



Finance and Corporate Resources

Administration and Legal Services

Annual report
of
Licensing and Registration Section
2018/2019

For more information please phone 0303 123 2015. If you want this information in a different format or language, phone 0303 123 1015 or email equalities@southlanarkshire.gov.uk

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Section 1 – About the service

The Licensing and Registration Section forms part of Administration and Legal Services which in turn is part of Finance and Corporate Resources. The Licensing and Registration Section provides a range of services. These include:

- the registration of births, deaths and marriages
- conducting a range of civil ceremonies
- conducting citizenship ceremonies
- providing information on registration related matters
- licensing under the Civic Government (Scotland) Act 1982 (as amended), for example taxis and window cleaners
- licensing under the Licensing (Scotland) Act 2005 (as amended) for example sale of alcohol for consumption on and off the premises
- Gambling Act 2005, for example, bingo, betting offices, lotteries
- work permits for young people
- administration of education appeals committee
- marches and parades
- public charitable collections

What's new in the Licensing and Registration section 2018/2019

- Consolidation of online booking service introduced to enable registration customers and ceremonies to book/be booked online, now extended to applicants for route tests and vehicle/meter inspections.
- Continued operation of service from the Fleet Services office in Hamilton International Technology Park for taxi/private hire car operators/drivers.
- **Family history service.** We provide gift vouchers suitable for gifts for, for example, Mother's Day. Genealogy services are also still available by appointment.
- **Increased use of texts.** Texts have now replaced reminder letters in a number of instances. Extended to remind customers of attendance at Committee and insurance expiry reminders, confirming appointments for Nationality Checking Service, vehicle inspections and education appeals subject to the provision of GDPR.
- **Office hours.** As a result of customer feedback the Hamilton and Rutherglen offices now open until 3.30pm on Saturdays from beginning November to end February each year.
- Continued expansion of appointment only service for registrations at Council Headquarters, Almada Street, Hamilton.
- Continued reorganisation of the service to increase use of online system.
- Occasional licence applications and extended hours licence applications now moved to the Town Hall, Rutherglen.
- Licensing and gambling policies reviewed.
- Taxi Marshalls introduced for over festive period 2018.
- Customer awareness sessions extended to private hire car drivers.
- Introduction of pilot CCTV in taxis and private hire cars in conjunction with Police Scotland.

