

36971

How many people work in the Licensing Service (headcount and FTE)

Currently there are 59 staff members working across both the City Chambers office and at the Taxi Examination Centre. This is an FTE of 57.

These staff deal with 4 main categories of licence namely Taxi/PHC, HMO, Liquor and Civic/miscellaneous. The staff resource allocated to each category will change daily depending upon priorities and service demands. The Council estimates that approximately 40% of time is deployed for the types of licence in question b below.

The proportion of enquiries over a month (or the most recent suitable period) that relate to each of the types of licence listed below:

Civic licence types:

- Boat hire
- Booking Office - taxi and/or Private Hire Car ('minicab')
- Indoor sports
- Knife dealer
- Late hours catering
- Market operator
- Metal dealer
- Private Hire Car driver
- Private Hire Car vehicle
- Public charitable collection
- Public entertainment
- Second hand dealer
- Sex Shop
- Skin piercing and tattooing
- Street trader
- Taxi driver
- Taxi vehicle
- Window cleaner

Miscellaneous licence types:

- Animal boarding establishment
- Caravan site
- Cinema
- Dangerous wild animal
- Dog breeding
- Fireworks display exemptions
- Fireworks sales
- House in Multiple Occupation ('HMO')
- Hypnotism
- Performing animal
- Pet shop
- Riding establishment
- Theatre
- Venison dealer
- Zoo

Over the period of April there have been an estimated:

- 2240 phones calls
- 4096 emails

While phone calls go through a IVR system (menu system) there only 2 queues; one for enquires about licences and one for the Taxi Examination Centre for cancelling or moving a vehicle inspection (other calls about taxi and private vehicles and drivers go into the first queue). We are do not record a breakdown the phone calls into the categories requested, and it is not possible to run a report breaking down the proportion of calls for licence type.

Similarly, there are two matching email address – one for general licence enquires and one for arranging vehicle inspections at the Taxi Examination Centre and therefore we unable to breakdown the email calls into the categories requested.

The only way to identify this information would be to open all emails received and record a breakdown. This is estimated to take 2 mins per email, a total of over 130 hours. This would be over the £600 threshold, and we are not obliged to respond.