

Borough Council of
**King's Lynn &
West Norfolk**



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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King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
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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: 6.00 pm

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. MINUTES (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 co-ordinated 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 a 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 to 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 Hesselstine 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 not 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 if 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 any decisions proposed :		
Any especially affected Wards NONE	Mandatory	Be entirely within Cabinet's powers to decide	NO	
		Need to be recommendations to Council	YES	
		Is it a Key Decision	NO	
Lead Member: Cllr Nick Daubney E-mail: cllr.nick.daubney@west-norfolk.gov.uk		Other Cabinet Members consulted: Cabinet Briefing, R & P Panel 29.9.15		
		Other Members consulted:		
Lead Officer: Honor Howell – CIC Manager E-mail: honor.howell@west-norfolk.gov.uk Direct Dial:01553 616550		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/Personnel Implications YES	Statutory Implications NO	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 self-serve
- 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 affected 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 –			
Lead Member: Nick Daubney E-mail: cllr.nick.daubney@west-norfolk.gov.uk		Other Cabinet Members consulted: None		
		Other Members consulted: None		
Lead Officer: Toby Cowper E-mail: toby.cowper@west-norfolk.gov.uk Direct Dial: 01553 616523		Other Officers consulted: Chief Financial Officer and Management Team		
Financial Implications YES	Policy/Personnel Implications NO	Statutory Implications (incl S.17) YES	Equal Opportunities Implications NO	Risk Management Implications 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:
1. 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 rephrasing 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).

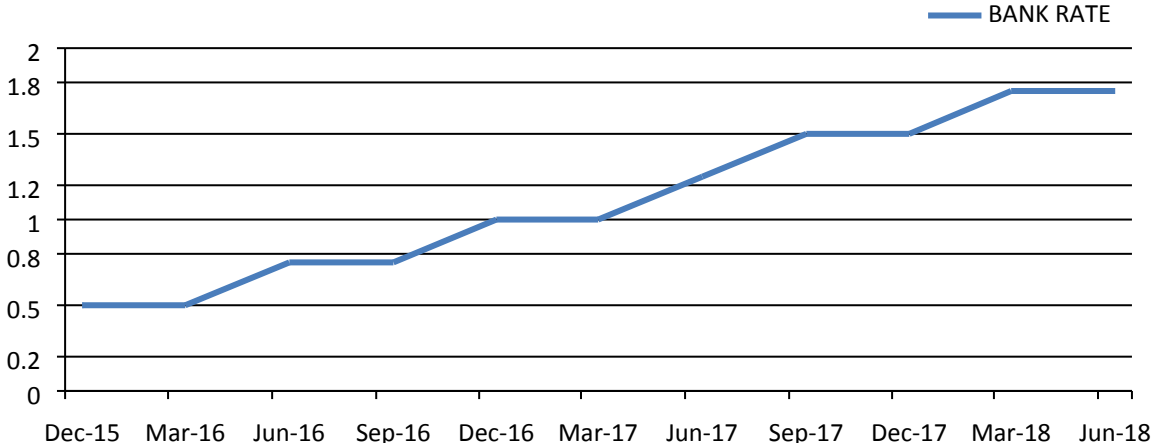
Capital Expenditure Financed by	Capital Programme 2015/2016 (Council 3 February 2015)	Revised Capital Programme 2015/2016 (Council 10 June 2015)
	£'000	£'000
Total spend	15,884	24,896
Financed by:		
Capital receipts	(9,903)	(2,428)
Capital grants and Contributions	(759)	(1,222)
Unsupported Borrowing	(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 £m	2015/2016 Revised Estimate £m
CFR	22.3	18.6	22.3

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

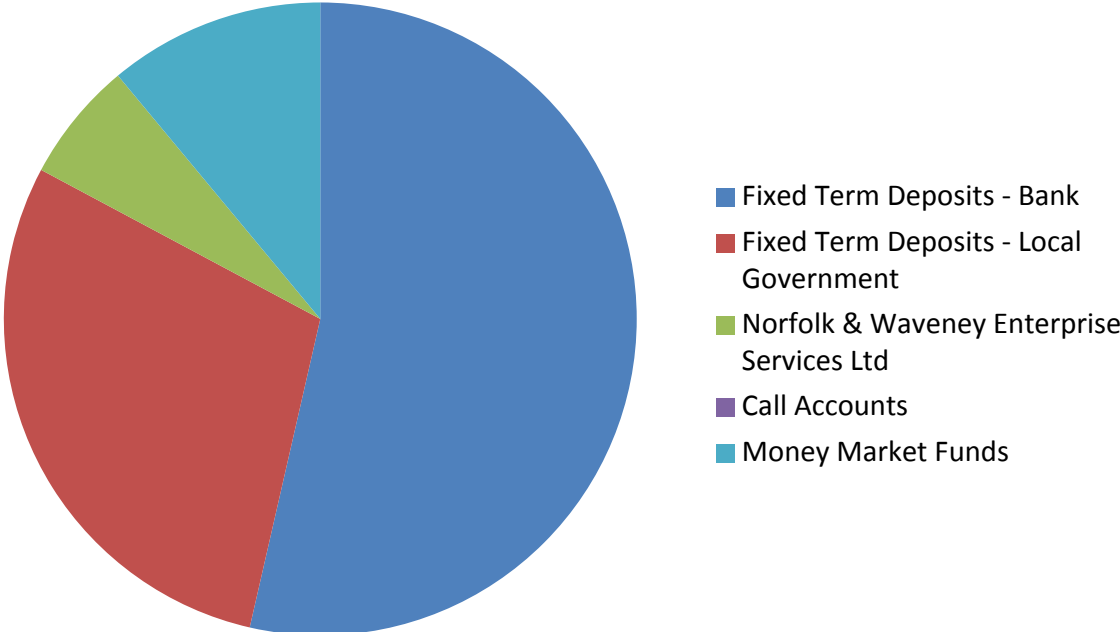


Please see 'Appendix 2' for the full Capita Asset Services economic forecast.

7. Investment Portfolio 2015/2016

7.1 Investment Portfolio as at 30 September 2015

Investment Portfolio as at 30 September 2015



Institution	Principal	Start Date	End Date	Rate %	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	A
Norfolk & Waveney Enterprise Services Ltd	500,000	27/03/2014		1.80	N/A
Norfolk & Waveney Enterprise Services Ltd	274,275	27/03/2015		1.80	N/A
Norfolk & Waveney Enterprise Services Ltd	339,864	29/06/2015		1.80	N/A
Norfolk & Waveney Enterprise Services Ltd	539,865	04/09/2015		1.80	N/A
Norfolk & Waveney Enterprise Services Ltd	240,616	18/09/2015		1.80	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 £m	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

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 +0.4% though there has been a rebound in quarter 2 to +0.7%. The Bank of England is forecasting growth to remain around 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(Quantitative 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 no inflation 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:

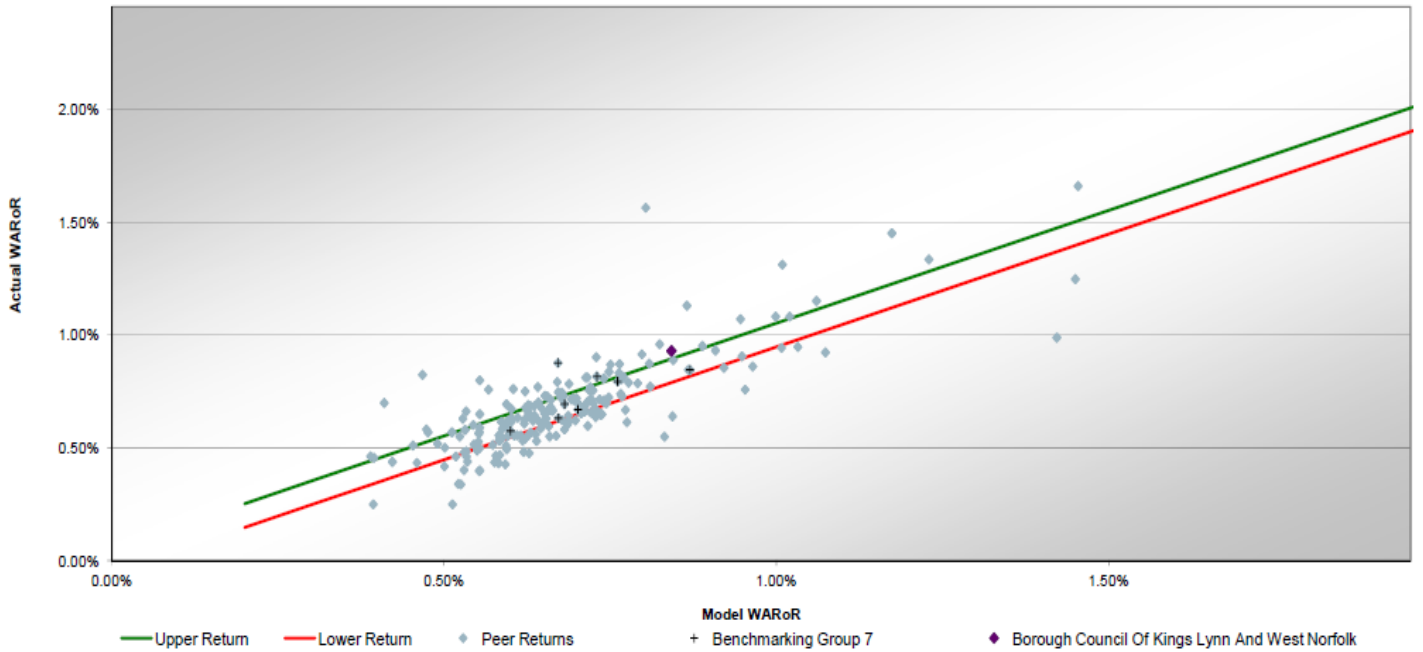
- Geopolitical risks in Eastern Europe, the Middle East and Asia, increasing safe haven flows.
- UK economic growth turns significantly weaker than we currently anticipate.
- Weak growth or recession in the UK's main trading partners - the EU, US and China.
- A resurgence of the Eurozone sovereign debt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

