

ANGUS COUNCIL

ANGUS LICENSING BOARD – 13 AUGUST 2020

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

REPORT BY CLERK TO THE BOARD

ABSTRACT

The purpose of this Report is for the Board 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 Board: -

- (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 Board is minded to determine to phase out cash payments, determine the length of any phasing out period.

2. BACKGROUND

At the Board's meeting on 31 October 2019, the Board considered commencing a consultation in respect of phasing out cash payments as a means of paying for all licensing fees. The Board 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 ACCESS offices throughout Angus. At its meeting on 9 January 2020, the Board agreed to commence the consultation after receiving Report No 5/20 found here [report](#)

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

The Board will recall that a decision on this matter was scheduled to be made at its 9 April 2020 Board Meeting however was delayed due to the Covid-19 pandemic.

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 together with 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. Further; since the COVID-19 pandemic commenced in March this year, cash payments have not been received with only online and telephone payments being accepted.

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.

Only one response was received by a licence holder who had held a liquor licence with the Council. The response detailed that they paid by debit card or BACS and that there would be no particular problems if cash payments were phased out. This responder also referred to civic licences they had applied for within their response.

An identical consultation was run in relation to civic licences and the response rate was higher in relation to these types of licences. On the basis that the consultation was identical, the responses to this consultation are also included within this report to ensure that members have access to a wider range of views on this issue. Ten further responses were received in relation to the civic licences and these have been included within Appendix 1.

Three of the responses received in relation to licences considered by the Civic Licensing Committee 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 received when making an informed decision about whether cash payments ought to be phased out.

5. FINANCIAL IMPLICATIONS

Going cashless will 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 Board agree to phase out cash payments as a means of paying for all licensing fees the Board 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



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.

[REDACTED]

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?

[REDACTED]

From: [REDACTED]
To: [LAWLicensing](#)
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 setup 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 re ordering 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 . Its 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 its true . I have about a 1000 followers from Angus on my fb page and i will be asking the question Should Angus Council go cashless .

Thats my point of view for what its worth and i would be grateful if you could let me know the outcome .

Regards

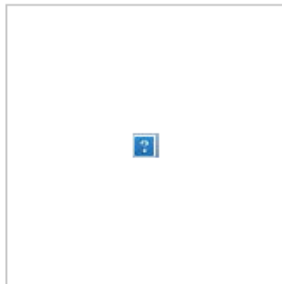
[REDACTED]



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




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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: 
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



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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.

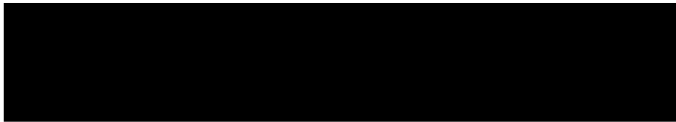
Response 4: No

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

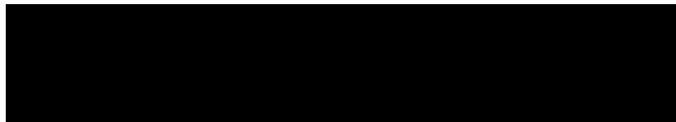




Answers to your questions for consultation -

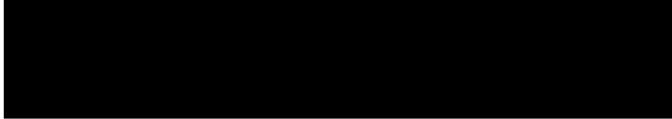
1. Yes.
2. Dog boarding and Daycare.
3. Online payment/bank transfer.
4. No.

Regards





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





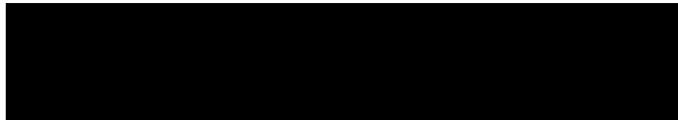
In reply to your questions as per your email, I have held a taxi drivers licence(441) for about 18 years. My preferred means of payment is by bank transfer, However I do not want the option of cash payment to be removed.

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.

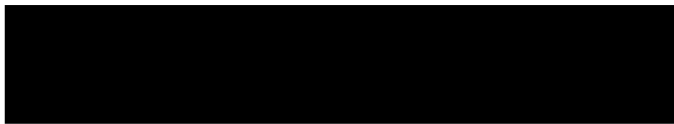
I had completed all my taxi license application online as most convenient for me so why can the same online checks not be done by Angus Council as done by the Passport Office, a passport carries a lot more authority than a Taxi License.





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

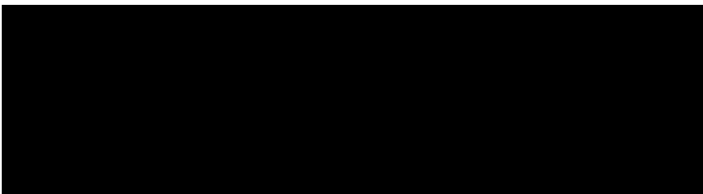


Sent from [Mail](#) for Windows 10



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

Thanks



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 Licencing Committee for them to consider (this would affect all licences we administer, not just the trade).

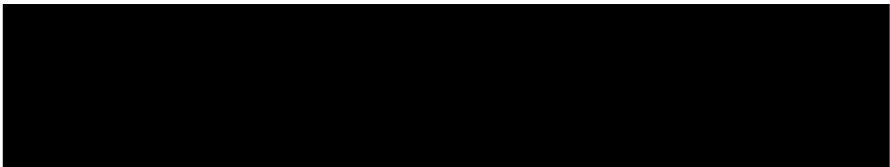
https://www.angus.gov.uk/directories/current_consultations/phasing_out_of_cash_payments_for_licensing

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



The Licencing Department opening hours are:-

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

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