

ANGUS COUNCIL

CIVIC LICENSING COMMITTEE – 13 AUGUST 2020

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 the Committee to consider the responses received during the public consultation on phasing out cash as a means of paying for all licensing fees.

1. RECOMMENDATION

It is recommended that the Committee:-

- (i) note the responses received during the consultation period contained within Appendix 1;
- (ii) determine whether cash payments should be phased out as a means of paying for all licensing fees;
- (iii) if the Committee is minded to determine to phase out cash payments, determine the length of any phasing out period.

2. BACKGROUND

At the Committee's meeting on 31 October 2019, the Committee considered commencing a consultation in respect of phasing out cash payments as a means of paying for all licensing fees. The Committee was not minded to commence such a consultation until consideration had been given to non-digital consultation methods such as paper consultation forms being provided in the ACCESS offices throughout Angus. At its meeting on 9 January 2020, the Committee agreed to commence the consultation after receiving Report No 10/20 found here [report](#).

The reports received by the Committee dated 31 October 2019 and 9 January 2020 provided comprehensive information regarding why the Committee were being asked to consider this issue and contained detailed information regarding patterns and trends in relation to cash payments received.

A decision on this matter was due to be made by Committee on 9 April 2020 however, this was delayed due to the Covid-19 pandemic. During this time, cash payments have not been received with only online and telephone payments being accepted.

3. LICENSING STATISTICS

In relation to all types of applications, the statistics provided previously broadly demonstrate that there has been a gradual move away from paying in cash. This appears largely to be down to the fact that online applications are more accessible and popular and an increase in those paying by credit or debit card. This is likely to continue to be the trend as the Council moves to improve the ability of applicants to apply for licences online.

4. CONSULTATION RESPONSES

The consultation was advertised online through social media platforms, Facebook and Twitter. This was done on more than one occasion throughout the consultation period. The paper consultation forms were also placed within the Angus ACCESS offices. Furthermore; licence holders were emailed the consultation form and asked to complete and then return it.

Eleven responses were received in relation to the civic licences and these have been included within Appendix 1.

Three of the responses noted that they would encounter problems if cash payments were phased out in relation to licensing.

It is suggested that members have regard to all of the responses when making an informed decision about whether cash payments ought to be phased out.

5. FINANCIAL IMPLICATIONS

Going cashless would result in fewer resources being required to process payments given additional time is spent with cash payments compared to other methods of payment.

6. HUMAN RIGHTS IMPLICATIONS

There are no human rights implications as a result of this report.

7. CONCLUSION

In the event the Committee agree to phase out cash payments as a means of paying for all licensing fees, the Committee will require to determine what period of time is required to ensure that cash payments are phased out. Officers would be able to advertise the changes during the phasing out period to ensure that licence holders are aware of the changes.

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.

REPORT AUTHOR: Nannette Page, Team Leader

EMAIL DETAILS: LEGDEM@angus.gov.uk

From: [REDACTED]
To: [LAW.licensing](#)
Subject: Cash for licences
Date: 28 February 2020 19:29:55

To whom it may concern:

1. Have you ever held a licence which has been issued by the Council? Yes, licences for Skin piercing and Tattooing

1. If yes, which type of licence(s) do you hold/have you held in the past? As above

2. What is your preferred method of payment for licences? Bank transfer or card

3. If you were no longer able to pay for licences in cash, would this cause you any problems? No

Sent from my Samsung Galaxy smartphone.

From: [REDACTED]
To: [LAWLicensing](#)
Subject: Cash/card
Date: 28 February 2020 14:50:26

Dear Sirs,

Received your recent email on your latest attempt to cut admin costs for yourselves but not pass them down to ourselves.

1. Have you ever held a licence which has been issued by the Council? Yes
2. If yes, which type of licence(s) do you hold/have you held in the past? Taxi Operator/Driver
3. What is your preferred method of payment for licences? Cash
4. If you were no longer able to pay for licences in cash, would this cause you any problems? Yes
5. If yes to question 4, please explain why: Although I hold a current bank account I do not use it very often and paying in cash cuts out any worries about payments not being processed or there being a problem with the payment.
6. Any further comments? Our costs as taxi operators only ever seem to increase, yet, the services that we receive decrease. You have the cheek to charge us inordinate amounts of Admin Fees every year yet the amount of admin reduces as often as you can. Only available for contact on a Monday, half day Tuesday and a Friday. Any paperwork we require we have to download and print off ourselves. And now you want to reduce your "workload" even more by having a card payment system? We were informed that we were being vastly overcharged for our annual police/hackney test and due refunds yet these have not appeared. Apparently the cost of a Police Test through Dundee City Council, yes, our Angus plated cars aren't even tested in Angus now, is only £77, yet we paid £457 for the current year, £380 for what?

