

## **AGENDA ITEM NO 6**

**REPORT NO 357/19**

### **ANGUS COUNCIL**

#### **CIVIC LICENSING COMMITTEE - 31 OCTOBER 2019**

#### **CONSULTATION ON LICENSING NO LONGER ACCEPTING CASH AS A METHOD OF PAYMENT**

#### **REPORT BY DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES**

#### **ABSTRACT**

The purpose of this Report is for Committee to consider commencing a public consultation on phasing out cash as a means of paying for all licensing fees.

#### **1. RECOMMENDATION**

It is recommended that the Committee:-

- (i) agree to commence a public consultation on phasing out cash as a means of paying for all licensing fees.
- (ii) note that a further Report will be submitted to the Committee advising of the outcome of the consultation.

#### **2. BACKGROUND**

Digital technology has revolutionised the way people pay for their licensing fees and people are increasingly moving away from using cash.

As an alternative to cash, digital payments offer applicants tailored and flexible ways of making payments in respect of their licensing fees. They enable transactions to be made online or over the phone both quickly and securely. Further; alternative methods of payment reduce the opportunities for the minority who use the anonymity of cash to evade tax and launder money, and reduces the possibility of fraudulent activity.

#### **USE OF CASH IN LICENSING – DIRECT RESULT**

If cash is received through the post and the application is incorrect, not required or cannot be processed, licensing staff cannot post cash back so require to request a refund cheque or telephone the applicant to attend the office and collect. There is also scope for human error when counting the cash. Removing that scope would mean applicants cannot accuse staff of miscounting cash after application lodged (i.e. applicants cannot claim they paid more money actually received). No cash would be kept in the office overnight and it would eliminate the requirement for staff to write out a receipt.

Additional time is spent with this type of payment compared to other methods. This includes checking payment in front of customer, checking payment when adding the details to lodging book, checking cash again by person reconciling the daily banking and also again by the person preparing the banking for collection. This is a great deal more time consuming than other methods of payment. Other activities that directly result from the use of cash are:

- If the applicant does not have the correct amount of cash, staff are required to come back from reception and access change from the locked cash tin. Staff are then required to go back to reception for a second time.

- Requirement to hold a cash float would be removed and therefore the requirement for a daily check and declaration to this effect would not be undertaken either. The annual Finance Cash Float verification would also not be required.

If we are to go Digital, there is no requirement for an option for payment by cash.

We have introduced the option for taking telephone payments so if cash payments were to be removed, there are still several payment options remaining – Paye.Net card payments, BACS, GOV.UK online payments, Angus Council online payments, postal order and cheques. Arrangements are also being made for Chip and Pin devices to be available on the reception at Angus House taking payment by Debit/Credit Card.

If the Committee is minded to agree to commence a public consultation on phasing out cash as a means of paying for all licensing fees then details of the consultation will be placed on the Have Your Say section of the Council's website and on the Council's social media.

### 3. LICENSING STATISTICS

#### Civic Summary

The number of applications paid for by cash in 2017/18 was 75 out of 433 (17.3%).

The number of applications paid for by cash in 2018/19 was 39 out of 364 (10.7%).

There is a 6.6% decrease 2018/19 on 2017/18 in terms of the number of applications being paid in cash. This is primarily due to an increase of people using the gov.uk website (up 2%) and debit card (up 9.6%), demonstrating that there is a shift away from paying in cash to using more modern methods such as online and debit card. Graphs illustrating the aforementioned statistics is attached as **Appendix 1**

In terms of amount of money received, cash accounted for £9,649 of £59,387 received by the civic licensing department. This represents 16.2% of in 2017/18.

In terms of amount of money received, cash accounted for £4,668 of £62,309 received by the civic licensing department. This represents 7.5% in 2018/19.

There is an 8.7% decrease 2018/19 on 2017/18 in terms of the proportion cash amounts to of our income from civic licensing fees. Graphs illustrating the aforementioned statistics is attached as **Appendix 2**.

#### Taxi and Private Hire

The number of applications paid for by cash in 2017/18 was 175 out of 522 (33.5%).

The number of applications paid for by cash in 2018/19 was 93 out of 443 (20%).

There is a 13.5% decrease 2018/19 on 2017/18 in terms of the number of applications being paid in cash. This is primarily due to the increase in payment by debit card, which was up 22.9%. Graphs illustrating the aforementioned statistics is attached as **Appendix 3**.

In terms of amount of money received, we received £34,538 in cash out of £106,622 in 2017/18 (32.4%).

In terms of amount of money received, we received £20,787 in cash out of £101,305 in 2018/19 (20.5%).

There is an 11.9% decrease 2018/19 on 2017/18 in terms of the proportion cash amounts to of our income from taxi and private hire fees. Graphs illustrating the aforementioned statistics is attached as **Appendix 4**.

### **Gambling Fees**

There were no applications paid for in cash for gambling in either 2017/18 or 2018/19.

#### **4. FINANCIAL IMPLICATIONS**

Going cashless should result in less resources being required in processing payments given additional time is spent with cash payments compared to other methods of payment.

#### **5. HUMAN RIGHTS**

There are no human right implications arising from this Report.

#### **6. CONCLUSION**

In the event Committee agree to a consultation information will be placed on social media via Facebook twitter and our licensing webpage and via Have Your Say.

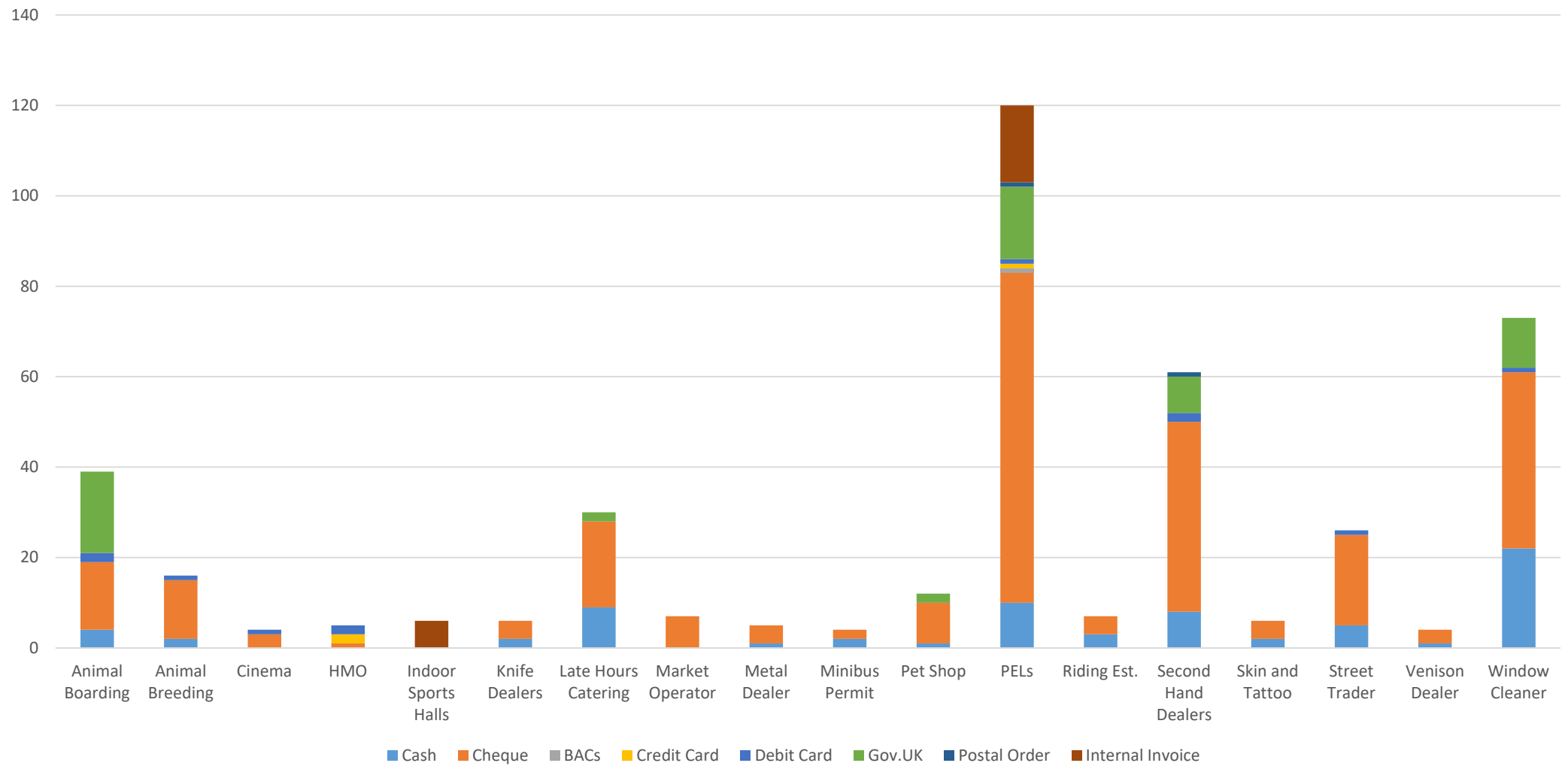
A subsequent Report will be submitted to the next Committee meeting on 9 January 2020 advising of the outcome of the consultation.