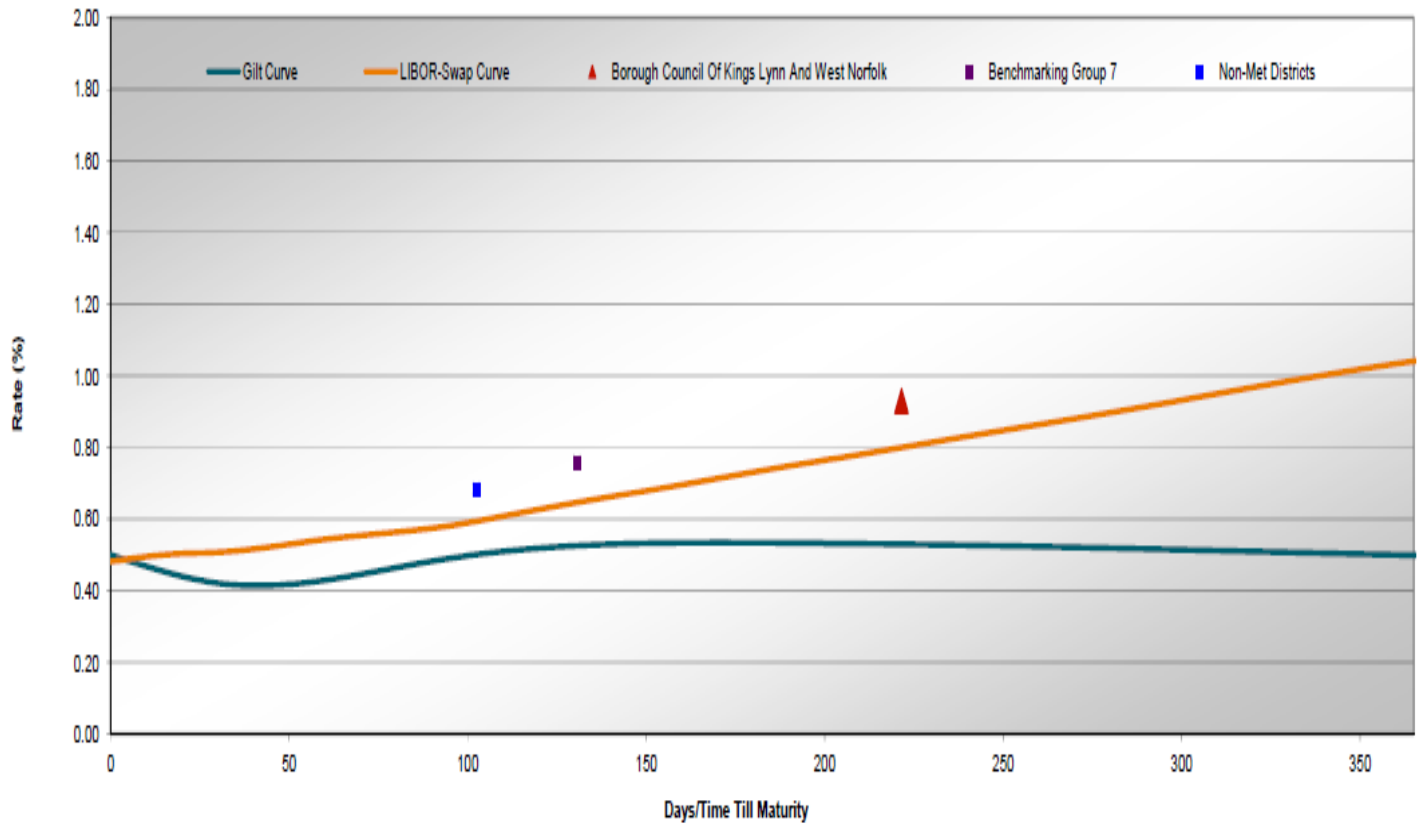
- Uncertainty around the risk of a UK exit from the EU.
- The ECB (European Central Bank) severely disappointing financial markets with a programme of asset purchases which proves insufficient to significantly stimulate growth in the EZ (Eurozone).
- The commencement by the US Federal Reserve of increases 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.

Population Returns against Model Returns



	Actual WARoR	Model WARoR	Difference	Lower Bound	Upper Bound	Performance
Borough Council Of Kings Lynn And West Norfolk	0.93%	0.84%	0.09%	0.79%	0.89%	Above

Returns Comparable Against the Risk-Free Rate and LIBOR Curve



REPORT TO CABINET

Open		Would any decisions proposed :		
Any especially affected Wards	Mandatory/	Be entirely within Cabinet's powers to decide	NO	
	Discretionary /	Need to be recommendations to Council	YES	
	Operational	Is it a Key Decision	NO	
Lead Member: Cllr Adrian Lawrence E-mail: cllr.adrian.lawrence@west-norfolk.gov.uk		Other Cabinet Members consulted:		
		Other Members consulted:		
Lead Officer: Vicki Hopps E-mail: Vicki.hopps@west-norfolk.gov.uk Direct Dial:01553 616307		Other Officers consulted: Management Team; Legal Services and Licensing Section		
Financial Implications YES	Policy/Personnel Implications NO	Statutory Implications YES	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 Carriage & Private Hire Stats October 1st 2011 - 30th September 2015						
	2011- 2012	2012- 2013	2013- 2014	2014- 2015	Total	Cost 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
						£ 21,354.50

* 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 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)				
Grant	£ 95.00	£ 97.00		£ 180.00
Renewal	£ 85.00	£ 87.00		£ 175.00
PHO (2-10 Vehicles)				
Grant	£ 120.00	£ 123.00		£ 265.00
Renewal	£ 110.00	£ 113.00		£ 260.00
PHO (11 - 20 Vehicles)				
Grant	£ 135.00	£ 138.00		£ 405.00
Renewal	£ 128.00	£ 131.00		£ 400.00
PHO (20+ Vehicles)				
Grant	£ 155.00	£ 159.00		£ 777.00
Renewal	£ 148.00	£ 152.00		£ 772.00
Misc				
Copy of Combined Driver Licence:				
Paper Part:	£ 2.50	£ 5.50		
Card Part:	£ 2.50	£ 5.50		
Copy of Vehicle Licence:				
Paper Part:	£ 2.50	£ 5.50		
Window Sticker:	£ 2.50	£ 5.00		
Copy of Private Hire Operator's Licence:				
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		

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	The Deregulation Act 2015 introduces a few changes to 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 it was considered appropriate to review all hackney carriage and private hire fees at the same time..				
Question	Answer				
<p>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 they have particular needs, experiences, issues or priorities or in terms of ability to access the service?</p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p>		Positive	Negative	Neutral	Unsure
	Age			x	
	Disability			x	
	Gender			x	
	Gender Re-assignment			x	
	Marriage/civil partnership			x	
	Pregnancy & maternity			x	
	Race			x	
	Religion or belief			x	
	Sexual orientation			x	
	Other (eg low income)			x	
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 taxis and private hire drivers and to private hire operators			
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				
<p>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 Corporate Equalities Working Group and list agreed actions in the comments section</p>	No	Actions:			
		Actions agreed by EWG member:			
Assessment completed by: Name	Vicki Hopps				
Job title Environmental Health Manager	Date 14/09/2015				

Paul Shurgeon,
Rsp by letter
24/9/15



20/09/2015

PLATE LICENCE NO. 75 HV
DRIVERS LICENCE NO. CD 0304
EMAIL ADDRESS.....
PHONE NUMBER..... 07981962956

Dear Mr Gilbraith

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.

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 unjustifed 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.

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.



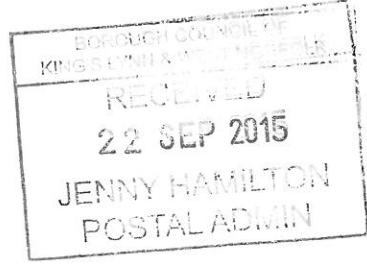
Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE 0/0
Combined Driver					
Grant					
Renewal	£ 62.00	£ 74.00	£ 125.00		19.35
Hackney Carriage Saloon	£ 54.50	£ 67.00	£ 118.00		22.94
Grant					
Renewal	£ 117.50	£ 124.00			5.53
Hackney Carriage WAV	£ 104.00	£ 120.00			15.38
Grant					
Renewal	£ 122.50	£ 133.00			8.57
Private Hire Vehicle	£ 109.00	£ 115.00			5.5
Grant					
Renewal	£ 115.00	£ 118.00			2.61
Special Event Vehicle	£ 101.00	£ 104.00			2.97
Grant					
Renewal	£ 120.00	£ 123.00			2.5
PHO (1 Vehicle)	£ 101.00	£ 104.00			2.97
Grant					
Renewal	£ 95.00	£ 97.00		£ 180.00	2.11
PHO (2-10 Vehicles)	£ 85.00	£ 87.00		£ 175.00	2.35
Grant					
Renewal	£ 120.00	£ 123.00		£ 265.00	2.5
PHO (11 - 20 Vehicles)	£ 110.00	£ 113.00		£ 260.00	2.72
Grant					
Renewal	£ 135.00	£ 138.00		£ 405.00	2.22
PHO (20+ Vehicles)	£ 128.00	£ 131.00		£ 400.00	2.34
Grant					
Renewal	£ 155.00	£ 159.00		£ 777.00	2.58
Misc	£ 148.00	£ 152.00		£ 772.00	2.7
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			
Card Part:	£ 2.50	£ 5.50			
Copy of Vehicle Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Window Sticker:	£ 2.50	£ 5.00			120.
Copy of Private Hire Operator's Licence:	£ 2.50	£ 5.50			120.
Knowledge Test:	£ 20.00	£ 36.00			120.
Private Hire Door Sticker	£ 17.50	£ 19.00			90.00
DBS	£ 49.00	£ 55.00			8.57
Vehicle Transfer	£ 23.00	£ 27.50			12.24
Licence Plate	£ 13.00	£ 15.00			19.57
Change of Name/Address	£ 6.50	£ 10.50			15.38
					61.54

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

Sharon Hodgkinson

Resp by letter
24/9/15.



