a Hackney Carriage WAV	£115.00

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PUBLIC NOTICES

PUBLIC NOTICES

159 of the GAMBLING ACT 2005



(Miscellaneous Provisions) Act 1976 Local Government Section 70

The Borough Council of King's Lynn & West Norfolk hereby give notice of the intention to vary hackney carriage proprietors, private hire vehicle and private nre operator licence fees as follows.

Cambridgeshire, PE14 7XA as an operating centre

for a licence to use Terrington Park, Old Church

Road, Terrington St John, Wisbech,

enjoyment of that land would be affected, should operating centre(s) who believe that their use or

occupiers of land (including buildings) near the

for 2 goods vehicles and 0 trailers. Owners or

W Harris trading as All Asphalt and Surfacing Ltd of 40 Old Church Road, Terrington St John, Wisbech, Cambridgeshire, PE14 7XA is applying

Goods vehicle Operators Licence

	One Year	One Year Licence	Five Year Licence	Licence
Licence Type	Grant	Renewal	Grant	Renewal
ickney Carriage hide.	£124.00	£120 00	n/a	n/a
heelchair Accessible sckney Carriage	£133.00	£115.00	n/a	n/a
anide. wate Hire Vehicle.	£118.00	£104.00	n/a	n/a
rvate Hire Vehicle	£123.00	6104 00	n/a	n/a
wate Hire Operator	£ 97.00	£ 87.00	£180.00	£175.00
nvate Hire Operator	£123.00	£113 00	5265.00	5260.00
tvate Hire Operator	£138.00	£131.00	\$405.00	2400.00
rvate Hire Operator 0+ vehicles):	2159.00	£152 00	6777.00	£772.00
yone wishing to object to this proposal should do so, in writing with reasons	to this propo	osal should do	so, in writing	with reasons

same time send a copy of their representations to the applicant at the address given at the top of this ane Leeds, LS9 6NF stating their reasons, within

vailable from the Traffic Commissioner's office

notice. A Guide to Making Representations is

Need a plumber's

services fast?

21 days of this notice. Representors must at the

Commissioner at Hillcrest House, 386 Harehills

nake written representations to the Traffic

by the 22" September 2015 to Environmental Health - Licensing, BCKLWN, King's Court, Chapel Street, King's Lynn, PE30 1EX

Borough Council of King's Lynn & West Norfolk 25th August 2015

KINGS LYNN COUNTY COURT INSOLVENCY ACT 1986 IN BANKRUPTCY

Notice is hereby given that Cashino Garing Limited of Scheck House 13 Seebert Place, Knowillill, Pillson Keynes, MKS BRR is applying or a Keynes, MKS BRR is applying or a Lennite Internitent Centre Premoes Lennes under Section 159 of the A Taxi Driver who at the date of the bankniptcy order, 23 April 2008, resided at 33 Millway Friday Bridge, Wisbech,

GAMBLING ACT 2005



Mr John Gilbraith
Licensing Manager
Environmental Health- Licensing
Kings Lynn & West Norfolk Borough Council
Kings Court
Chapel Street
Kings Lynn PE30 1EX

2nd September 2015

Cc Tony White



Dear Mr Gilbraith,

I write in reference to the proposed increases in fees with regard to Hackney Carriage and Private Hire Licensing.

I am concerned by the increase shown with regard to the Combined Driver badge and the charge set out for the new three year fee. Bearing in mind that the council can only charge the cost of this function , and not make a profit.

An 18% icrease in the annual fee would on the surface appear to be exceptional. As is the rise for the renewal of a Hackney Carriage WAV. I would therefore wish to make a freedom of information request as to how these costings are achieved.

I await your reply with interest and reserve the right to place the matter before the Obudsman should I feel this to be required.

Yours sincerely

Paul Hewer

Your ref: Our ref:

Please ask for: Marie Malt Direct dial: (01553) 616496

E-mail: marie.malt@west-norfolk.gov.uk



Geoff Hall Executive Director

Environment and Planning



15th September 2015

Dear Mr Hewer,

Re: Licensing Fees

Thank you for your letter of the 2nd September 2015 regarding taxi licensing fees which was received on the 7th September 2015.