**NOTE:** No background papers as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extend in preparing this report.

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Civic Licensing - 2017/18



APPENDIX 1

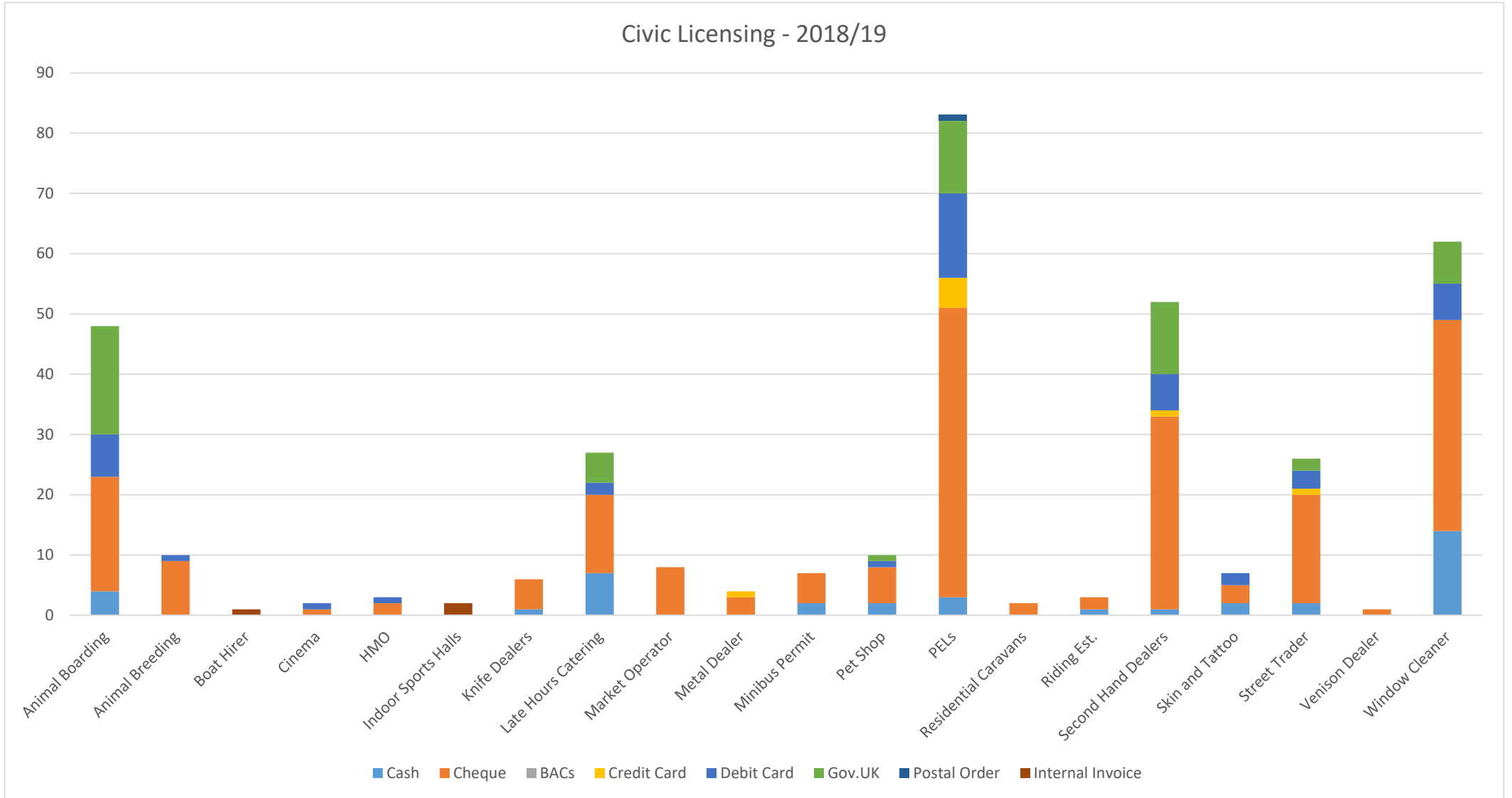
	Cash	Cheque	BACs	Credit Card	Debit Card	Gov.UK	Postal Order	Internal Invoice	TOTAL	% as Cash
Animal Boarding	4	15	0	0	2	18	0	0	39	10.3%
Animal Breeding	2	13	0	0	1	0	0	0	16	12.5%
Cinema	0	3	0	0	1	0	0	0	4	0%
HMO	0	1	0	0	2	2	0	0	5	0%
Indoor Sports Halls	0	0	0	0	0	0	0	6	6	0%
Knife Dealers	2	4	0	0	0	0	0	0	6	33.3%
Late Hours Catering	9	19	0	0	0	2	0	0	30	30%
Market Operator	0	7	0	0	0	0	0	0	7	0%
Metal Dealer	1	4	0	0	0	1	0	0	6	6.3%
Minibus Permit	2	2	0	0	0	0	0	0	4	50%
Pet Shop	1	9	0	0	0	2	0	0	12	8.3%
PELs	10	73	1	2	1	16	1	17	121	8.3%
Riding Est.	3	4	0	0	0	0	0	0	7	42.9%
Second Hand Dealer	8	42	0	0	2	8	1	0	61	13.1%
Skin and Tattoo	2	4	0	0	0	0	0	0	6	33.3%
Street Trader	5	20	0	0	1	0	0	0	26	19.2%
Venison Dealer	1	3	0	0	0	0	0	0	4	25%
Window Cleaner	22	39	0	0	1	11	0	0	73	30.1%
<b>TOTAL</b>	<b>75</b>	<b>259</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>60</b>	<b>2</b>	<b>23</b>	<b>433</b>	<b>17.3%</b>

The total number of applications paid for in cash in 2017/18 was 75 from a grand total of 433. This represents a total of 17.3% of applications/transactions.

The most popular method of payment was cheque which accounts for 59.9% of applications received in the 2017/18 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: 259– 59.8%
- 2) Cash: 75 – 17.3%
- 3) Gov.uk: 60– 13.9%
- 4) Internal Invoice: 23 – 5.3%
- 5) Debit Card: 11 – 2.5%
- 6) Credit Card: 2 – 0.5%
- 7) Postal Order: 2 – 0.5%
- 8) BACs: 1– 0.2%

Civic Licensing - 2018/19



**APPENDIX 1**

	Cash	Cheque	BACs	Credit Card	Debit Card	Gov.UK	Postal Order	Internal Invoice	TOTAL	% as Cash
Animal Boarding	4	19	0	0	7	18	0	0	<b>48</b>	8.3%
Animal Breeding	0	9	0	0	1	0	0	0	<b>10</b>	0%
Boat Hirer	0	0	0	0	0	0	0	1	<b>1</b>	0%
Cinema	0	1	0	0	0	0	0	0	<b>1</b>	0%
HMO	0	2	0	0	1	2	0	0	<b>3</b>	0%
Indoor Sports Halls	0	0	0	0	0	0	0	2	<b>2</b>	0%
Knife Dealers	1	5	0	0	1	0	0	0	<b>7</b>	14.3%
Late Hours Catering	7	13	0	0	2	5	0	0	<b>27</b>	25.9%
Market Operator	0	8	0	0	0	0	0	0	<b>8</b>	0%
Metal Dealer	0	3	0	1	0	0	0	0	<b>4</b>	0%
Minibus Permit	2	5	0	0	0	0	0	0	<b>7</b>	28.6%
Pet Shop	2	6	0	0	1	0	0	0	<b>10</b>	20%
PELs	3	48	0	5	14	12	1	0	<b>83</b>	3.6%
Residential Caravans	0	2	0	0	0	0	0	0	<b>2</b>	0%
Riding Est.	1	2	0	0	0	0	0	0	<b>3</b>	33.3%
Second Hand Dealer	1	32	0	1	6	12	0	0	<b>52</b>	1.9%
Skin and Tattoo	2	3	0	0	2	0	0	0	<b>7</b>	28.6%
Street Trader	2	18	0	1	3	2	0	0	<b>26</b>	7.7%
Venison Dealer	0	1	0	0	0	0	0	0	<b>1</b>	0%
Window Cleaner	14	35	0	0	6	7	0	0	<b>62</b>	22.6%
<b>TOTAL</b>	<b>39</b>	<b>211</b>	<b>0</b>	<b>8</b>	<b>44</b>	<b>58</b>	<b>1</b>	<b>3</b>	<b>364</b>	<b>10.7%</b>

The total number of applications paid for in cash in 2018/19 was 39 from a grand total of 364. This represents a total of 10.7% of applications/transactions, which is down 6.6%. The most popular method of payment was cheque which accounts for 58% of applications received in the 2018/19 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: 211– 58%
- 2) Gov.uk: 58– 15.9%
- 3) Debit Card: 44 – 12.1%
- 4) Cash: 39 – 10.7%
- 5) Credit Card: 8– 2.2%
- 6) Internal Invoice: 3 – 0.8%
- 7) Postal Order: 1 – 0.3%
- 8) BACs: 0– 0%

Table 1: Animal Boarding and Breeding Establishments  
2017/18

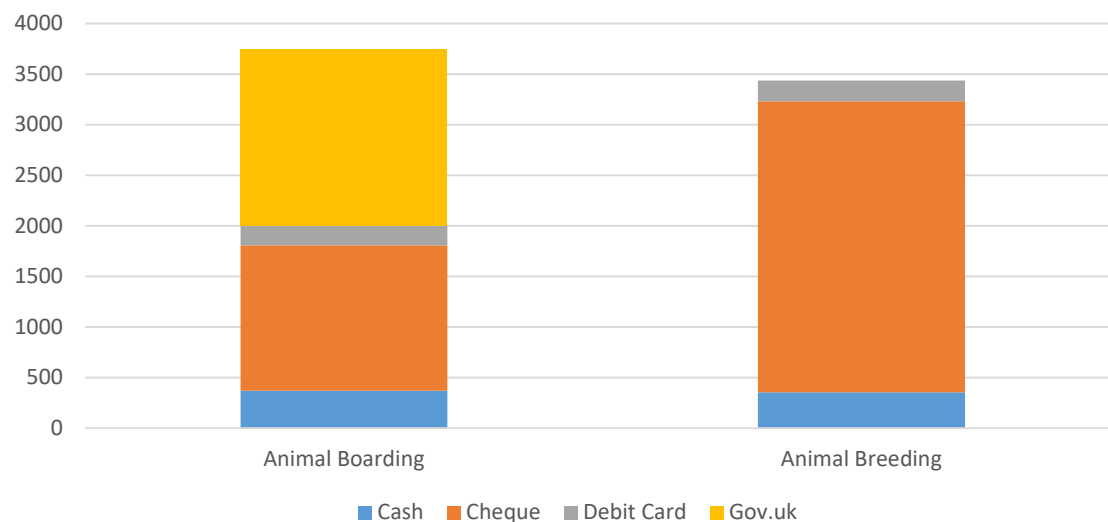


Table 1 displays the income for both Animal Boarding and Animal Breeding Establishment applications in financial year 2017/18 in pounds.

**Boarding**

Cash: £372

Cheque: £1,434

Debit Card: £199

Gov.uk: £1,742

**Breeding**

Cash: £356

Cheque: £2,875

Debit Card: £205

Cash payments account for 10% of Boarding Establishments and 10.1% of Breeding Establishment income.

Table 2: Cinemas, HMOs, Indoor Sports Halls and Knife Dealers  
2017/18

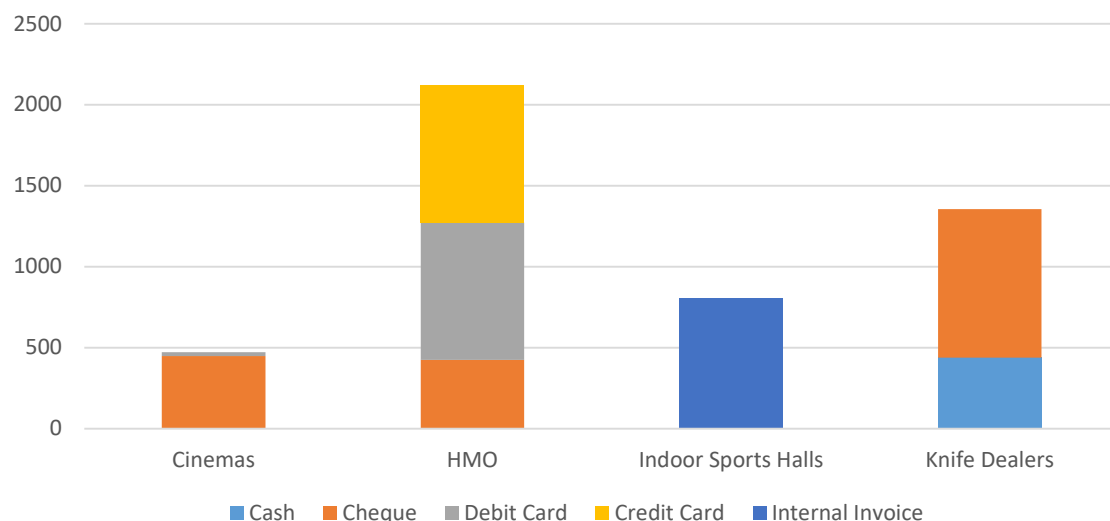


Table 2 displays the income for Cinema, HMO, Indoor Sports Hall and Knife Dealer applications in financial year 2017/18 in pounds.