20/09/2015

PLATE LICENCE NO...39 HV
DRIVERS LICENCE NO....CD 0254
EMAIL ADDRESS.....
PHONE NUMBER...01553 772616

Dear Mr Gilbraith

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.

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 too 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, surely 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%

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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.

3/10/15
3cm
Bh
via

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KING'S LYNN & WEST NORFOLK
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JERRY HAMILTON

Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE c/o
Combined Driver					
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
Hackney Carriage Saloon					
Grant	£ 117.50	£ 124.00			5.53
Renewal	£ 104.00	£ 120.00			15.38
Hackney Carriage WAV					
Grant	£ 122.50	£ 133.00			8.57
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Grant	£ 115.00	£ 118.00			2.61
Renewal	£ 101.00	£ 104.00			2.97
Special Event Vehicle					
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00			2.97
PHO (1 Vehicle)					
Grant	£ 95.00	£ 97.00		£ 180.00	2.11
Renewal	£ 85.00	£ 87.00		£ 175.00	2.35
PHO (2-10 Vehicles)					
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PHO (11 - 20 Vehicles)					
Grant	£ 135.00	£ 138.00		£ 405.00	2.22
Renewal	£ 128.00	£ 131.00		£ 400.00	2.34
PHO (20+ Vehicles)					
Grant	£ 155.00	£ 159.00		£ 777.00	2.58
Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 2.50	£ 5.50			120.
Copy of Vehicle Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Window Sticker:	£ 2.50	£ 5.00			120.
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DBS	£ 49.00	£ 55.00			12.24
Vehicle Transfer	£ 23.00	£ 27.50			19.57
Licence Plate	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61.54

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 22 SEP 2015
 JENNY HAMILTON
 POSTAL ADMIN

Alan Copenman

Rsp by letter

24/9/15



20/09/2015

PLATE LICENCE NO. 49 HV
DRIVERS LICENCE NO. CD 0256
EMAIL ADDRESS.....
PHONE NUMBER. 01553 772616

Dear Mr Gilbraith

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.

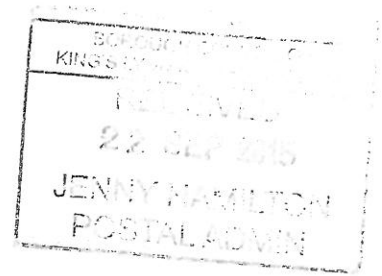
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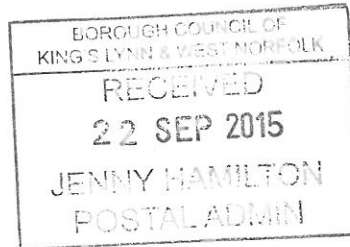
Hackney Carriage & Private Hire Licence Costs

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Combined Driver					
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
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Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
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Card Part:	£ 2.50	£ 5.50			120.
Copy of Vehicle Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
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Change of Name/Address	£ 6.50	£ 10.50			61.54

BOROUGH COUNCIL OF
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 RECEIVED
 22 SEP 2015
 JENNY HAMILTON
 POSTAL SERVICES

Shaun Surrell

Resp by
letter 24/9/15.



20/09/2015

PLATE LICENCE NO.....HV 0054
DRIVERS LICENCE NO....CD 0258
EMAIL ADDRESS.....
PHONE NUMBER..... 01788715173

Dear Mr Gilbraith

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.

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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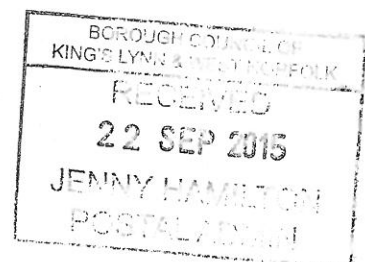
Private Hire Vehicle renewal increase by 2.97%

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.

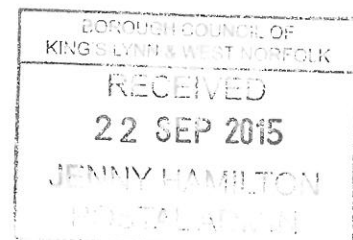
7..PLATES and DOOR STICKERS.. I would question the proposed increase on these items doubting that the cost to yourselves has been increased by 15.38% and 8.57% respectively therefore unless this is the case then you are seeking to increase these items to make a profit which I am sure is illegal and also 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.

S. BURRELL

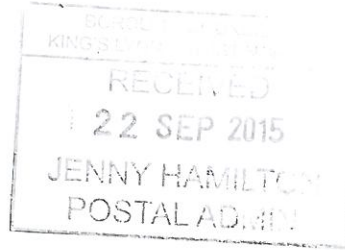


Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE c/o
Combined Driver					
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
Hackney Carriage Saloon					
Grant	£ 117.50	£ 124.00			5.53
Renewal	£ 104.00	£ 120.00			15.38
Hackney Carriage WAV					
Grant	£ 122.50	£ 133.00			8.57
Renewal	£ 109.00	£ 115.00			5.5
Private Hire Vehicle					
Grant	£ 115.00	£ 118.00			2.61
Renewal	£ 101.00	£ 104.00			2.97
Special Event Vehicle					
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00			2.97
PHO (1 Vehicle)					
Grant	£ 95.00	£ 97.00		£ 180.00	2.11
Renewal	£ 85.00	£ 87.00		£ 175.00	2.35
PHO (2-10 Vehicles)					
Grant	£ 120.00	£ 123.00		£ 265.00	2.5
Renewal	£ 110.00	£ 113.00		£ 260.00	2.72
PHO (11 - 20 Vehicles)					
Grant	£ 135.00	£ 138.00		£ 405.00	2.22
Renewal	£ 128.00	£ 131.00		£ 400.00	2.34
PHO (20+ Vehicles)					
Grant	£ 155.00	£ 159.00		£ 777.00	2.58
Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 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 Hire Operator's Licence:	£ 2.50	£ 5.50			120.
Knowledge Test:	£ 20.00	£ 36.00			80.00
Private Hire Door Sticker	£ 17.50	£ 19.00			8.57
DBS	£ 49.00	£ 55.00			12.24
Vehicle Transfer	£ 23.00	£ 27.50			19.57
Licence Plate	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61.54



Ian Calton
resp by letter
24/9/15.



20/09/2015

PLATE LICENCE NO.....HV 22
DRIVERS LICENCE NO....CD 0259
EMAIL ADDRESS.....
PHONE NUMBER...07771690016

Dear Mr Gilbraith

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.

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.

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%

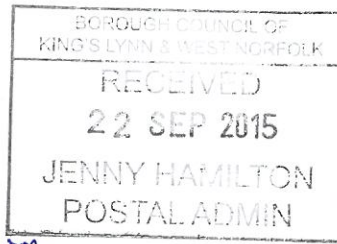
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6..MISC ITEM INCREASES.. I again fail to see how again an extortionate percentage increase of up to 120% can be proposed for basically supplying a copy of a lost or destroyed paperwork document as this is surly way below the costs that we are being 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.

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Denas Bialovas



20/09/2015

PLATE LICENCE NO. 19...HV
DRIVERS LICENCE NO. CD 0121
EMAIL ADDRESS denasb@gmail.com
PHONE NUMBER 07718607364

Dear Mr Gilbraith

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.

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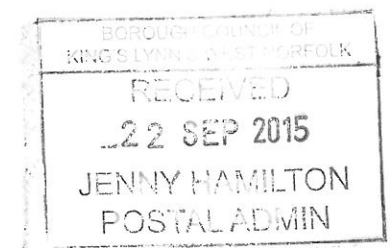
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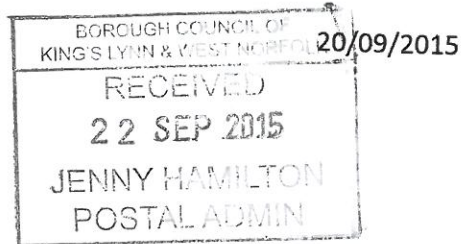
Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE %
Combined Driver					
Grant					
Renewal	£ 62.00	£ 74.00	£ 125.00		19.35
Hackney Carriage Saloon	£ 54.50	£ 67.00	£ 118.00		22.94
Grant					
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Grant					
Renewal	£ 155.00	£ 159.00		£ 777.00	2.58
Misc	£ 146.00	£ 152.00		£ 772.00	2.7
Copy of Combined Driver Licence:					
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Card Part:	£ 2.50	£ 5.50			120.
Copy of Vehicle Licence:					
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Window Sticker:	£ 2.50	£ 5.00			120.
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Knowledge Test:	£ 20.00	£ 36.00			120.
Private Hire Door Sticker	£ 17.50	£ 19.00			8.57
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Vehicle Transfer	£ 23.00	£ 27.50			19.57
Licence Plate	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61.54

RECEIVED
22 SEP 2015
JENNY HAMILTON
POSTAL ADMIN

Jeremy Lomas

PLATE LICENCE NO.....HV 73
DRIVERS LICENCE NO....CD 355
EMAIL ADDRESS..... jez147@yahoo.co.uk
PHONE NUMBER..... 07944944941



Dear Mr Gilbraith

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.