Throughout 2013 and 2014 a detailed process mapping exercise was conducted to establish how long each taxi licensing process takes. It is from these processes that the appropriate fee has been calculated.

I attach for your information an overview of how the fees for both a combined driver's licence and hackney carriage wheelchair accessible vehicle were calculated. I hope you find these useful.

If you would like to discuss this further then please contact Mrs Marie Malt on the above number. Ordinarily, I would invite you to contact me but unfortunately I am going to be away after today for a while recuperating.

Yours sincerely

J Gilbraith

Licensing Manager

Environmental Health - Licensing

Encls

Marie Malt

From:

Marie Malt

Sent:

01 October 2015 16:13

To:

'Paul Hewer'

Cc: Subject: Vicki Hopps RE: Licensing Fees

Dear Mr Hewer,

Thank you for your email.

Further to our telephone conversation today, Environmental Health Manager Vicki Hopps and I have been to see John Gilbraith and have talked through the figures.

I provided you with a verbal explanation of why the £25.50 per year charge is being made to the drivers licence, which I hope you understood. This consists of an annual convictions disclaimer and an annual DVA check and the prinistration, postage, computer inputting associated with those processes.

Regarding the other points raised I can provide the following:

'When looking at the difference between first application and renewals there would appear to be some discrepancy in that with the combined driver the £9 contribution of putting a new applicant before the Board is dropped, this should therefore give a renewal fee of £116 and not £118.'

The hearings element of £9.00 is for new driver applicants and the element for renewal applications is £2.00. This is because we have more hearings for new drivers than hearings in respect of renewal applications.

'With regard to WAHC fees, on renewal the £25 contribution for wheelchair test for new vehicles when taken out for renewals leaves £108 and not £115.'

There is a £7.00 fee added onto renewal WAV applications as WAV spot checks are carried out on WAV at HC Stands throughout the year, whereas a new WAV HC has a wheelchair test upon initial application. The WAV check being £20.00 and the routine inspection £5.00.

'It also makes no logic that the renewal of a Hackney carriage saloon is £120 and Hackney WAV is £115 as I fail to see hat administrative function is different.'

you are absolutely right. The HC Saloon renewal fee should be £109.00 and not £120.00 as stated. The routine inspection cost is not £16.00. It should be £5.00.

Please do not hesitate to contact Vicki Hopps or I should you wish to discuss this further.

Regards, Marie

Marie Malt

Senior Licensing Enforcement Officer

Borough Council of King's Lynn & West Norfolk Marie.malt@west-norfolk.gov.uk

Tel: 01553 616496

----Original Message-----

From: Paul Hewer [mailto:paul.hewer@btinternet.com]

Sent: 29 September 2015 10:45

To: Marie Malt

Subject: Licensing Fees

Dear Marie,

Following my letter to John with regard to Licensing fees, in his reply he stated he would be away recuperating for a while and that if I wished to discuss this further to contact yourself.

I have taken some time to evaluate the information sent with regard to the fee calculation for the Combined Driver and Wheelchair Accessible Hackney Carriage and I still have some concerns with regard to these increases.

The costs lumped together within the process application section of the breakdown cover such generalised areas as to make it difficult to conclude if the charges are excessive. It must be reasonable to make some assumptions however. Salary awards within the Council have been kept to one per cent, if one allows for employer contributions we can assume six per cent aggregate. In the case of 'combined Driver, this would mean that other costs have risen by some 10% over the period.

I am sure the council would meet a great deal of resistance to this level of increase within the council tax banding.

charge for the On-Going Administration of £25.50 per year also seems high, does this assume all three checks will fall within this two year period, this clearly would not be the case, in my case for instance only a DBS check would be needed within the two year period, and in most cases it would be a maximum of two reminders or checks within a two year period.

When looking at the difference between first application and renewals there would appear to be some discrepancy in that with the combined driver the £9 contribution of putting a new applicant before the Board is dropped, this should therefore give a renewal fee of £116 and not £118.

With regard to WAHC fees, on renewal the £25 contribution for wheelchair test for new vehicles when taken out for renewals leaves £108 and not £115.

It also makes no logic that the renewal of a Hackney carriage saloon is £120 and Hackney WAV is £115 as I fail to see what administrative function is different.