**Cinema**

Cheque: £447

Debit Card: £24

Cash accounts for 0% of Cinema income.

**HMOs**

Cheque: £424

Debit Card: £848

Credit Card: £848

Cash accounts for 0% of HMO income.

**Indoor Sports Hall**

Internal Invoice: £804

Cash accounts for 0% of ISH income

**Knife Dealers**

Cash: £438

Cheque: £918

Cash accounts for 32.3% of Knife Dealer income.



**APPENDIX 2**

**Table 3: Late Hours Catering, Market Operators, Metal Dealers and Pet Shops 2017/18**

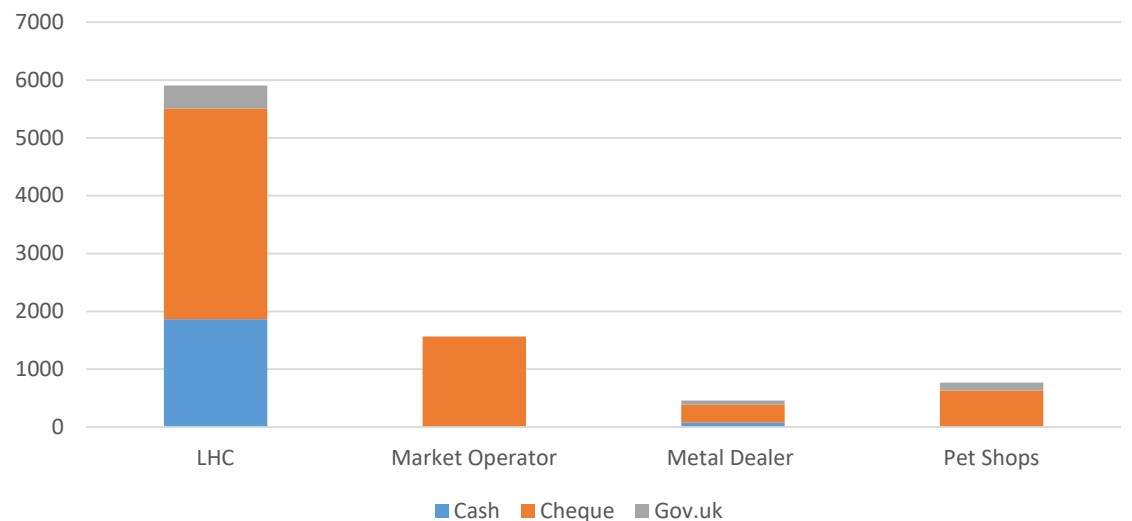


Table 3 displays the income for late hour catering, market operator, metal dealer and pet shop applications in financial year 2017/18 in pounds.

**LHC**

Cash: £1,866

Cheque: £3,643

Gov.uk: £396

**Metal Dealers**

Cash: £77

Cheque: £308

Gov.uk: £77

**Market Operators**

Cheque: £1569

**Pet Shops**

Cheque: £630

Gov.uk: £140

Cash accounts for 31.6%, 0%, 16.7% and 0% of LHC, Market Operator, Metal Dealer and Pet Shop income respectively.

**Table 4: Public Entertainment Licences 2017/18**

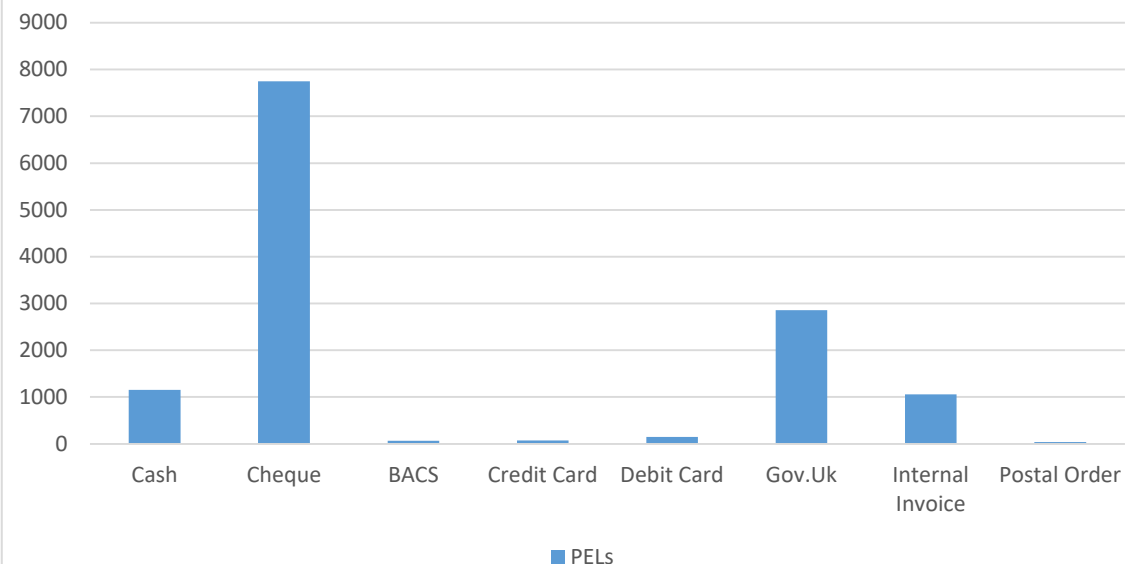


Table 4 displays the income for PEL applications in financial year 2017/18 in pounds.

BACs: £63

Cash: £1,152

Cheque: £7,749

Credit Card: £70

Debit Card: £144

Gov.uk: £2,858

Internal Invoice: £1,060

Postal Order: £36

Cash accounts for 8.8% of PEL income.

Table 5: Riding Establishments, Second Hand Dealers and Skin Piercing and Tattoo Artists 2017/18

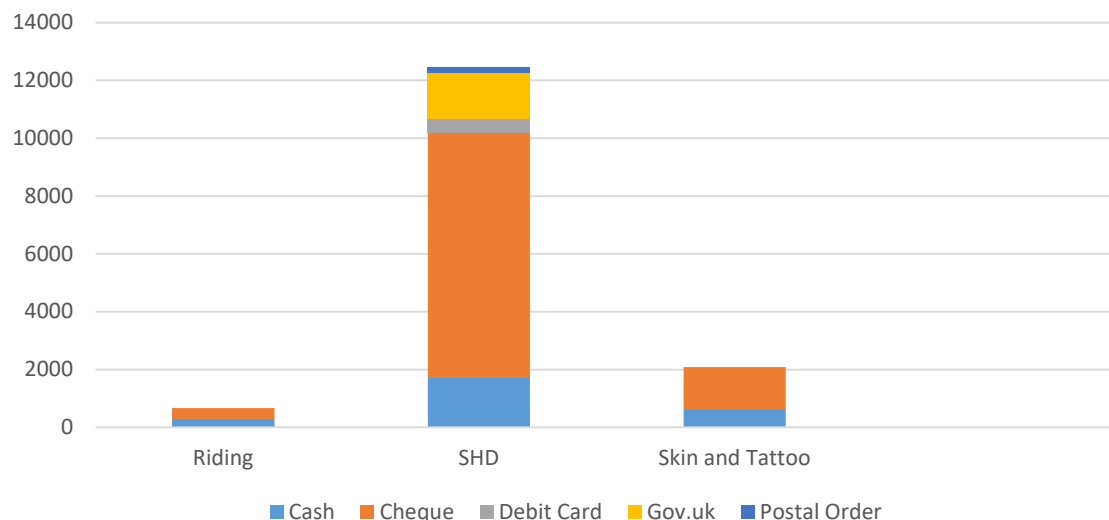


Table 5 displays the income for riding establishment, second hand dealer and skin piercing and tattooing applications in financial year 2017/18 in pounds.

**Riding**

Cash: £292

Cheque: £372

**Second Hand Dealer**

Cash: £1,705

Cheque: £8,484

Debit Card: £480

Gov.uk: £1,584

Postal Order: £198

**Skin Piercing and Tattoo**

Cash: £632

Cheque: £1,448

Cash accounts for 44%, 13.7% and 30.4% of Riding Establishment, Second Hand Dealer and Skin Piercing and Tattoo income respectively.

Table 6: Street Traders, Venison Dealers, Window Cleaners and Minibus Permits 2017/18

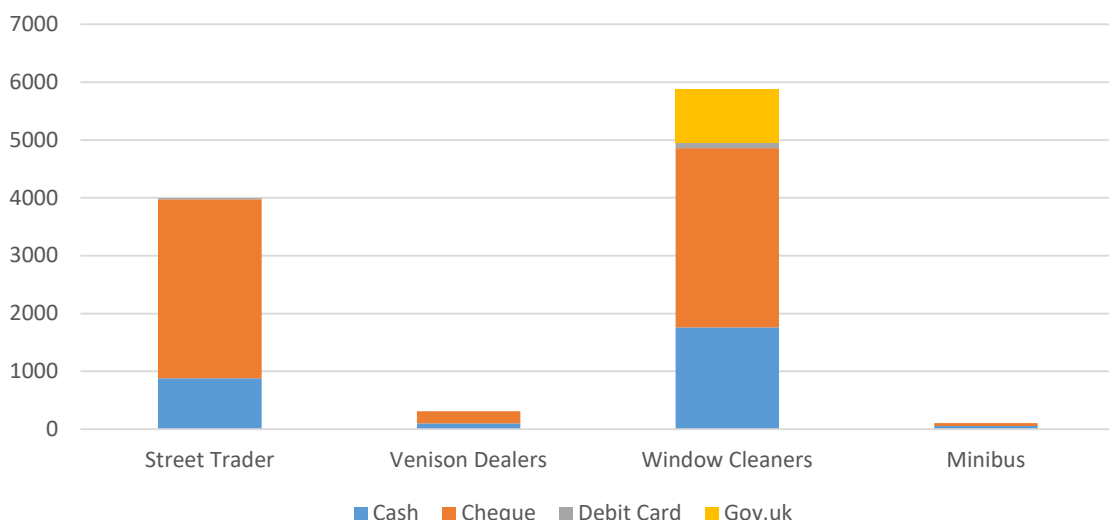


Table 6 displays the income for street trader, venison dealer, window cleaner and minibus permit applications in financial year 2017/18 in pounds.

**Street Trader**

Cash: £880

Cheque: £3,095

Debit Card: £211

**Venison Dealers**

Cash: £99

Cheque: £210

**Window Cleaner**

Cash: £1,758

Cheque: £3,103

Debit Card: £93

Gov.uk: £927

**Minibus Permit**

Cash: £22

Cheque: £22

Cash accounts for 21%, 32%, 30% and 50% of street trader, venison dealer, window cleaner and minibus permits respectively.