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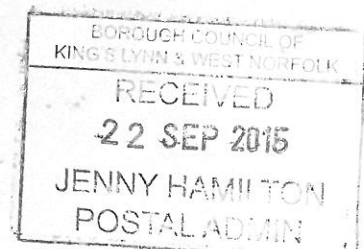
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Hackney Carriage & Private Hire Licence Costs

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Combined Driver					
Grant					
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Robertas Vadapalas

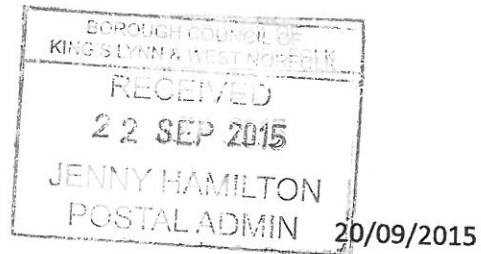


PLATE LICENCE NO...~~37~~..HV
DRIVERS LICENCE NO....CD0028
EMAIL ADDRESS...~~R.O.O.~~ VADAPALAS@gmail.com
PHONE NUMBER...~~04954203498~~

Dear Mr Gilbraith

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.

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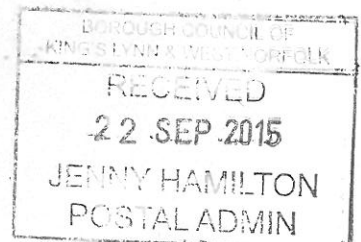
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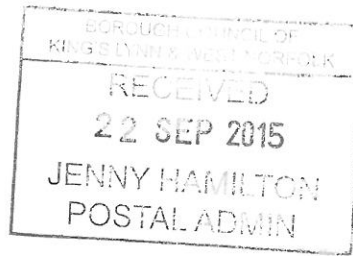
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PHO (2-10 Vehicles)	£ 85.00	£ 87.00		£ 175.00	2.35
Grant					
Renewal	£ 120.00	£ 123.00		£ 265.00	2.5
PHO (11 - 20 Vehicles)	£ 110.00	£ 113.00		£ 260.00	2.72
Grant					
Renewal	£ 135.00	£ 138.00		£ 405.00	2.22
PHO (20+ Vehicles)	£ 128.00	£ 131.00		£ 400.00	2.34
Grant					
Renewal	£ 155.00	£ 159.00		£ 777.00	2.58
Misc	£ 148.00	£ 152.00		£ 772.00	2.7
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 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 Hire Operator's Licence:	£ 2.50	£ 5.50			120.
Knowledge Test:	£ 20.00	£ 36.00			120.
Private Hire Door Sticker	£ 17.50	£ 19.00			90.00
DBS	£ 49.00	£ 55.00			8.57
Vehicle Transfer	£ 23.00	£ 27.50			12.24
Licence Plate	£ 13.00	£ 15.00			19.57
Change of Name/Address	£ 6.50	£ 10.50			15.38
					61.54





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..

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.

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 too 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, surely 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%

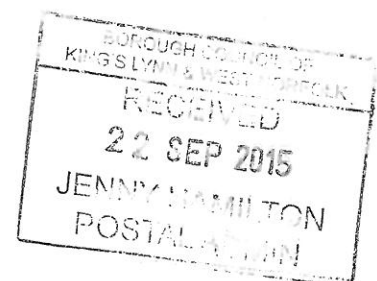
Private Hire Vehicle renewal increase by 2.97%

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.

for Mrs N Oglesby



Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE %/0
Combined Driver					0/0
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
Hackney Carriage Saloon					
Grant	£ 117.50	£ 124.00			5.53
Renewal	£ 104.00	£ 120.00			15.38
Hackney Carriage WAV					
Grant	£ 122.50	£ 133.00			8.57
Renewal	£ 109.00	£ 115.00			5.5
Private Hire Vehicle					
Grant	£ 115.00	£ 118.00			2.61
Renewal	£ 101.00	£ 104.00			2.97
Special Event Vehicle					
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00			2.97
PHO (1 Vehicle)					
Grant	£ 95.00	£ 97.00		£ 180.00	2.11
Renewal	£ 85.00	£ 87.00		£ 175.00	2.35
PHO (2-10 Vehicles)					
Grant	£ 120.00	£ 123.00		£ 265.00	2.5
Renewal	£ 110.00	£ 113.00		£ 260.00	2.72
PHO (11 - 20 Vehicles)					
Grant	£ 135.00	£ 138.00		£ 405.00	2.22
Renewal	£ 128.00	£ 131.00		£ 400.00	2.34
PHO (20+ Vehicles)					
Grant	£ 155.00	£ 159.00		£ 777.00	2.58
Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 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 Hire Operator's Licence:	£ 2.50	£ 5.50			120.
Knowledge Test:	£ 20.00	£ 36.00			80.00
Private Hire Door Sticker	£ 17.50	£ 19.00			8.57
DBS	£ 49.00	£ 55.00			12.24
Vehicle Transfer	£ 23.00	£ 27.50			19.57
Licence Plate	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61.54

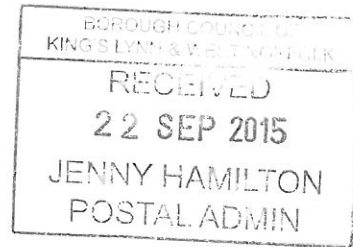


PLATE LICENCE NO.....45
DRIVERS LICENCE NO....CD098
EMAIL ADDRESS.....dennis.oglesby@Sky.com
PHONE NUMBER.....07717847060

20/09/2015

Mr D Oglesby

Dear Mr Gilbraith

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.

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 unjustifed 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.

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.

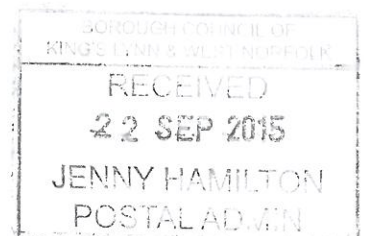
6..MISC ITEM INCREASES.. I again fail to see how again an extortionate percentage increase of up to 120% can be proposed for basically supplying a copy of a lost or destroyed paperwork document as this is surly way below the costs that we are being charged at present as this is only an administration 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.

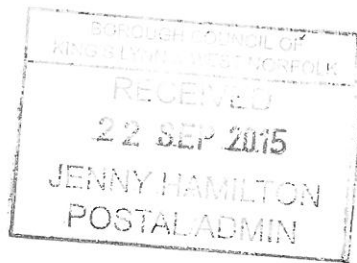
7..PLATES and DOOR STICKERS.. I would question the proposed increase on these items doubting that the cost to yourselves has been increased by 15.38% and 8.57% respectively therefore unless this is the case then you are seeking to increase these items to make a profit which I am sure is illegal and also 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.



Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE C/O
Combined Driver					
Grant	£ 62.00	£ 74.00	£ 125.00		14.35
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
Hackney Carriage Saloon					
Grant	£ 117.50	£ 124.00			5.53
Renewal	£ 104.00	£ 120.00			15.38
Hackney Carriage WAV					
Grant	£ 122.50	£ 133.00			8.57
Renewal	£ 109.00	£ 115.00			5.5
Private Hire Vehicle					
Grant	£ 115.00	£ 118.00			2.61
Renewal	£ 101.00	£ 104.00			2.97
Special Event Vehicle					
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00			2.97
PHO (1 Vehicle)					
Grant	£ 95.00	£ 97.00		£ 180.00	2.11
Renewal	£ 85.00	£ 87.00		£ 175.00	2.35
PHO (2-10 Vehicles)					
Grant	£ 120.00	£ 123.00		£ 265.00	2.5
Renewal	£ 110.00	£ 113.00		£ 260.00	2.72
PHO (11 - 20 Vehicles)					
Grant	£ 135.00	£ 138.00		£ 405.00	2.22
Renewal	£ 128.00	£ 131.00		£ 400.00	2.34
PHO (20+ Vehicles)					
Grant	£ 155.00	£ 159.00		£ 777.00	2.58
Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 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 Hire Operator's Licence:	£ 2.50	£ 5.50			120.
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DBS:	£ 49.00	£ 55.00			12.24
Vehicle Transfer:	£ 23.00	£ 27.50			19.57
Licence Plate:	£ 13.00	£ 15.00			15.38
Change of Name/Address:	£ 6.50	£ 10.50			61.54





20/09/2015

PLATE LICENCE NO.....69
DRIVERS LICENCE NO....CD0144
EMAIL ADDRESS.....derrickholmes212@btinternet.com
PHONE NUMBER.....01553 400911 / 07810488098

Mr D Holmes

Dear Mr Gilbraith

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.