It may well be I am missing something here and I hope you can put my mind at rest that these are fair and reasonable increases.

Tryou would like to discuss the issues I have raised I would be happy to meet with you, or if you would rather reply in writing thats also fine.

Kind regards Paul Hewer 01366 385904

REPORT TO CABINET

Open		Would any decisions proposed :			
Any especially affected Wards	Mandatory/ Discretionary /	, ,	•	inet's powers to decident	de NO YES
Spellowfields and St Margarets with St Nicholas	Operational	(c) Be partly for recommendations to Council NO and partly within Cabinets powers –			
Lead Member: Councillor Nick Daubney		oney			
E-mail: cllr.nick.daubney@west-norfolk.gov.uk		Other Members consulted:			
Lead Officer: Mary Colangelo E-mail: mary.colangelo@west- norfolk.gov.uk Direct Dial: 01553 616281			Other Officers consulted:		
Financial	Policy/Personr	nel Sta	atutory	Equal Impact	Risk Management
Implications	Implications		plications	Assessment	Implications
YES	NO	l NC)	NO	NO

Cabinet date: 3 November 2015

POLLING DISTRICT AND POLLING PLACE REVIEW

Summary

This report presents to Cabinet a revised Polling District and Polling Place Review Schedule.

Recommendation

The attached Polling District and Polling Place Review Schedule is adopted.

Reason for Decision

To ensure that the Council meets its statutory obligations.

1. Introduction

Members will be aware of the Council's duty to undertake a review of the polling districts and polling places in respect of Parliamentary electoral areas that fall within the boundaries of the Borough. This review was last conducted in 2013, but it is the Returning Officer's responsibility to keep polling stations under review.

2. Proposals

To this end the Returning Officer has inspected available premises and makes the following proposals:

Polling Place	Existing Polling Station	Proposed Polling Station	
Spellowfields	First Terrington Scout	The Pavilion,	
Terrington St Clement	and Guide HQ Churchgate Way,		
_		Terrington St Clement	
Spellowfields	Eagles Golf Club	Tilney All Saints Village	
Tilney All Saints		Hall, Church Road,	
		Tilney All Saints	
St Margarets with St	The Olive Branch Café	London Road Methodist	
Nicholas		Church, London Road,	
		King's Lynn	

The relevant new pages of the Polling District Review Schedule and maps can be found at Appendix 'A'.

3. Policy Implications

None.

4. Financial Implications

The implementation will result in overall savings to the Borough Council.

5. Statutory Considerations

Publishing the Polling District and Polling Place Review Schedule is a statutory requirement.

6. Risk Management

The Council's risk management system is integrated with the Polling District and Polling Place Review, so the risks associated are identified and linked.

7. Access to Information

Background information as referenced in the Polling District and Polling Place Review Schedule.

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<u>Ward</u>	Map Reference/Polling District	Area of Polling Place	Polling Station	<u>21.9.2015</u>
				Ward Electorate
Spellowfields	(75) SU1 - Terrington St Clement	The Parish of Terrington St Clement	The Pavilion, Churchgate Way, Terrington St Clement	3,324

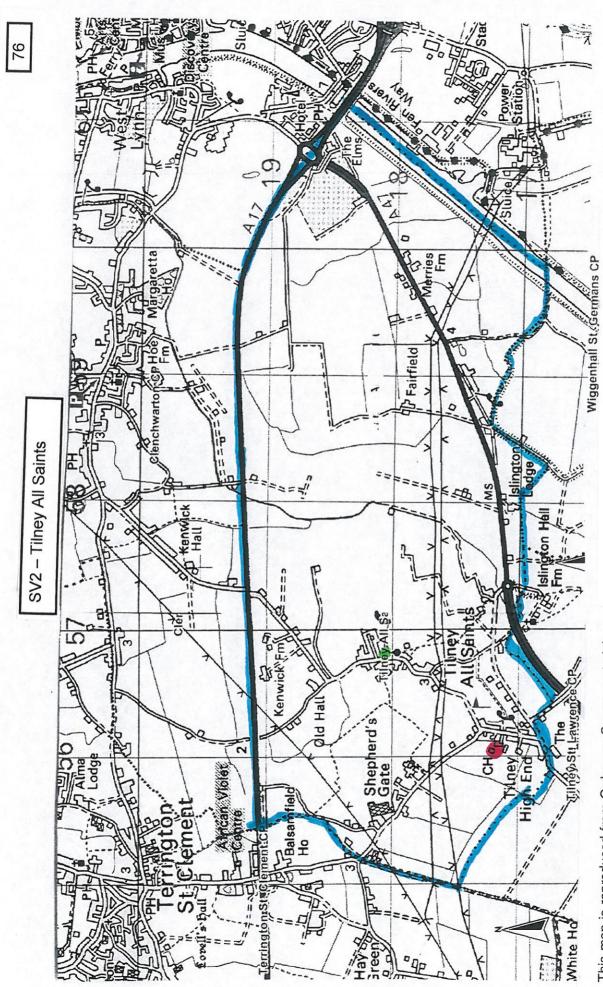
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<u>Ward</u>	Map Reference/Polling District	Area of Polling Place	Polling Station	<u>21.9.2015</u>
	<u>=</u>			Ward Electorate
Spellowfields	(76) SV2 - Tilney All Saints	The Parish of Tilney All Saints	Tilney All Saints Village Hall	475