### **2017/18 Summary**

The total amount received in cash in financial year 2017/18 was £9,649 from a grand total of £59,387. This represents 16.2% of all payments received.

The most popular method of payment was cheque which accounts for 61.9% of all monies received by the liquor licensing department in the 2017/18 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: £36,731 – 61.9%
- 2) Cash: £9,649 – 16.2%
- 3) Gov.uk: £7,724 – 13%
- 4) Debit Card: £2,204 – 3.7%
- 5) Internal Invoice: £1,864 - 3.1%
- 6) Credit Card: £918 – 1.5%
- 7) Postal Order: £234, 0.4%
- 8) BACs: £63 – 0.1%

Table 7: Animal Boarding and Breeding Establishments  
2018/19

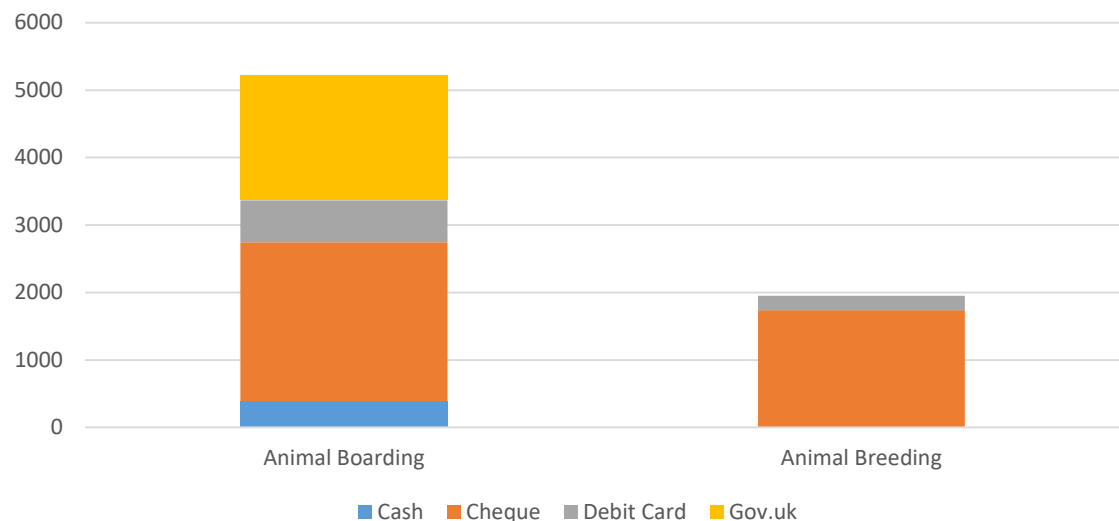


Table 7 displays the income for both Animal Boarding and Animal Breeding Establishment applications in financial year 2018/19 in pounds.

**Boarding**

Cash: £390

Cheque: £2,356

Debit Card: £619

Gov.uk: £1,742

**Breeding**

Cheque: £1,739

Debit Card: £215

Cash accounted for 7.5% and 0% of boarding and breeding income respectively.

Table 8: Cinemas, HMOs, Indoor Sports Halls and Knife Dealers 2018/19

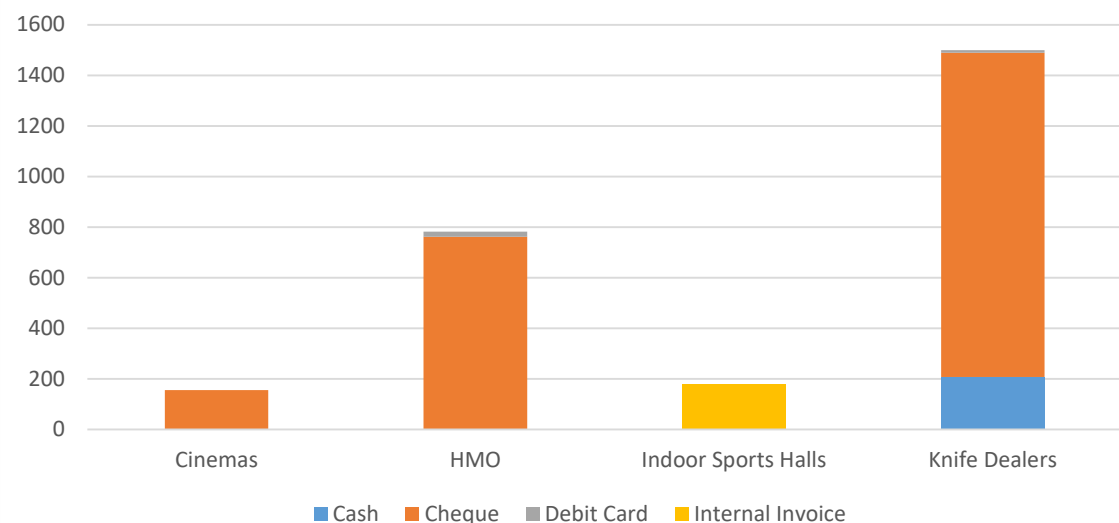


Table 8 displays the income for Cinema, HMO, Indoor Sports Hall and Knife Dealer applications in financial year 2018/19 in pounds.

**Cinema**

Cheque: £156

**Indoor Sports Hall**

Internal Invoice: £182

**HMOs**

Cheque: £762

Debit Card: £21

**Knife Dealers**

Cash: £208

Cheque: £1,282

Debit Card: £10

Cash accounted for 0%, 0%, 0% and 13.9% of cinema, ISH, HMO and Knife Dealer income respectively.

Table 9: Late Hours Cetring, Market Operators, Metal Dealers and Pet Shops 2018/19

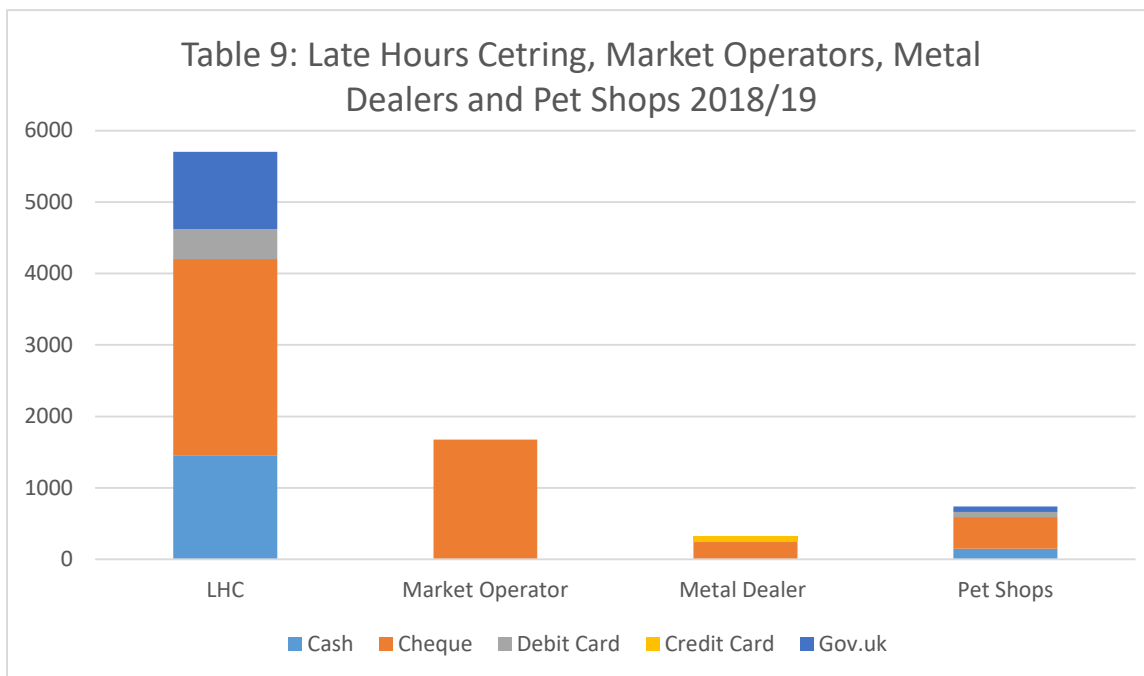


Table 9 displays the income for late hour catering, market operator, metal dealer and pet shop applications in financial year 2017/18 in pounds.

**LHC**

Cash: £1,456  
 Cheque: £2,748  
 Debit Card: £416  
 Gov.uk: £1,084

**Metal Dealers**

Cheque: £243  
 Credit Card: £81

**Pet Shops**

Cash: £148  
 Cheque: £444  
 Debit Card: £74  
 Gov.uk: £74

**Market Operators**

Cheque: £1,676

Cash accounted for 25.5%, 0%, 0% and 20% of LHC, metal dealer, market operator and pet shop income respectively.

Table 10: Public Entertainment Licences 2018/19

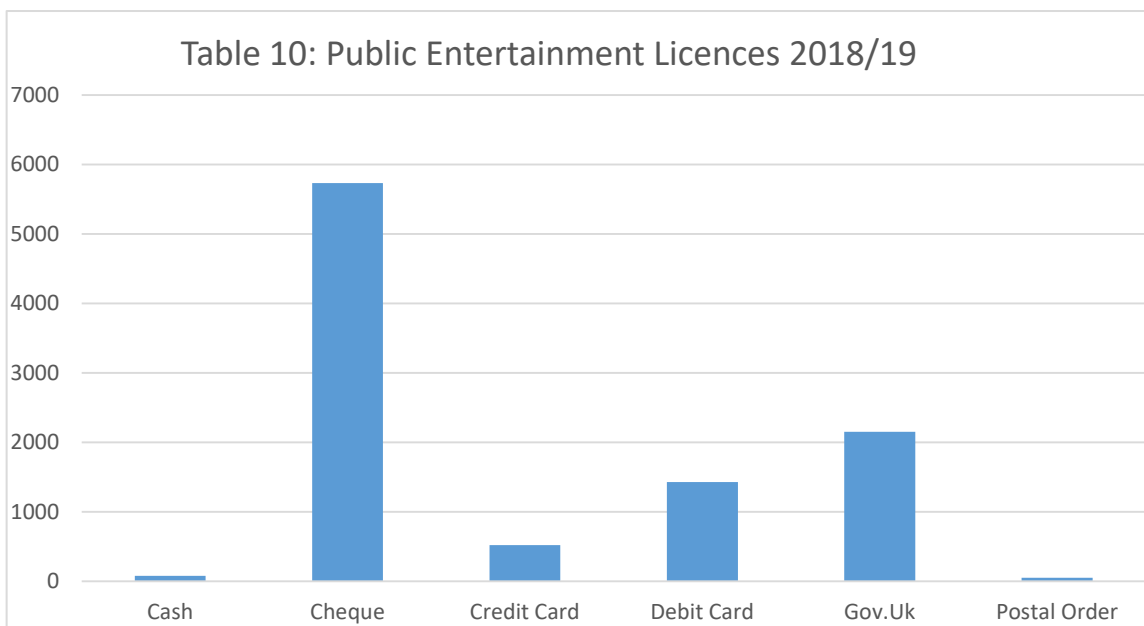


Table 5 displays the income for PEL applications in financial year 2018/19 in pounds.