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 too 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, surely 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%

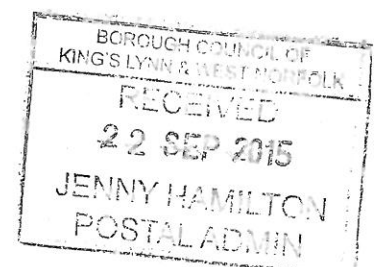
Hackney Carriage WAV renewal increase by 5.5%

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.



Mark Anthony Hanks

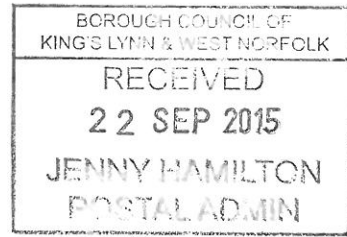


PLATE LICENCE NO...29.HV
DRIVERS LICENCE NO....CD 0324
EMAIL ADDRESS..... MAHANKS75@AOL.COM
PHONE NUMBER..... 07784385845

20/09/2015

Dear Mr Gilbraith

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.

- 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%
- 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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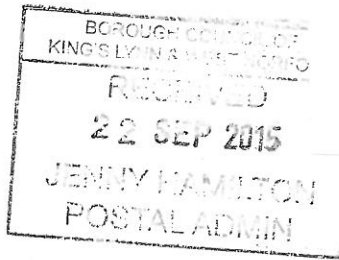
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Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE %
Combined Driver					
Grant					
Renewal	£ 62.00	£ 74.00	£ 125.00		19.35
Hackney Carriage Saloon					
Grant					
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
Hackney Carriage WAV					
Grant					
Renewal	£ 117.50	£ 124.00			5.53
Private Hire Vehicle					
Grant					
Renewal	£ 104.00	£ 120.00			15.38
Special Event Vehicle					
Grant					
Renewal	£ 122.50	£ 133.00			8.57
PHO (1 Vehicle)					
Grant					
Renewal	£ 109.00	£ 115.00			5.5
PHO (2-10 Vehicles)					
Grant					
Renewal	£ 115.00	£ 118.00			2.61
PHO (11 - 20 Vehicles)					
Grant					
Renewal	£ 101.00	£ 104.00			2.97
PHO (20+ Vehicles)					
Grant					
Renewal	£ 120.00	£ 123.00		£ 180.00	2.5
Misc					
Grant					
Renewal	£ 101.00	£ 104.00		£ 175.00	2.97
PHO (1 Vehicle)					
Grant					
Renewal	£ 95.00	£ 97.00		£ 180.00	2.11
PHO (2-10 Vehicles)					
Grant					
Renewal	£ 85.00	£ 87.00		£ 175.00	2.35
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Grant					
Renewal	£ 128.00	£ 131.00		£ 400.00	2.34
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Grant					
Renewal	£ 155.00	£ 159.00		£ 777.00	2.58
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Paper Part:	£ 2.50	£ 5.50			120.
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DBS	£ 20.00	£ 36.00			80.00
Vehicle Transfer	£ 17.50	£ 19.00			8.57
Licence Plate	£ 49.00	£ 55.00			12.24
Change of Name/Address	£ 23.00	£ 27.50			19.57
	£ 13.00	£ 15.00			15.38
	£ 6.50	£ 10.50			61.54

BOROUGH COUNCIL OF
KING'S LYNN & WEST NORFOLK
RECEIVED
22 SEP 2018
JENNY HAMILTON
POSTAL ADMIN



20/09/2015

PLATE LICENCE NO.....¹⁵HV
DRIVERS LICENCE NO....CD 02 68
EMAIL ADDRESS.....KRISTAPS 2611@GMAIL.COM
PHONE NUMBER.....07814919590

Dear Mr Gilbraith

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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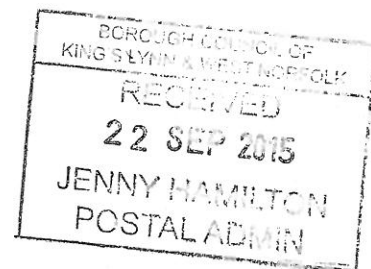
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7..PLATES and DOOR STICKERS.. I would question the proposed increase on these items doubting that the cost to yourselves has been increased by 15.38% and 8.57% respectively therefore unless this is the case then you are seeking to increase these items 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.

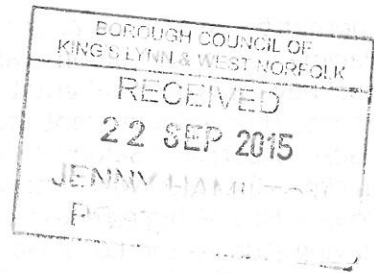
KRISTA



Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE c/o
Combined Driver					
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
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Grant	£ 117.50	£ 124.00			5.53
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PHO (20+ Vehicles)					
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Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
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Paper Part:	£ 2.50	£ 5.50			120.
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BOROUGH COUNCIL OF
SISLYNN & WEST NORFOLK
RECEIVED
22 SEP 2015
JENNY HAMILTON
POSTAL ADMIN



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..

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.

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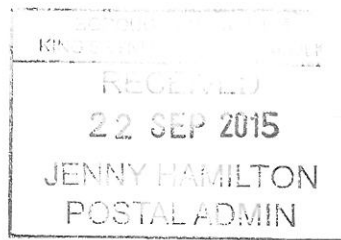
We would be happy to meet up to discuss further with BCKLWN if required.

Yours faithfully

Daniel Westwood



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



20/09/2015

Dear Mr Gilbraith

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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.

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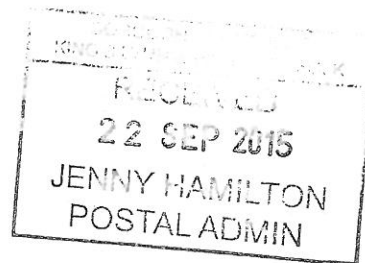
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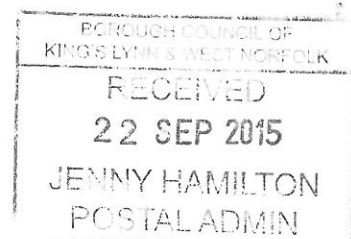
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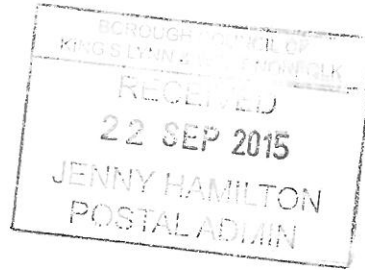
Jason Smith

Hackney Carriage & Private Hire Licence Costs

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Licence Plate	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61.54



Suzy Smith.



20/09/2015

PLATE LICENCE NO.....HV 00 40

DRIVERS LICENCE NO....CD

EMAIL ADDRESS.....tbeautybogbysuzysmith@gmail.com

PHONE NUMBER.....

Dear Mr Gilbraith

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

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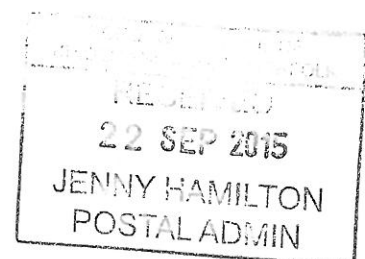
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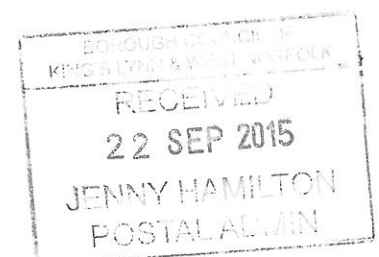
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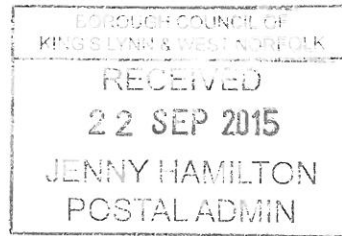
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20/09/2015

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..

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.

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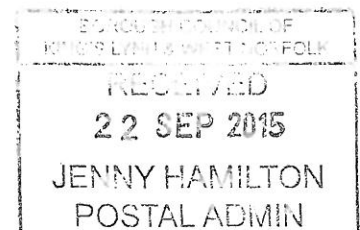
Hackney Carriage WAV renewal increase by 5.5%

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 surely 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.