<u>Ward</u>	Map Reference/Polling District	Area of Polling Place	Polling Station	<u>21.9.2015</u>
				Ward Electorate
St Margarets with St Nicholas	(78) PJ1 – St. Margaret's with St. Nicholas	A line drawn from the centre of the river on the southern side of the Customs House and running east and then south east along the northern side of Clough Lane. Then crossing St. James Road at the swimming pool and continuing south of St. John's Church to the western end of St. John's Walk. Turn south and follow the route of Mayor's Avenue and on down the centre of the road which fronts Windsor and Guanock Terraces and Guanock Place. Turn south along a short section of London Road and then west along the southern side of the area known as The Friars and out to the centre of the river, at which point turn northwards back to the starting point.		2,130

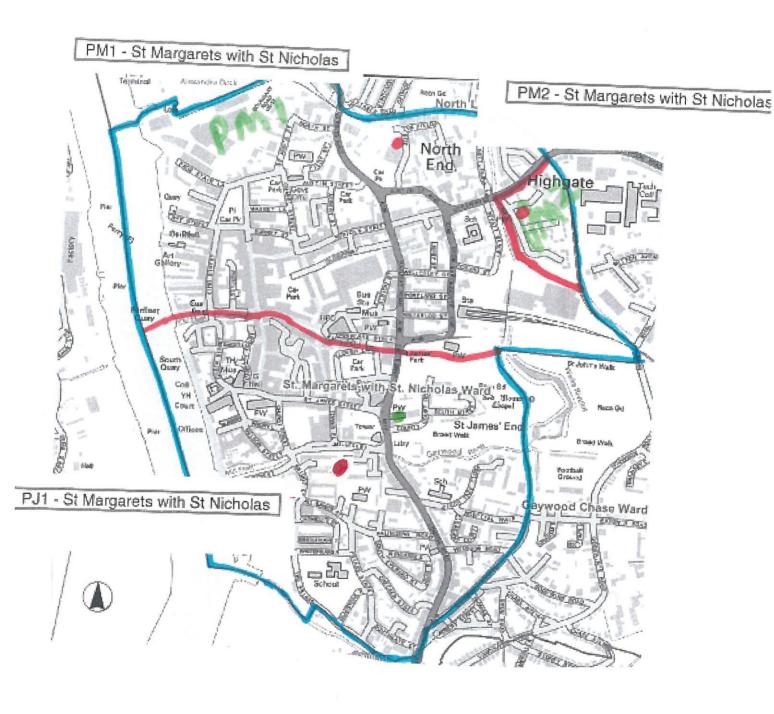
SU1 - Terrington St. Clement ANTERNATION STUTENATOR Mud & Sand Charle Wooden GP Admiralty Point 28 Admira Em inega tem St. Clim Watkers Mar hog to a /alpole Terrington St Clement did Hall Shepherd's Gate CHO Tilney High End This map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of Her Majesty's Stationery Office © Crown Copyright. White Ho Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings, Borough Council of King's Lynn and West Norfolk LA086045.2000

Red - Existing Green - Proposed



Red - Existing Green - Proposed

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