Cash: £79  
 Cheque: £5,763  
 Credit Card: £521  
 Debit Card: £1,427  
 Gov.uk: £2,152  
 Postal Order: £38

Cash accounted for 0.1% of cash income for PELs.

Table 11: Riding Establishments, Second Hand Dealers and Skin Piercing and Tattoo Artists 2018/19

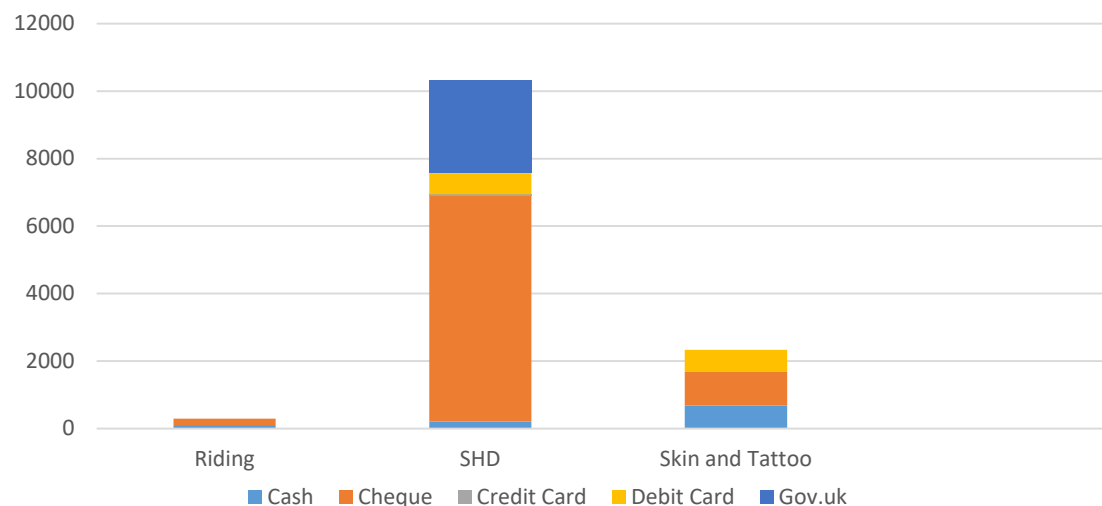


Table 11 displays the income for riding establishment, second hand dealer and skin piercing and tattooing applications in financial year 2018/19 in pounds.

**Riding**

Cash: £98

Cheque: £191

**Second Hand Dealer**

Cash: £208

Cheque: £6,691

Debit Card: £624

Gov.uk: £2,744

Credit Card: £44

**Skin Piercing and Tattoo**

Cash: £675

Cheque: £996

Debit Card: £664

Cash accounted for 34%, 2% and 29% of riding establishment, SHD and Skin Piercing and Tattooing income respectively.

Table 12: Street Traders, Venison Dealers, Window Cleaners 2018/19

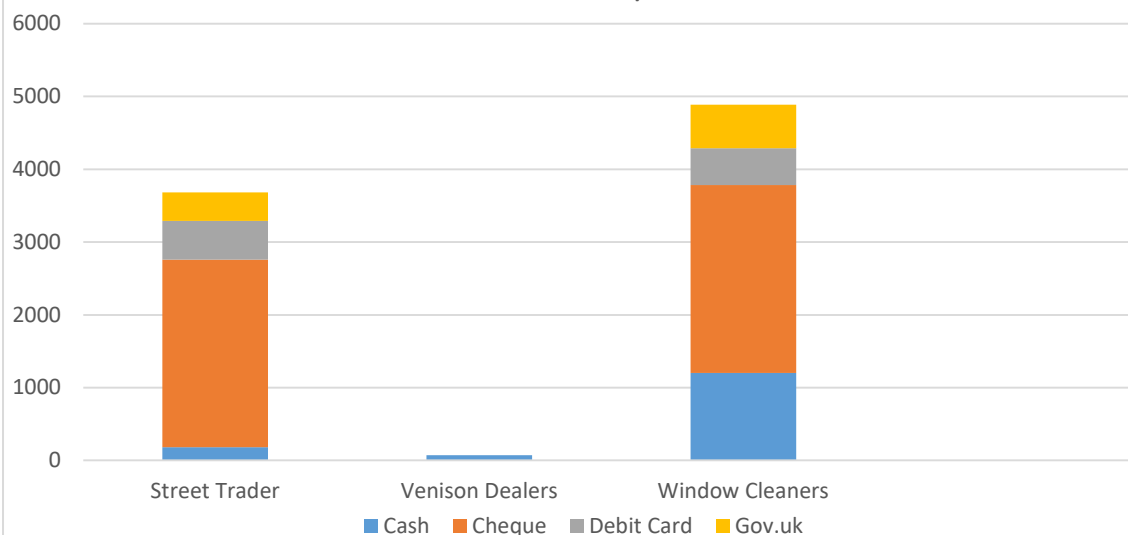


Table 12 displays the income for street trader, venison dealer, window cleaner and minibus permit applications in financial year 2017/18 in pounds.

**Street Trader**

Cash: £182

Cheque: £2,577

Credit Card: £134

Debit Card: £533

Gov.uk: £392

**Venison Dealers**

Cheque: £74

**Window Cleaner**

Cash: £1,202

Cheque: £2,852

Debit Card: £503

Gov.uk: £601

Cash accounted for 4.8%, 0% and 23.2% of street trader, venison and window cleaner income respectively.

**2018/19 Summary**

Also note that:

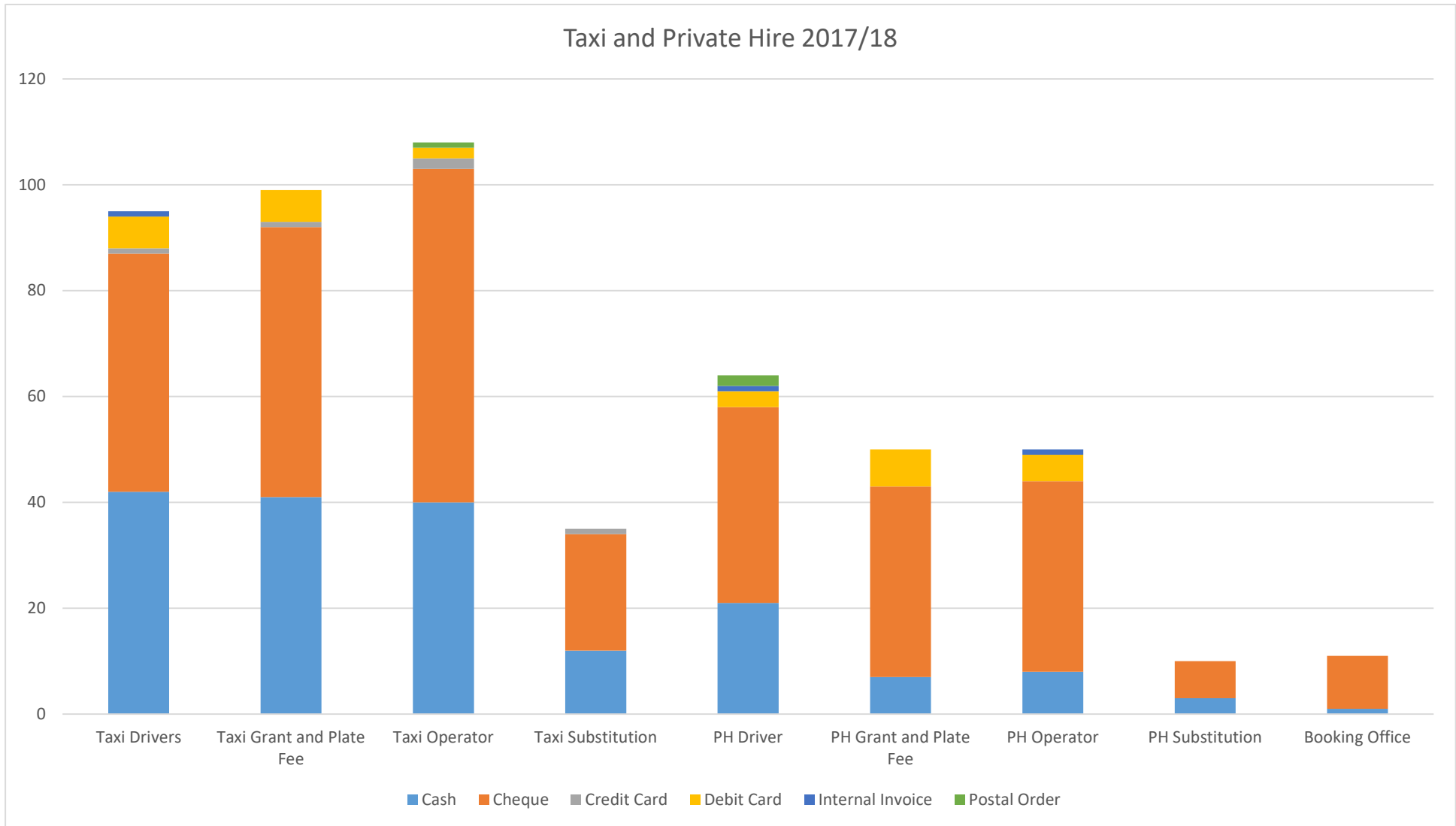
Residential Caravan Income: £12,000 cheque. Minibus Permit: £22 cash and £55 cheque and Boat hirer £141 internal invoice.