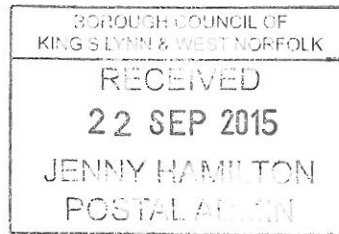


Hackney Carriage & Private Hire Licence Costs

	Current Fee	New 1 Year Fee	New 3 Year Fee	New 5 Year Fee	INCREASE %
Combined Driver					
Grant	£ 62.00	£ 74.00	£ 125.00		19.35
Renewal	£ 54.50	£ 67.00	£ 118.00		22.94
Hackney Carriage Saloon					
Grant	£ 117.50	£ 124.00			5.53
Renewal	£ 104.00	£ 120.00			15.38
Hackney Carriage WAV					
Grant	£ 122.50	£ 133.00			8.57
Renewal	£ 109.00	£ 115.00			5.5
Private Hire Vehicle					
Grant	£ 115.00	£ 118.00			2.61
Renewal	£ 101.00	£ 104.00			2.97
Special Event Vehicle					
Grant	£ 120.00	£ 123.00			2.5
Renewal	£ 101.00	£ 104.00			2.97
PHO (1 Vehicle)					
Grant	£ 95.00	£ 97.00		£ 180.00	2.11
Renewal	£ 85.00	£ 87.00		£ 175.00	2.35
PHO (2-10 Vehicles)					
Grant	£ 120.00	£ 123.00		£ 265.00	2.5
Renewal	£ 110.00	£ 113.00		£ 260.00	2.72
PHO (11 - 20 Vehicles)					
Grant	£ 135.00	£ 138.00		£ 405.00	2.22
Renewal	£ 128.00	£ 131.00		£ 400.00	2.34
PHO (20+ Vehicles)					
Grant	£ 155.00	£ 159.00		£ 777.00	2.58
Renewal	£ 148.00	£ 152.00		£ 772.00	2.7
Misc					
Copy of Combined Driver Licence:					
Paper Part:	£ 2.50	£ 5.50			120.
Card Part:	£ 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 Hire Operator's Licence:	£ 2.50	£ 5.50			120.
Knowledge Test:	£ 20.00	£ 36.00			80.00
Private Hire Door Sticker	£ 17.50	£ 19.00			8.57
DBS	£ 49.00	£ 55.00			12.24
Vehicle Transfer	£ 23.00	£ 27.50			19.57
Licence Plate	£ 13.00	£ 15.00			15.38
Change of Name/Address	£ 6.50	£ 10.50			61.54

BOROUGH COUNCIL OF
KING'S LYNN & WEST NORWICH
RECEIVED
22 SEP 2015
JENNY HAMILTON
POSTAL ADMIN

Mr James Roberts



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..

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.

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 too 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%

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Hackney Carriage WAV renewal increase by 5.5%

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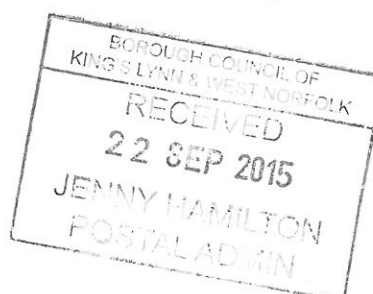
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Yours Sincerely
Mr James Roberts



Hackney Carriage & Private Hire Licence Costs

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Change of Name/Address	£ 6.50	£ 10.50			61.54



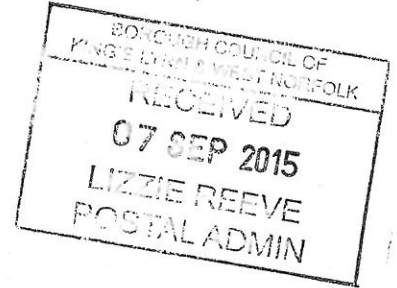
Paul Hewer

J

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% increase 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

Borough Council of
**King's Lynn &
West Norfolk**



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

King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX
Tel: (01553) 616200; fax: (01553) 691663
DX 57825 KING'S LYNN

Steve's



Taxi Service

01485 540019

07983 556306

info@stevestaxiservice.co.uk

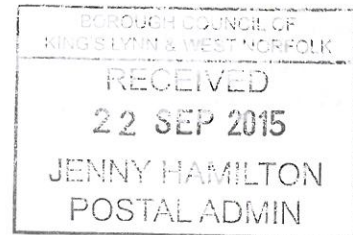
For all your accessible transport needs

www.stevestaxiservice.co.uk

Meeting 25/9/15

Your ref: HC & PH
Our ref: R12015

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.

PTO.

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

Steve's



Taxi Service

01485 540019

07983 556306

info@stevestaxiservice.co.uk

For all your accessible transport needs

www.stevestaxiservice.co.uk

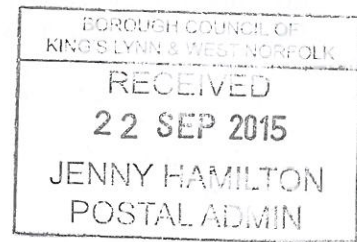
20/09/2015

PLATE LICENCE NO.....HV099

DRIVERS LICENCE NO....CD0108

EMAIL ADDRESS..... steve@stevestaxiservice.co.uk

PHONE NUMBER..... 01485540019



Dear Mr Gilbraith

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.

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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

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.

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

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)

King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX
Tel: (01553) 616200; fax: (01553) 691663
Minicom: (01553) 616705; DX 57825 KING'S LYNN

Copy of Paperwork / Licence

<u>Function</u>	Cost
<p><u>Process Application</u></p> <p>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.</p> <p>The process of the application has been mapped using an average time it takes to process the application to printing the licence.</p>	£11.20
	£11.20

Plates

<u>Function</u>	Cost
<p><u>Process Application</u></p> <p>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.</p> <p>The process of the application has been mapped using an average time it takes to process the application to printing the plate.</p>	£8.34
<p><u>Material Costs</u></p> <p>Cost of plate from supplier, printer and ink.</p>	£6.73
	£15.07

Door Sticker

<u>Function</u>	Cost
<p><u>Process Application</u></p> <p>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.</p> <p>The process of the application has been mapped using an average time it takes to process the application to the production of the sign.</p>	£5.58
<p><u>Material Costs</u></p> <p>Cost of sticker from supplier</p>	£14.40
	£19.98

Hackney Carriage Saloon – Fee Calculations

<u>Function</u>	<u>Cost</u>
<p><u>Process Application</u></p> <p>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.</p> <p>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.</p>	£42.00
<p><u>On-Going Administration</u></p> <p>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.</p>	£44.00
<p><u>Training & Meetings</u></p> <p>A contribution to the time spent by staff attending taxi related training and meetings.</p>	£2.00
<p><u>Hackney Carriage Ranks</u></p> <p>Includes a contribution to the time spent by staff on the administration and inspection of hackney carriage ranks.</p>	£6.00
<p><u>Compliance</u></p> <p>A contribution to the time spent by staff on routine inspection of vehicles.</p>	£16.00
<p><u>Enquiries</u></p> <p>A contribution to the time spent by staff dealing with routine enquires</p>	£10.00
<p><u>Hackney Carriage Fares</u></p> <p>A contribution to the time spent by staff researching, setting, consulting and publishing hackney carriage fares.</p>	£4.00
Total for New Hackney Carriage:	£124.00
<p><u>Renewal</u></p> <p>The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.</p>	
Total for Renewal of a Hackney Carriage:	£120.00

Combined Driver – Fee Calculation

<u>Function</u>	Cost
<p><u>Process Application</u></p> <p>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.</p> <p>Also includes a contribution to the cost of time spent by staff making follow up enquiries in connection with driver applications.</p> <p>The process of the application has been mapped using an average time it takes to process the application to printing the licence.</p>	£65.00
<p><u>On-Going Administration</u></p> <p>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.</p>	£51.00
<p><u>Training & Meetings</u></p> <p>A contribution to the time spent by staff attending taxi related training and meetings.</p>	£0.00
<p><u>Hearings Before Panel of Licensing & Appeals Board</u></p> <p>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.</p>	£9.00
<p><u>Compliance</u></p> <p>No costs have been added to an application for a driver's licence for time spent on compliance or for dealing with complaints.</p>	£0.00
<p><u>Enquiries</u></p> <p>No costs have been added to the application fee for time spent by staff dealing with routine enquires</p>	£0.00
Total for new 3-year Driver's Licence:	£125.00
Total new 1-year Driver's Licence:	£74.00
<p><u>Renewal</u></p> <p>The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.</p>	
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>	<u>Cost</u>
<p><u>Process Application</u></p> <p>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.</p> <p>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.</p>	£45.00
<p><u>On-Going Administration</u></p> <p>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</p>	£45.00
<p><u>Training & Meetings</u></p> <p>A contribution to the time spent by staff attending taxi related training and meetings.</p>	£2.00
<p><u>Compliance</u></p> <p>A contribution to the time spent by staff on routine inspection of vehicles.</p>	£16.00
<p><u>Enquiries</u></p> <p>A contribution to the time spent by staff dealing with routine enquires</p>	£10.00
Total for New Private Hire Vehicle:	£118.00
<p><u>Renewal</u></p> <p>The renewal fee is the 'grant' fee with an adjustment for the process, as some of the details remain the same.</p>	
Total for Renewal of a Private Hire Vehicle:	£104.00

Wheelchair Accessible Hackney Carriage – Fee Calculations

<u>Function</u>	<u>Cost</u>
<p><u>Process Application</u></p> <p>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.</p> <p>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.</p>	£42.00
<p><u>On-Going Administration</u></p> <p>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.</p>	£44.00
<p><u>Training & Meetings</u></p> <p>A contribution to the time spent by staff attending taxi related training and meetings.</p>	£2.00
<p><u>Hackney Carriage Ranks</u></p> <p>Includes a contribution to the time spent by staff on the administration and inspection of hackney carriage ranks.</p>	£6.00
<p><u>Compliance</u></p> <p>A contribution to the time spent by staff on routine inspection of WAVs and wheelchair test for new vehicles.</p>	£25.00
<p><u>Enquiries</u></p> <p>A contribution to the time spent by staff dealing with routine enquires</p>	£10.00
<p><u>Hackney Carriage Fares</u></p> <p>A contribution to the time spent by staff researching, setting, consulting and publishing hackney carriage fares.</p>	£4.00
Total for New Hackney Carriage WAV:	£133.00
<p><u>Renewal</u></p> <p>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.</p>	
Total for Renewal of a Hackney Carriage WAV:	£115.00