Yours, [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Cashless council
Date: 04 March 2020 10:16:24

To whom it may concern

In reply to the questions regarding Angus Council going cashless.

I hold an animal boarding establishment licence for Waggytails Boarding Kennels in Guthrie and have done for a number of years. My preferred method of payment is by cheque. If this option was removed it would be a potential problem for me for a number of reasons which I will cover.

I have a very small one man band smp with most of my customer base over the age of 45. All of them (including the under 45 group) are delighted and prefer to pay by cash or cheque with many reordering cheque books as the upsurge in cheques and cash continues. There is now twice as much cash in the system today as there was 10 years ago and the reasons for that are many and good.

Personally I suffered badly last year with the collapse of Thomas Cook and this year I have had all bookings until August cancelled due to the Corona Virus pandemic so cash will be very important as I may have to borrow some if outbreak gets worse.

No cash is good for those on a steady income and others but for those on a budget or going through a sticky patch and literally have to look after the pennies then cash is best. It's all about freedom of choice and going cashless will make it very difficult for a lot of people to survive let alone live a normal life.

Sounds melodramatic but it's true. I have about a 1000 followers on my Facebook page and I will be asking the question Should Angus Council go cashless.

That's my point of view for what it's worth and I would be grateful if you could let me know the outcome.

Regards

[REDACTED]

From: [REDACTED]
To: [LAWlicensing](#)
Subject: consultation
Date: 29 February 2020 13:26:44
Attachments: [image002.jpg](#)

In response to your consultation questions

1. Have you ever held a licence which has been issued by the Council? **YES**
2. If yes, which type of licence(s) do you hold/have you held in the past?
TAXI DRIVER, TAXI OPERATOR, PEL, OCCASIONAL LICENCE & LOTTERY LICENCE
3. What is your preferred method of payment for licences? **DEBIT CARD OR BACS**
4. If you were no longer able to pay for licences in cash, would this cause you any problems? **NO**
5. If yes to question 4, please explain why:
6. Any further comments?

Regards



Virus-free. www.avast.com

From: [REDACTED] in behalf of [LAWLicensing](#)
To: [REDACTED]
Subject: FW: CASH CONSULTATION - DEADLINE FRIDAY 13th MARCH 2020
Date: 02 March 2020 08:23:41

And another one

[REDACTED] Business Support Assistant | HR, Digital Enablement, IT & Business Support | Angus Council | Angus House | Orchardbank Business Park | Forfar | DD8 1AN | Tel: [REDACTED] | [REDACTED] | Email: [REDACTED]

Our Licensing Department opening hours are as follows:-

MONDAY 0900 - 1700
TUESDAY 0900 - 1200
WEDNESDAY CLOSED
THURSDAY CLOSED
FRIDAY 0900 - 1700

Please note that although we are closed to the public 2.5 days a week, we are still available by email.

From: [REDACTED]
Sent: 29 February 2020 13:39
To: LAWLicensing <LAWLicensing@angus.gov.uk>
Subject: FW: CASH CONSULTATION - DEADLINE FRIDAY 13th MARCH 2020

1. Have you ever held a licence which has been issued by the Council? Yes
2. If yes, which type of licence(s) do you hold/have you held in the past? Second hand car dealer
3. What is your preferred method of payment for licences? Cheque
4. If you were no longer able to pay for licences in cash, would this cause you any problems? No
5. If yes to question 4, please explain why:
6. Any further comments? No
7. R

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] on behalf of [LAWLicensing](#)
To: [REDACTED]
Subject: FW: consultation cash payments
Date: 28 February 2020 15:06:17

[REDACTED] Clerical Officer | Angus Council | Te [REDACTED]
[REDACTED] | www.angus.gov.uk

Follow us on Twitter
Visit our Facebook page

Think green – please do not print this email

Licensing Department opening hours

Monday 0900 to 1700
Tuesday 0900 to 1200
Wednesday CLOSED
Thursday CLOSED
Friday 0900 to 1700

From: [REDACTED]
Sent: 28 February 2020 15:03
To: LAWLicensing <LAWLicensing@angus.gov.uk>
Subject: consultation cash payments

Good Afternoon.

Response 1: My Company and I hold various licences issued by the council.

Response 2: I personally hold a private hire drivers badge. My company holds 4 private hire car operators licenses and 1 taxi operators license.

Response 3: Card payment.

Response 4: No

Response 5: N/A

Response 6: I am under the presumption that not taking cash payments is a saving to the council and underlying tax payer to which I am in favour.

Kind Regards

[REDACTED]
ARBROATH TAXIS & PRIVATE HIRE LIMITED.