**The total amount received in cash in financial year 2018/19 was £4,668 from a grand total of £62,309. This represents 7.5% of all payments received. This is a decrease of 8.7%.**

The most popular method of payment was cheque which accounts for 68.4% of all monies received by the civic licensing department in the 2018/19 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: £42,605– 68.4%
- 2) Gov.uk: £8,789 – 14.1%
- 3) Debit Card: £5,106– 8.2%
- 4) Cash: £4,668 – 7.5%
- 5) Credit Card: £780 – 1.3%
- 6) Internal Invoice: £323 - 0.5%
- 7) Postal Order: £38, 0.1%
- 8) BACs: £0 – 0%

Taxi and Private Hire 2017/18



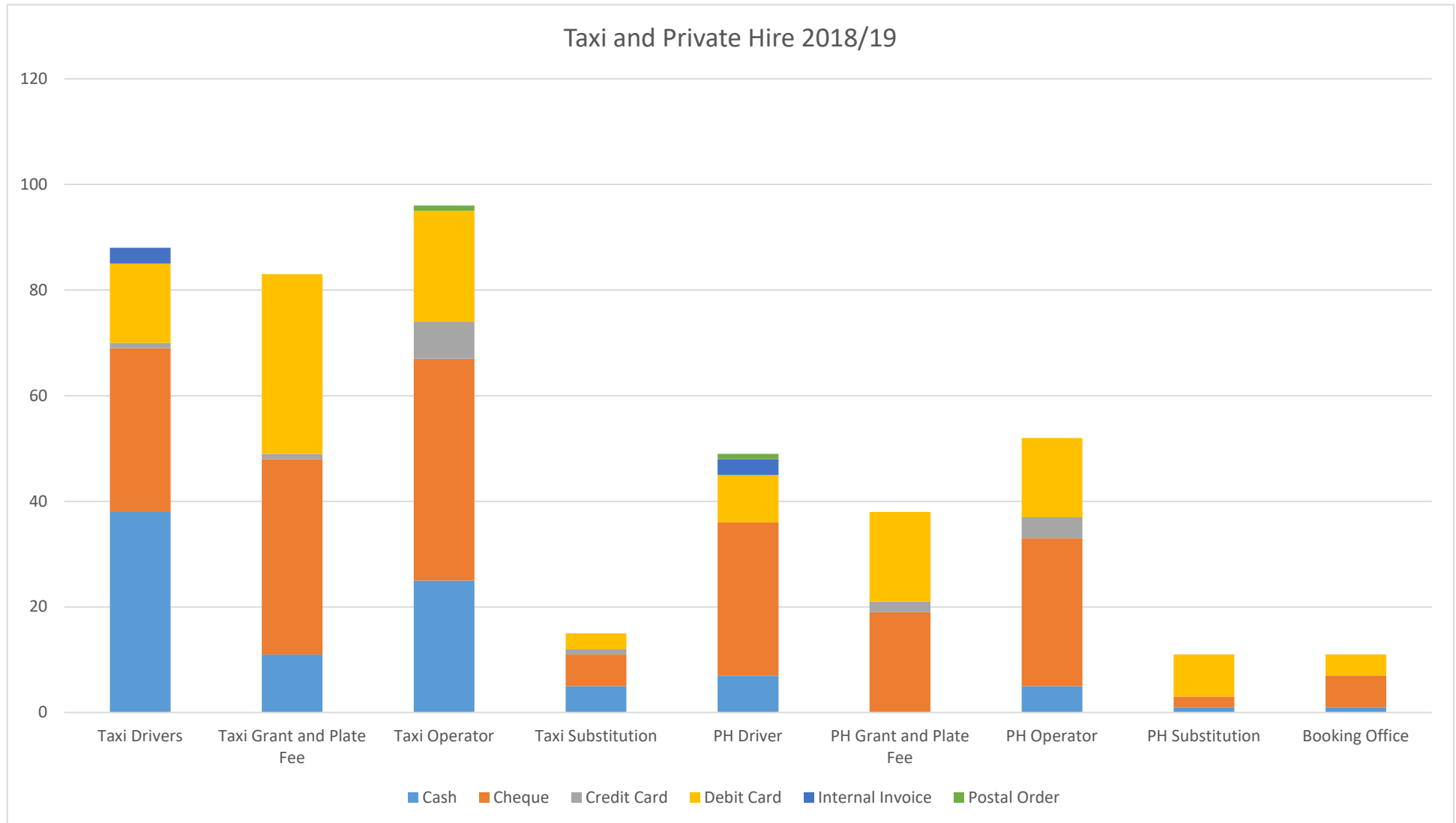


	Cash	Cheque	Credit Card	Debit Card	Internal Invoice	Postal Order	TOTAL	% as cash
Taxi Driver	42	45	1	6	1	0	<b>95</b>	44.2%
Taxi Grant and Plate Fee	41	51	1	6	0	0	<b>99</b>	41.4%
Taxi Operator	40	63	2	2	0	1	<b>108</b>	37%
Taxi Substitution	12	22	1	0	0	0	<b>35</b>	34.3%
PH Driver	21	37	0	3	1	2	<b>64</b>	32.8%
PH Grant and Plate Fee	7	36	0	7	0	0	<b>50</b>	14%
PH Operator	8	36	0	5	0	1	<b>50</b>	16%
PH Substitution	3	7	0	0	0	0	<b>10</b>	30%
Booking Office	1	10	0	0	0	0	<b>11</b>	9.1%
<b>TOTAL</b>	<b>175</b>	<b>307</b>	<b>5</b>	<b>29</b>	<b>2</b>	<b>4</b>	<b>522</b>	<b>33.5%</b>

**The total number of applications paid for in cash in 2017/18 was 175 from a grand total of 522. This represents a total of 33.5% of applications/transactions.**

The most popular method of payment was cheque which accounts for 58.8% of applications received in the 2017/18 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: 307– 58.8 %
- 2) Cash: 175 – 33.5%
- 3) Debit Card: 29 – 5.5%
- 4) Credit Card: 5 – 1%
- 5) Postal Order: 4 – 0.8%
- 6) Internal Invoice: 2 – 0.4%



	Cash	Cheque	Credit Card	Debit Card	Internal Invoice	Postal Order	TOTAL	% as cash
Taxi Driver	38	31	1	15	3	0	88	43.2%
Taxi Grant and Plate Fee	11	37	1	34	0	0	83	13.3%
Taxi Operator	25	42	7	21	0	1	96	26%
Taxi Substitution	5	6	1	3	0	0	15	33%
PH Driver	7	29	0	9	3	1	49	34.3%
PH Grant and Plate Fee	0	19	2	17	0	0	38	0%
PH Operator	5	28	4	15	0	0	52	9.6%
PH Substitution	1	2	0	8	0	0	11	9.1%
Booking Office	1	6	0	4	0	0	11	9.1%
<b>TOTAL</b>	<b>93</b>	<b>200</b>	<b>16</b>	<b>126</b>	<b>6</b>	<b>2</b>	<b>443</b>	<b>20%</b>

**The total number of applications paid for in cash in 2018/19 was 93 from a grand total of 443. This represents a total of 20% (down 13.5%) of applications/transactions.**

The most popular method of payment was cheque which accounts for 45.1% of applications received in the 2017/18 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: 200 – 45.1%
- 2) Debit Card: 126 – 28.4%
- 3) Cash: 93 – 20%
- 4) Credit Card: 16 – 3.6%
- 5) Internal Invoice: 6 – 1.4%
- 6) Postal Order: 2 – 0.5%

**APPENDIX 4**

**Table 1: Drivers Licences 2017/18**

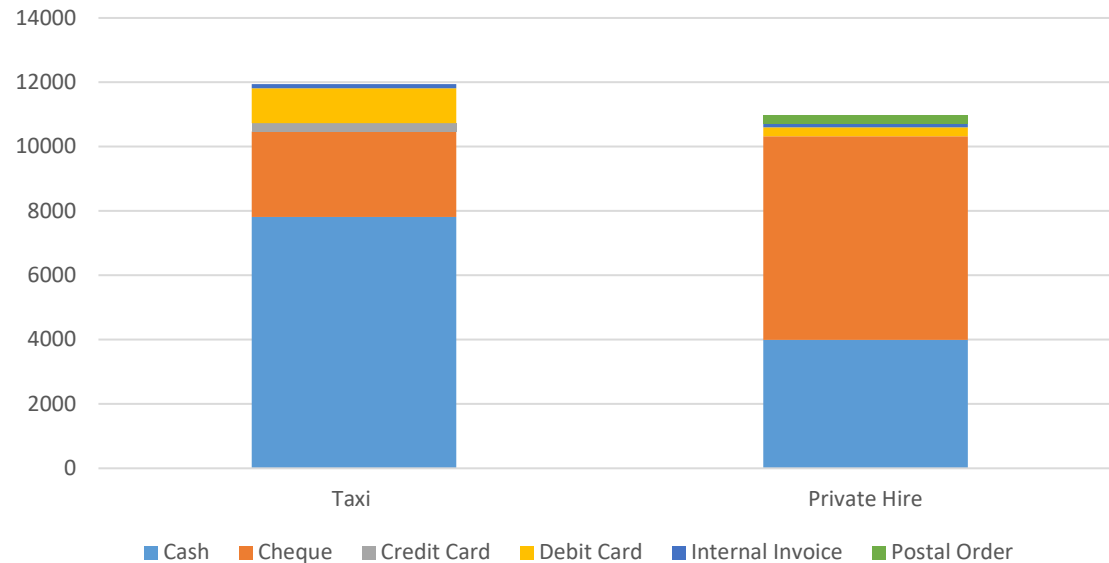


Table 1 displays the income for both taxi driver licence and private hire licence applications and renewals in financial year 2017/18 in pounds.

**Taxis**

Cash: £7,812  
 Cheque: £7,654  
 Credit Card: £267  
 Debit Card: £1,081  
 Internal Invoice: £126

**Private Hire**

Cash: £3,996  
 Cheque: £6,328  
 Debit Card: £272  
 Internal Invoice: £126  
 Postal Order: £252

% of cash = 46.1%

% of cash = 36.4%

**Table 2: Operators Licences 2017/18**

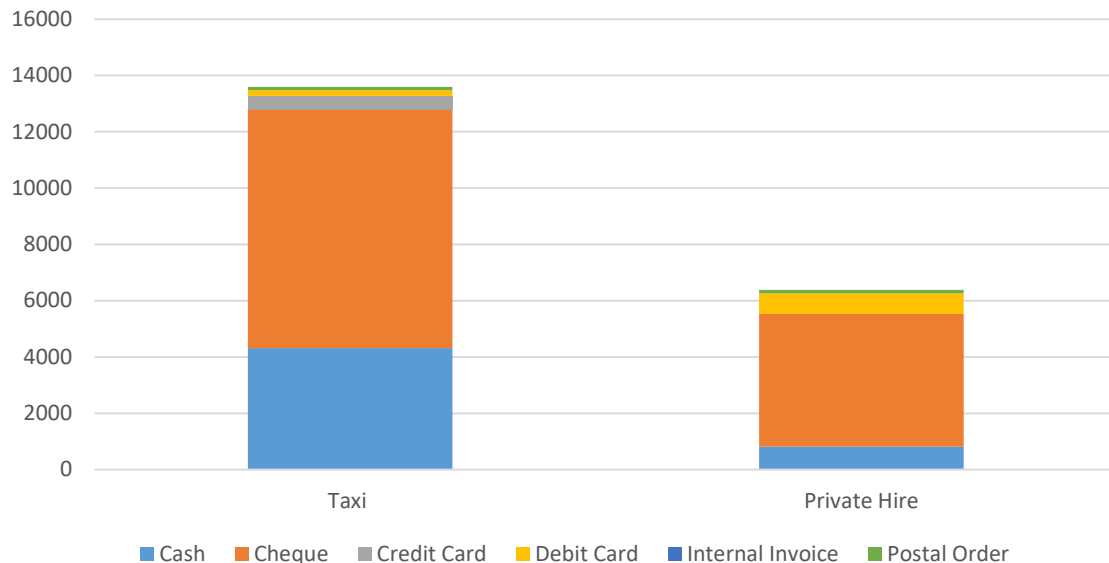


Table 2 displays the income for both taxi operator and private hire operator applications and renewals in financial year 2017/18 in pounds. This was the lodging fee.