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**Harry
Rose**

PUBLIC NOTICES

PUBLIC NOTICES

NOTICE OF APPLICATION FOR A PREMISES LICENCE UNDER THE GAMBLING ACT 2005

Notice is hereby given that Casino Gaming Limited of Seaback House, 1a Seaback Place, Knowhill, Milton Keynes, MK5 8R, is applying for a Family Entertainment Centre Premises Licence under Section 139 of the Gambling Act 2005. The application relates to Thomas's Showboat, 1822 Norfolk PE36 5A. The premises are owned by the Borough Council of King's Lynn & West Norfolk Licensing Department, King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX. Information about the application is available from the licensing authority, including the arrangements for viewing the details of the application. Any of the following persons may make representations in writing to the licensing authority about the application: A person who has sufficient cause to be prescribed under section 140 of the Act; A person who has business interests that might be affected by the authorised activities; A person who represents someone in any of the above two categories. Any representations must be made by the following date 15th September 2015. It is an offence under section 347 of the Gambling Act 2005 if a person, without reasonable excuse, gives to a licensing authority for a purpose which is false or misleading, information or documents. See section 348 of the Act. 64 Friar Lane Nottingham, NG1 6ED

Looking for that
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Section 70

Local Government

(Miscellaneous Provisions) Act 1976

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 hire operator licence fees as follows:

Licence Type	One Year Licence		Five Year Licence	
	Grant	Renewal	Grant	Renewal
Hackney Carriage Vehicle	£124.00	£120.00	n/a	n/a
Wheelchair Accessible Hackney Carriage Vehicle	£133.00	£115.00	n/a	n/a
Private Hire Vehicle	£118.00	£104.00	n/a	n/a
Private Hire Vehicle (Special Event)	£123.00	£104.00	n/a	n/a
Private Hire Operator (1 vehicle)	£ 97.00	£ 87.00	£180.00	£175.00
Private Hire Operator (2-10 vehicles)	£123.00	£113.00	£265.00	£260.00
Private Hire Operator (11-20 vehicles)	£138.00	£131.00	£405.00	£400.00
Private Hire Operator (20+ vehicles)	£159.00	£152.00	£777.00	£772.00

Anyone wishing to object to this proposal should do so, in writing with reasons by the 22nd September 2015 to Environmental Health - Licensing, BCKLWN, King's Court, Chapel Street, King's Lynn, PE30 1EX

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

Goods vehicle Operators Licence

W. Harris trading as All Asphalt and Surfacing Ltd of 40 Old Church Road, Terrington St John, Wisbech, Cambridgeshire, PE14 7XA is applying for a licence to use Terrington Park, Old Church Road, Terrington St John, Wisbech, Cambridgeshire, PE14 7XA as an operating centre for 2 goods vehicles and 0 trailers. Owners or occupiers of land (including buildings) near the operating centre(s) who believe that their use or enjoyment of that land would be affected, should make written representations to the Traffic Commissioner at Hillcrest House, 386 Harehills Lane, Leeds, LS9 6NF stating their reasons, within 21 days of this notice. Representatives must at the same time send a copy of their representations to the applicant at the address given at the top of this notice. A Guide to Making Representations is available from the Traffic Commissioner's office.

Need a plumber's services fast?



NOTICE OF APPLICATION FOR A PREMISES LICENCE UNDER THE GAMBLING ACT 2005

Notice is hereby given that Casino Gaming Limited of Seaback House, 1a Seaback Place, Knowhill, Milton Keynes, MK5 8R, is applying for a Family Entertainment Centre Premises Licence under Section 139 of the

INSOLVENCY ACT 1986

IN BANKRUPTCY

KINGS LYNN COUNTY COURT

NO 102 of 2008 RE: CARL JULIAN WHITBY

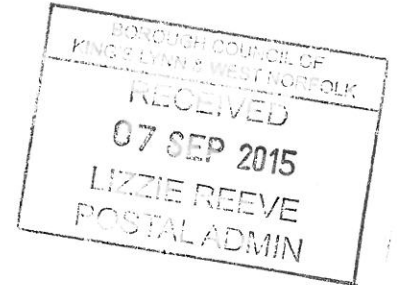
A Tax Debtor who at the date of the bankruptcy order, 23 April 2008, resided at 55 Millway Friday Bridge, Wisbech,



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% increase 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

A handwritten signature in black ink, appearing to read "Paul Hewer".

Paul Hewer

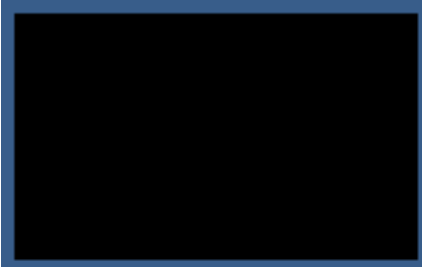
Your ref:
Our ref:
Please ask for: Marie Malt
Direct dial: (01553) 616496
E-mail: marie.malt@west-norfolk.gov.uk

Borough Council of
**King's Lynn &
West Norfolk**



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: Vicki Hopps
Subject: 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 administration, 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 what 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.

The 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.

If you 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 that's also fine.

Kind regards
Paul Hewer
01366 385904

REPORT TO CABINET

Open		Would any decisions proposed :		
Any especially affected Wards Spellowfields and St Margarets with St Nicholas	Mandatory/	(a) Be entirely within cabinet's powers to decide NO		
	Discretionary /	(b) Need to be recommendations to Council YES		
	Operational	(c) Be partly for recommendations to Council and partly within Cabinets powers – NO		
Lead Member: Councillor Nick Daubney E-mail: clr.nick.daubney@west-norfolk.gov.uk		Other Cabinet Members consulted:		
		Other Members consulted:		
Lead Officer: Mary Colangelo E-mail: mary.colangelo@west-norfolk.gov.uk Direct Dial: 01553 616281		Other Officers consulted:		
Financial Implications YES	Policy/Personnel Implications NO	Statutory Implications NO	Equal Impact Assessment NO	Risk Management Implications NO

Cabinet date: 3 November 2015

POLLING DISTRICT AND POLLING PLACE REVIEW

<p>Summary</p> <p>This report presents to Cabinet a revised Polling District and Polling Place Review Schedule.</p> <p>Recommendation</p> <p>The attached Polling District and Polling Place Review Schedule is adopted.</p> <p>Reason for Decision</p> <p>To ensure that the Council meets its statutory obligations.</p>

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 Terrington St Clement	First Terrington Scout and Guide HQ	The Pavilion, Churchgate Way, Terrington St Clement
Spellowfields Tilney All Saints	Eagles Golf Club	Tilney All Saints Village Hall, Church Road, Tilney All Saints
St Margarets with St Nicholas	The Olive Branch Café	London Road Methodist 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

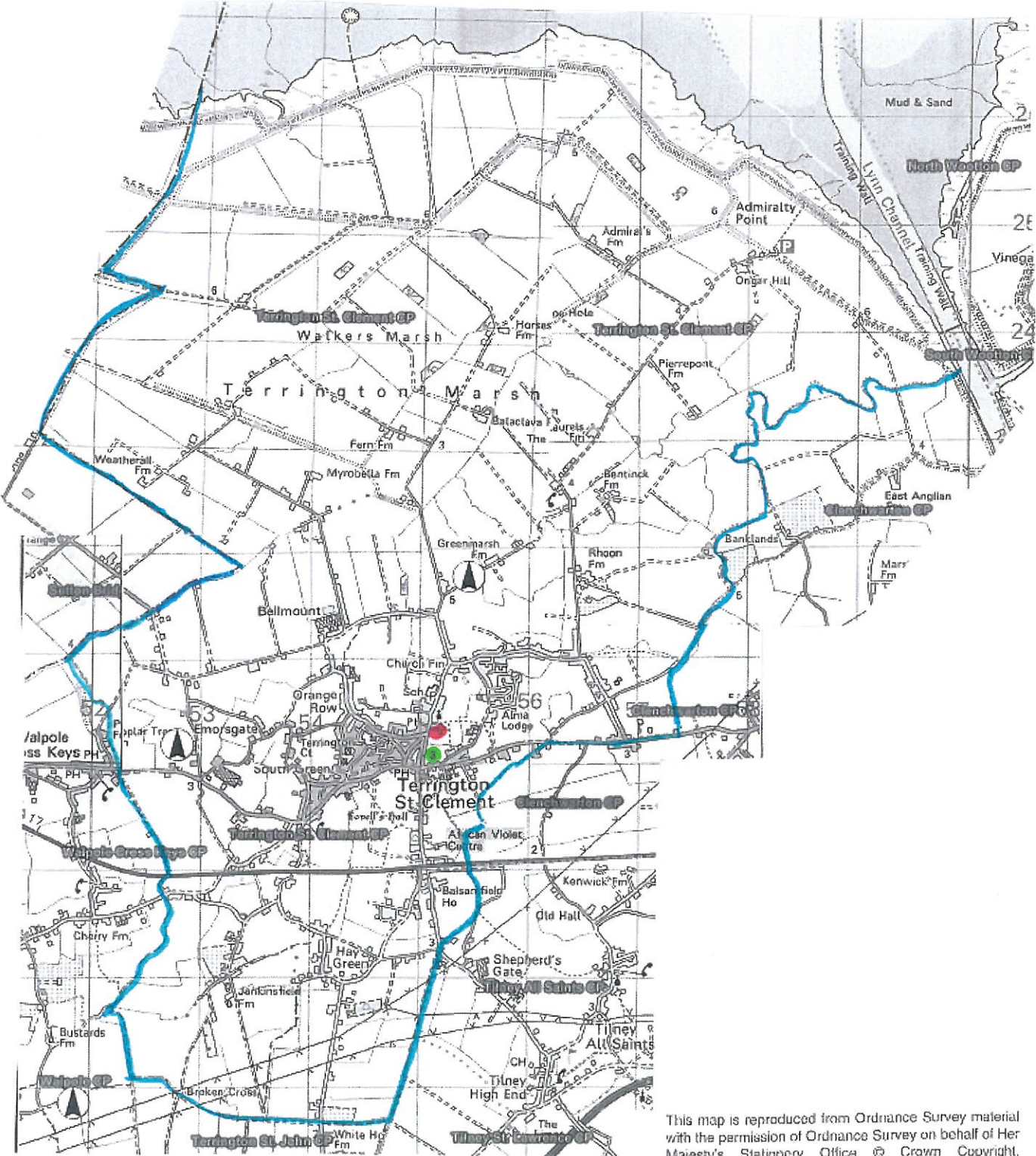
Background information as referenced in the Polling District and Polling Place Review Schedule.

