

Name of meeting and date: **LICENSING AND SAFETY 18 March 2011**

Title of report: **Licensing Public Counter Services**

Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not Applicable
Is it in the Council's Forward Plan?	Not Applicable
Is it eligible for "call in" by Scrutiny?	Not Applicable
Cabinet member portfolio	Not Applicable

Electoral wards affected and ward councillors consulted: ALL

Public or private: PUBLIC

1. Purpose of report

To consider counter services in the Licensing Department.

2. Key points

- The Licensing Department currently offer a counter service to its customers from its Huddersfield office on Monday to Fridays 9 am to 3.30 pm. The counter service is for all customers regardless of license type.
- The department also offer counter services from its Dewsbury office on Tuesdays and Thursdays each week from 9 am to 12.30 pm and 1.30 pm to 3.30 pm. This office closes for lunch as it is manned by two staff only. The Dewsbury office confines its counter service to customers from the Hackney & Private Hire trade only.
- Maintaining the current arrangement is becoming increasingly difficult due to reduced numbers in staffing particularly on Tuesdays and Thursdays when 4 members of the administration staff are needed to man both counters.
- In order to alleviate the problem it is proposed to close the Huddersfield office to the public on Tuesday and Thursday (when Dewsbury is open).

- The Dewsbury office does almost as much business on Tuesdays and Thursdays as the Huddersfield office does over the current 5 days.
- To reduce the impact of closing the Huddersfield office on Tuesday and Thursday, we are proposing to extend the Huddersfield offices public opening time to 4.30 pm on the Mondays, Wednesdays & Fridays.

3. Implications for the Council

Potential for criticism and complaints particularly from the taxi trade regarding reduced hours at Huddersfield

4. Consultees and their opinions

Trade Representatives.

One written response objecting to the closure. See appendix 1

5. Officer recommendations and reasons

- Members are asked to consider the content of the report and let the Licensing officers have any comments or observations they may have on the proposals.

8. Contact officer and relevant papers

C Walter, Licensing Manager (01484 456868)