**Taxis**

Cash: £4,321  
 Cheque: £8,483  
 Credit Card: £474  
 Debit Card: £198  
 Postal Order: £120

**Private Hire**

Cash: £813  
 Cheque: £4,716  
 Debit Card: £735  
 Postal Order: £126

% of cash = 31.8%

% of cash = 12.7%

**APPENDIX 4**

**Table 3: Granting and Plate Fee 2017/18**

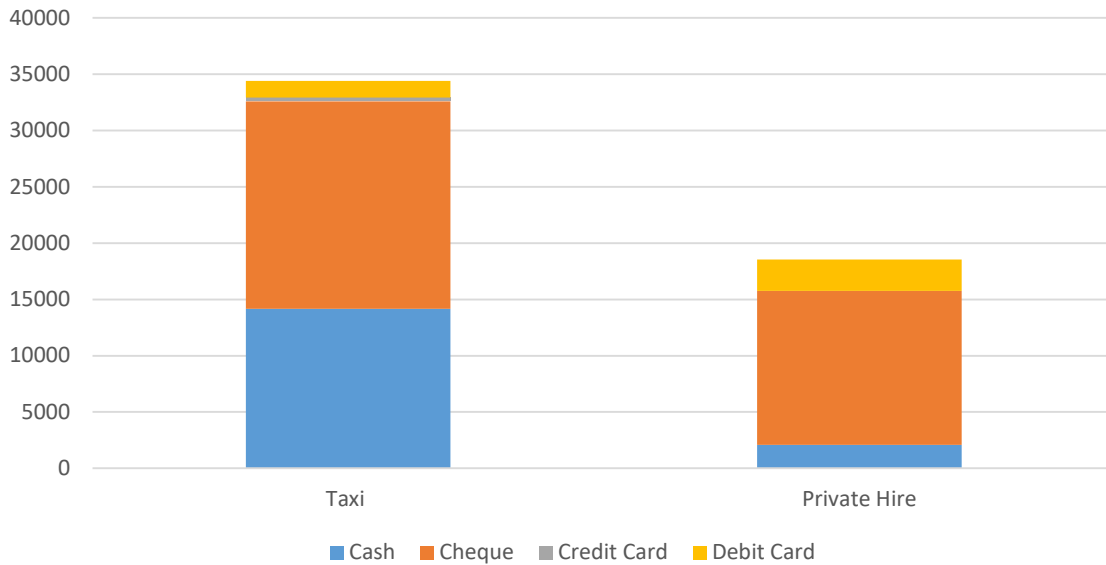


Table 3 displays income for granting and plate fees for financial year 2017/18 in pounds. This was the cost of the vehicle test and plate.

**Taxis**

Cash: £14,164  
 Cheque: £18,439  
 Credit Card: £322  
 Debit Card: £1,492

% of cash = 41.2%

**Private Hire**

Cash: £2,079  
 Cheque: £13,684  
 Debit Card: £2,773

% of cash = 11.2%

**Table 4: Substiution Fee 2017/18**

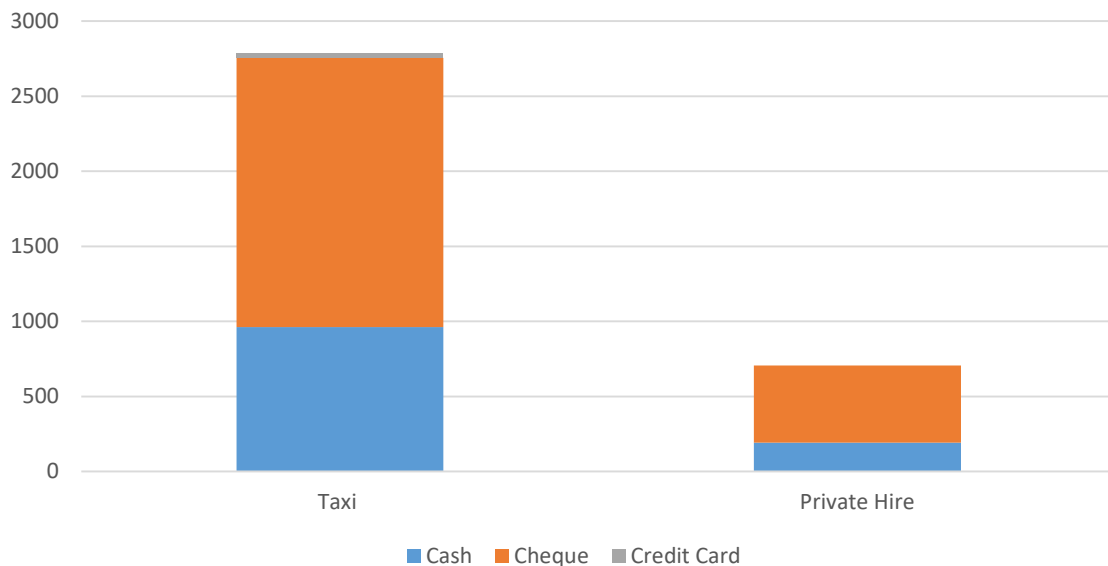


Table 4 displays income for substitution fees in financial year 2017/18 in pounds.

**Taxis**

Cash: £963  
 Cheque: £1,763  
 Credit Card: £31

% of cash = 34.6%

**Private Hire**

Cash: £192  
 Cheque: £514

% of cash = 27.2%

**Table 5: Booking Offices 2017/18**

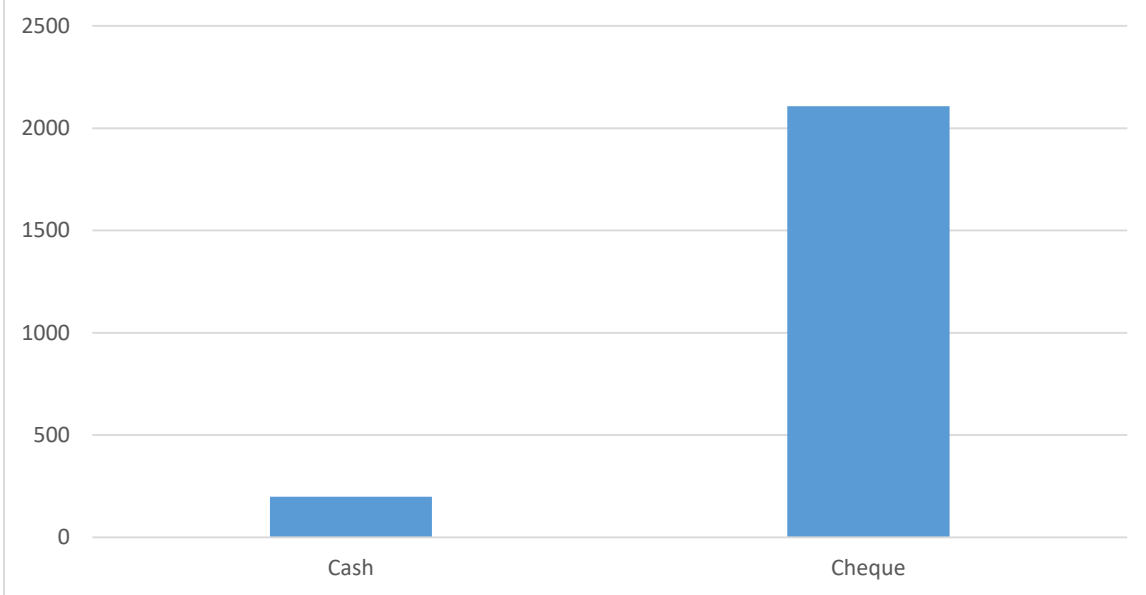


Table 5 displays income for booking offices in financial year 2017/18.

Cash: £198

Cheque: £2,108

% of cash = 8.6%

The total amount received in cash in financial year 2017/18 was £34,538 out of a grand total of £106,622. This represents 32.4% of all payments received.

The most popular method of payment was Cheque with 59.7% of all monies received in the 2017/18 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: £63,689 – 59.7%
- 2) Cash: £34,538 – 32.4%
- 3) Debit Card: £6,551 – 6.1%
- 4) Credit Card: £1,094 – 1%
- 5) Postal Order: £498, 0.5%
- 6) Internal Invoice: £252, 0.2%

## APPENDIX 4

Table 6: Drivers Licences 2018/19

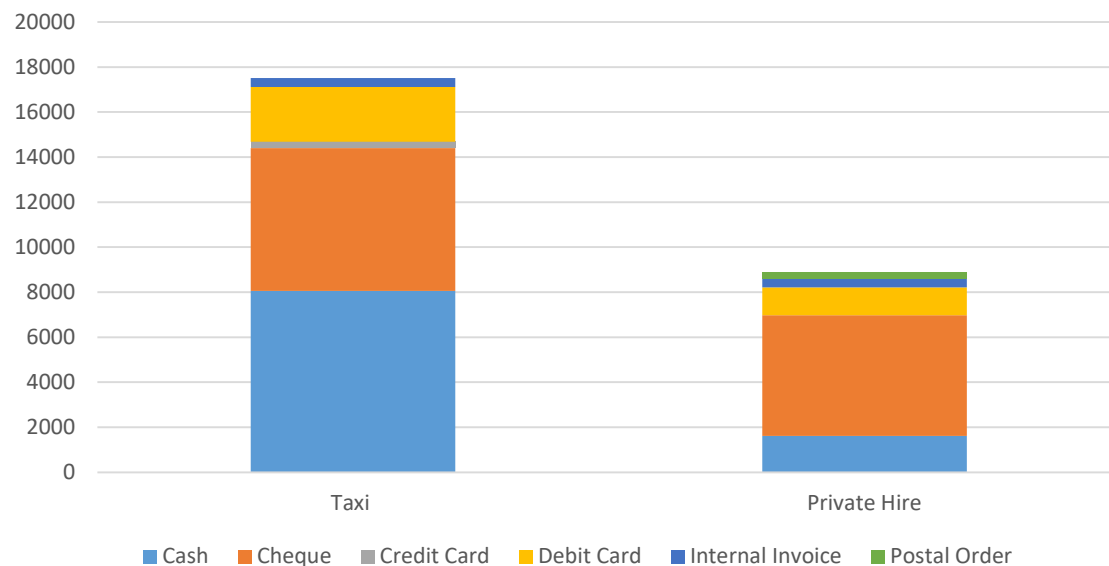


Table 6 displays the income for both taxi driver licence and private hire licence applications and renewals in financial year 2018/19 in pounds.