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

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

<u>Ward</u>	<u>Map Reference/Polling District</u>	<u>Area of Polling Place</u>	<u>Polling Station</u>	<u>21.9.2015</u> <u>Ward Electorate</u>
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.	London Road Methodist Church	2,130

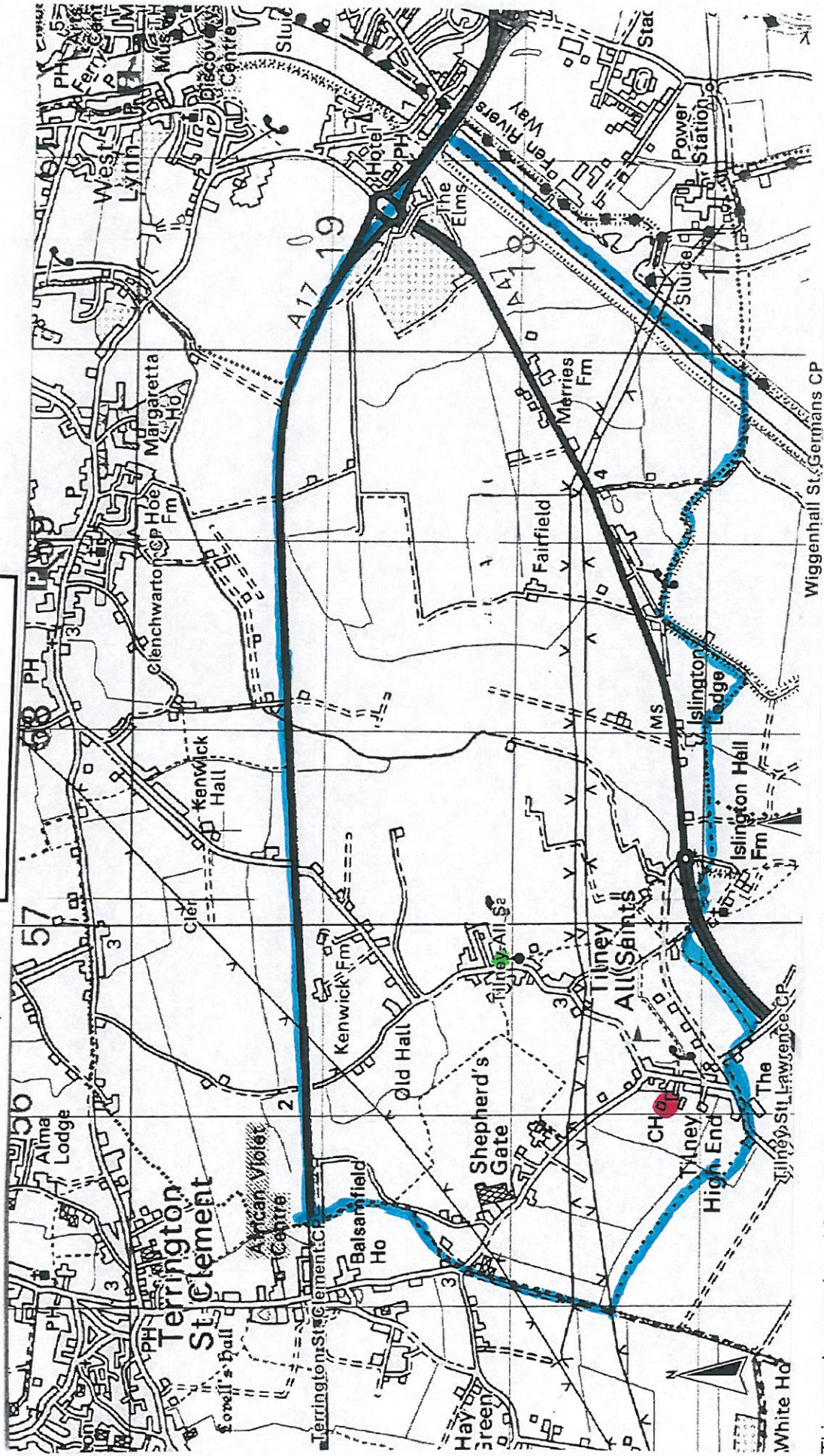
SU1 - Terrington St. Clement



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Red - Existing
Green - Proposed

SV2 - Tilney All Saints

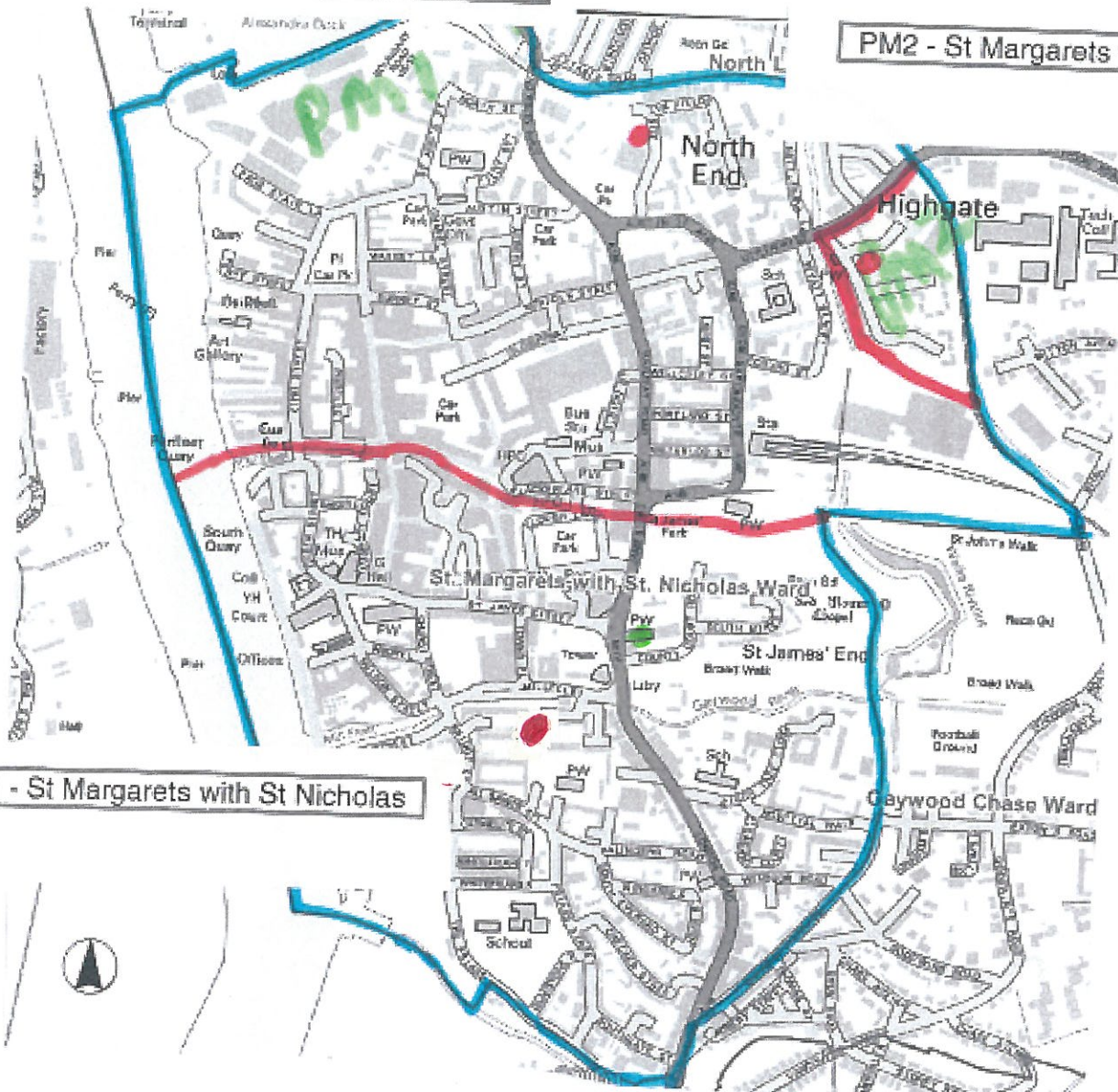


Red - Existing
Green - Proposed

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PM1 - St Margarets with St Nicholas

PM2 - St Margarets with St Nicholas



PJ1 - St Margarets with St Nicholas

Red - Existing
 Green - Proposed

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