From: [REDACTED]
To:
Subject: FW: Phasing out of cash payments for licensing
Date: 28 February 2020 16:04:18

Hi Daniel,

Another response for the consultation. I have acknowledged this one.

Thanks

[REDACTED] Solicitor – Legal | Angus Council | Tel: [REDACTED] FORFAR |
[REDACTED] | www.angus.gov.uk

Follow us on Twitter
Visit our Facebook page

Think green – please do not print this email

From: [REDACTED]
Sent: 28 February 2020 15:48
To: LAWlicensing
Subject: Phasing out of cash payments for licensing

Answers to your questions for consultation -

1. Yes.
2. Dog boarding and Daycare.
3. Online payment/bank transfer.
4. No.

Regards

[REDACTED]

From: [REDACTED]
To: [LAWLicensing](#)
Subject: Licensing
Date: 06 March 2020 08:40:20

1. Yes
2. Animal boarding establishment/Landlord
3. Card or direct debit
4. No
5. N/A
6. No

Regards [REDACTED]

[Sent from Yahoo Mail on Android](#)

From: [REDACTED]
To: [LAWlicensing](#)
Subject: Phasing out of cash payments for licensing
Date: 29 February 2020 13:39:54

In reply to your questions as per your email, I have held a taxi drivers licence [REDACTED] for about 18 years. My preferred means of payment is by bank transfer, However I do not want the option of cash payment to be removed.

I have full time employment and only drive a taxi on a part time basis but having owned a business(chip shop) previously which was cash payment as the majority of taxi hires are and I assume window cleaners are the same

Payment of cash into a business bank a/c incurs a cost and then again for a withdrawal so your proposal would increase their costs with no return for them.

Under your any other comments question, At my last renewal in Sept last year I was required to attend personally to have my verification to work in the UK authorized by presenting my passport, as mentioned a renewal not initial grant you had all my pictures and history on file yet I had to attend with my passport which I had renewed online with ease. When I met with the young officer and voiced my displeasure about having to take time off work to present my passport she agreed with me as had done the same in renewing hers, but rules have to be followed.

I had completed all my taxi license application online as most convenient for me so why can the same online checks not be done by Angus Council as done by the Passport Office, a passport carries a lot more authority than a Taxi License.

Regards [REDACTED]

Sent from [Mail](#) for Windows 10

From: [REDACTED]
To: [LAWlicensing](#)
Subject: phasing out of cash payments for licensing
Date: 10 March 2020 09:05:28

1. Have you ever held a licence which has been issued by the Council? Yes
2. If yes, which type of licence(s) do you hold/have you held in the past? Taxi
3. What is your preferred method of payment for licences? Bacs transfer
4. If you were no longer able to pay for licences in cash, would this cause you any problems? No
5. If yes to question 4, please explain why:
6. Any further comments? Has there been any further progress with getting a taxi testing centre located in the county instead of us having to go to Dundee?

Kind regards

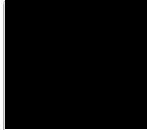
[REDACTED]

Sent from [Mail](#) for Windows 10

From: [REDACTED]
To: [ColemanD](#)
Subject: Re: CASH CONSULTATION - DEADLINE FRIDAY 13th MARCH 2020
Date: 28 February 2020 15:38:22

Hi Daniel, I'm quite happy for cashless system.

Thanks



On 28 Feb 2020, at 14:22, [REDACTED] wrote:

Dear All,

I hope you are all doing well.

As you may be aware, Angus Council is undertaking a consultation on phasing out the use of cash as a payment for licencing fees. We would be very grateful if you took the time to complete the consultation by using the link below, as we would appreciate the views of the trade. The deadline for responses is Friday 13th March and after that a report will go to the Civic Licensing Committee for them to consider (this would affect all licences we administer, not just the trade).

https://www.angus.gov.uk/directories/current_consultations/phasing_out_of_cash_payments_for_licensing

Apologies if you receive this more than once, some are listed as both operators and drivers and the email may come up twice.

Thanks in advance.

Best Regards,

Daniel

Daniel J. Coleman | Licensing Standards Officer | Legal and Democratic Services | Place
Directorate | Angus Council | Angus House | Queen's Park Business Park, Forfar DD8 1AN |
Tel: [REDACTED] email: [REDACTED]

NB: Please note that I am unable to issue legal advice and what I say is for guidance purposes only. If you require legal advice you are advised to consult a solicitor.

The Licensing Department opening hours are:-

MONDAY 0900 - 1700
TUESDAY 0900 - 1200
WEDNESDAY CLOSED
THURSDAY CLOSED
FRIDAY 0900 - 1700

Although we are closed to public visits and incoming calls during the times specified above, we are still available by email.

This message is strictly confidential. If you have received this in error, please inform the sender and remove it from your system. If received in error you may not copy, print, forward