### Taxis

Cash: £8,055

Cheque: £6,349

Credit Card: £280

Debit Card: £2,427

Internal Invoice: £396

% of cash = 46%

### Private Hire

Cash: £1,615

Cheque: £5,360

Debit Card: £1233

Internal Invoice: £396

Postal Order: £267

% of cash = 18.2%

Table 7: Operators Licences 2018/19

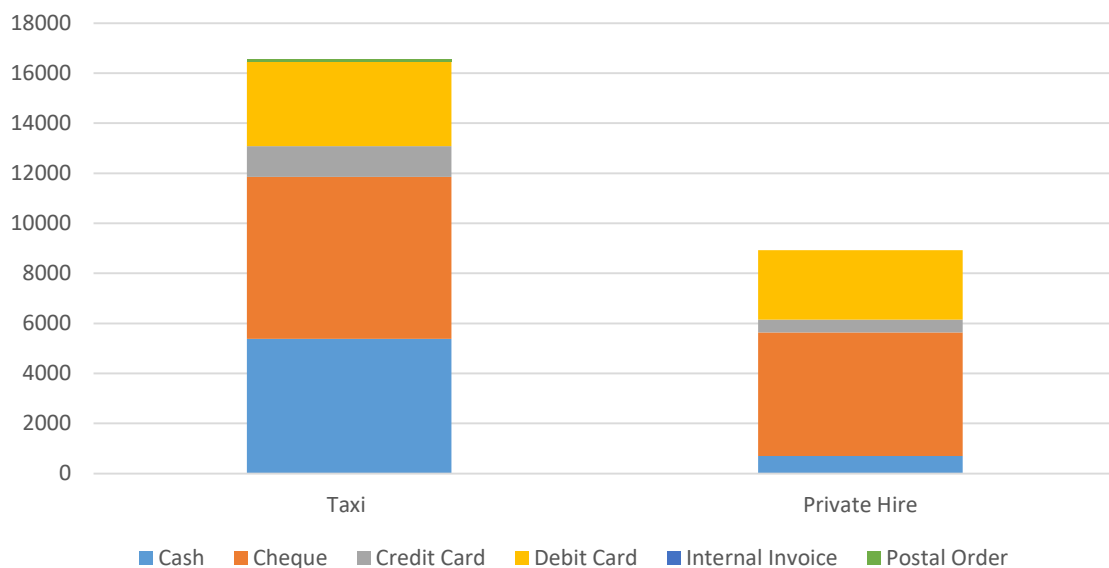


Table 7 displays the income for both taxi operator and private hire operator applications and renewals in financial year 2018/19 in pounds.

### Taxis

Cash: £5,386

Cheque: £6,471

Credit Card: £1,224

Debit Card: £3,368

Postal Order: £104

% of cash = 32.4%

### Private Hire

Cash: £701

Cheque: £4,939

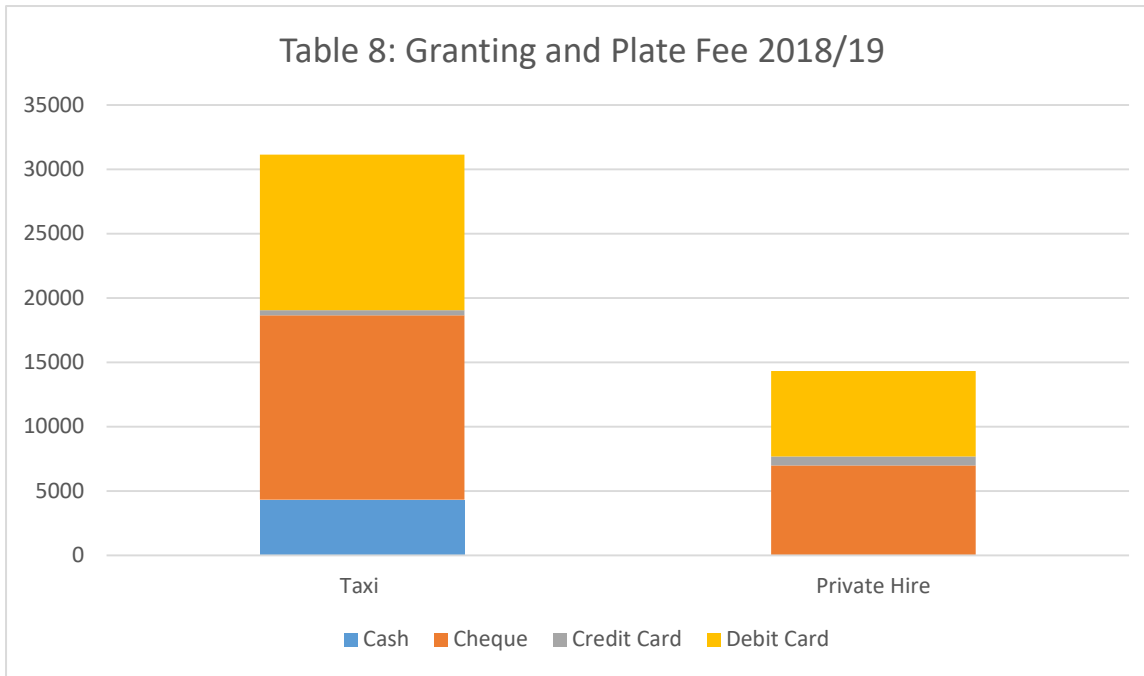
Debit Card: £2,768

Credit Card: £514

% of cash = 7.9%

**APPENDIX 4**

Table 8 displays income for granting and plate fees for financial year 2018/19.



**Taxis**

Cash: £4,312

Cheque: £14,352

Credit Card: £394

Debit Card: £12,089

% of cash = 13.8%

**Private Hire**

Cash: £0

Cheque: £6,995

Debit Card: £6,646

Credit Card: £675

% of cash = 0%

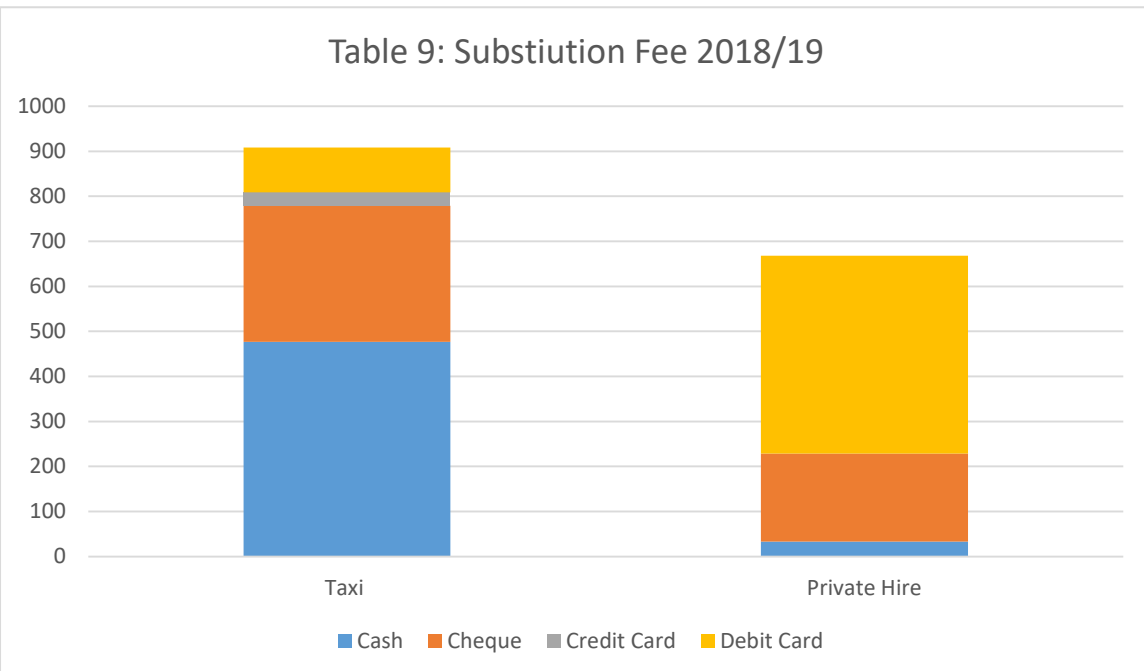


Table 9 displays income for substitution fees in financial year 2018/19 in pounds.

**Taxis**

Cash: £477

Cheque: £302

Credit Card: £30

Debit Card: £99

% of cash = 52.5%

**Private Hire**

Cash: £33

Cheque: £196

Debit Card: £439

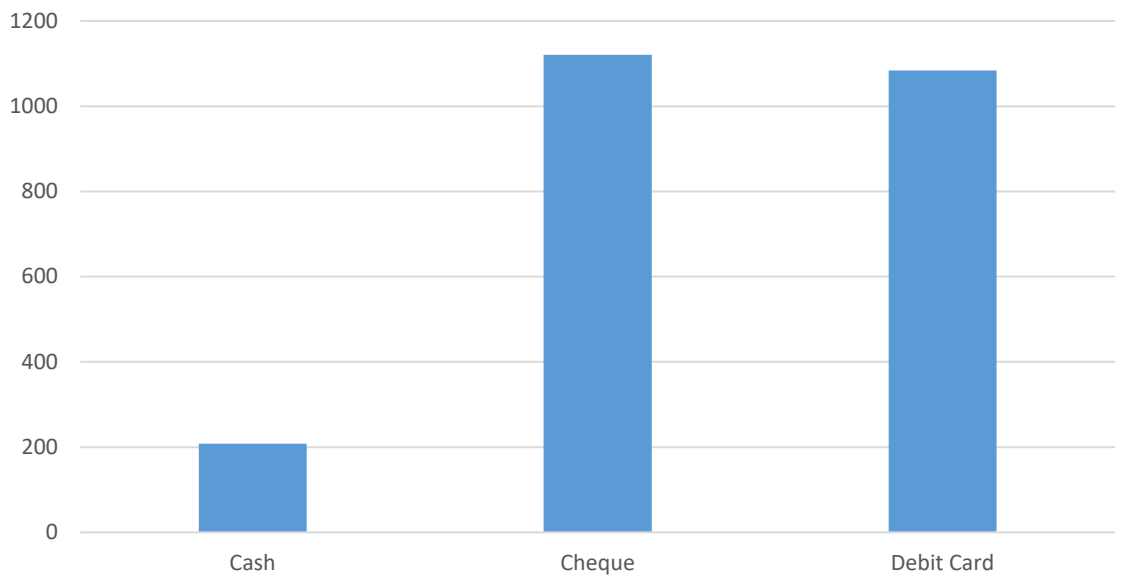
% of cash = 4.9%



#### APPENDIX 4

Table 10 displays income for booking offices in financial year 2018/19

Table 10: Booking Offices 2018/19



Cash: £208  
Cheque: £1,121  
Debit Card: 1,084  
  
% of cash = 8.6%

**The total amount received in cash in financial year 2018/19 was £20,787 out of £101,305. This represents 20.5% of all payments received, 11.9% decrease on 2017/18.**

The most popular method of payment was Cheque with 45.5% of all monies received in the 2018/19 financial year. Below is the order of popularity in terms of amount of monies received by that payment method:

- 1) Cheque: £46,085 – 45.5%
- 2) Debit Card: £30,153 – 29.8%
- 3) Cash: £20,787 – 20.5%
- 4) Credit Card: £3,117 – 3%
- 5) Internal Invoice: £792, 0.9%
- 6) Postal Order: £371, 0.4%