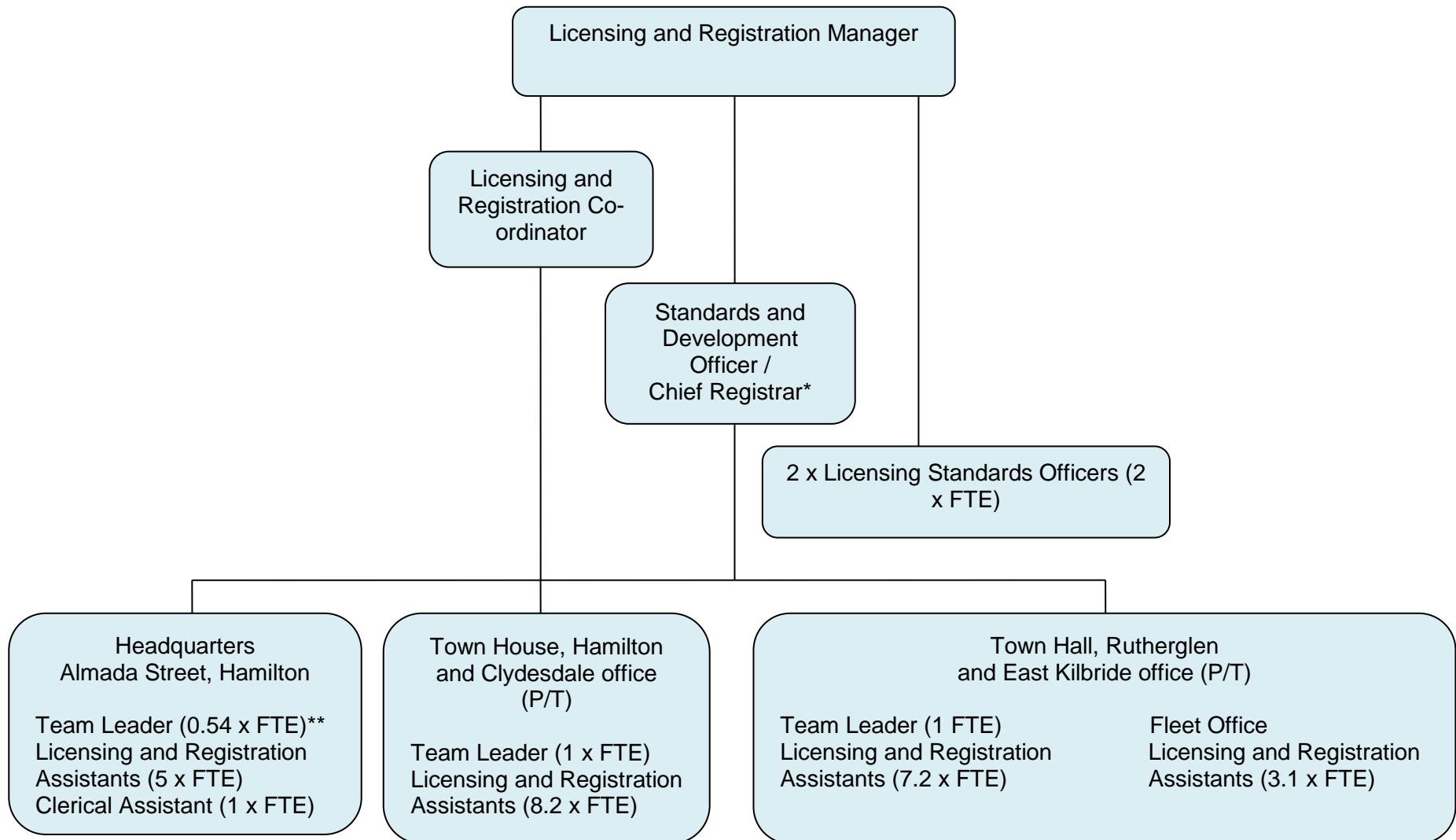
Service Priorities for 2019/2020

- Continued operation of Tell Us Once programme in respect of births and deaths.
- Integration of Landlord Registration team with Licensing and Registration team.

Our achievements for 2018/19 were:

- Continued use of text reminder to applicants regarding Committee hearing dates (subject to GDPR).
- Continued extension of text service to difficult to reach customers and licence holders to advise licence is ready for collection/insurance has expired (subject to GDPR).
- Continued expansion of appointment only registration service for death registrations at Council Offices, Almada Street, Hamilton.
- Consolidation of online booking system to enable route test and vehicle/meter inspection customers to book appointments.
- Improvements made to online licensing system.
- Continued operation of Fleet Services expanded to process all taxi/private hire car operators' and drivers' business as well as window cleaners.
- Continued extension of opening hours for Hamilton and Rutherglen licensing and registration offices on Saturday afternoons from beginning November to end February each year. The offices open until 3.30pm during this period.
- Continuation of EPRS (European Passport Return Service).
- Centralisation of all Civic Government (Scotland) Act 1982 (as amended) applications at Council Offices, Almada Street, Hamilton with the exception of temporary public entertainment applications which are dealt with at the Town House, Hamilton.
- All occasional licence and extended hours applications now moved to the Town Hall, Rutherglen to improve customer service.
- Introduction and appointment of taxi marshals at certain taxi ranks in East Kilbride and Hamilton for festive period 2018.
- Review of Gambling Policy.
- Review of Licensing Policies for all South Lanarkshire Divisional Boards.
- Improved error rate in respect of registration events.
- Introduction of CCTV pilot for taxis and private hire cars.

*Although this organisational chart shows a high number of staff numbers, due to flexible working this is not necessarily the number of staff available in the office at any one time.



* Responsible for registration matters in all offices
 ** Covered by other Team Leaders 2 days per week

Section 2 – Service standards

Our commitment to you and performance		
We are committed to delivering a professional service of the highest quality, focusing our service to meet your particular needs. Our overall aim is to provide you with a courteous, helpful and efficient service at all times. We have set ourselves a number of targets. These are what you, our customer, can expect from us.		
Performance Measure	Target	Performance
Civic Government (Scotland) Act 1982 - licensing processing	95%	99%
Statutory Civic Government (Scotland) Act 1982 - timescales	100%	100%
Licensing (Scotland) Act 2005 - licensing processing	85%	91%
Registration - processing	95%	98%
Nationality and Settlement Checking Service - processing	95%	100%
Citizenship ceremony - processing	95%	99%
Complaints - processing	95%	100%

Section 3 – How we performed

Customer complaints

From 1 April 2018 to 31 March 2019 we received 16 customer complaints. Details of the complaints we received together with a note of our responses and action taken are as follows. The complaints fell into a number of general categories namely:-

Nature of Complaint	Outcome	Action/Service Improvement
Staff members' manner and attitude	Staff members to carry out customer care course	Improved customer care
Public processions – participants practising prior to start of parade / taking place / conduct of same	Complaints relate to Council policy and parades dealt with in terms of legislation. Complaints not upheld	None
Length of time taken to deal with application	Complaint not upheld – incorrect details on application form	Explanation of procedures provided to applicant
Temporary public entertainment licences for fairgrounds	Letters sent explaining application process	Raise awareness of opt in list
Lack of privacy when registering a death	Apology and explanation given	Staff reminded to take customers into an interview room when explaining registration process
Tell Us Once completed following death registration however DWP not notified of death	Apology and explanation given	Issue reported to TUO contact as TUO completed correctly
Incorrect details entered on Tell Us Once	Apology given	Staff to follow correct procedures
NCS customer attended appointment with incorrect documents and requested a refund of the appointment fee	Customer failed to attend original appointment and attended next day with application and supporting documents for NDRS/JCAP. Process explained to customer. No refund made as details on website provides clear information	None

Summary of improvements instituted as a result of complaints

- All staff to undergo customer care training on a rota basis to enhance skills.
- General discussions held with staff with regard to purported errors in procedure/advice where complaints had been received.
- Continue to raise awareness of our “opt in” lists on our website and by using Facebook and Twitter.

Where we could not help

It is not always possible to resolve all complaints. Examples are given below together with the reasons as to why we could not resolve the issues:

- Complaints re parades – relate to Council Policy.
- Complaints re siting of fairgrounds - no grounds to refuse.

Sometimes customers complain because they simply don't want something to happen or don't like the information given. In those cases the complaints made would not be upheld.

Samples of Complaints which were not upheld

- Applicant complained about time taken to process application. Incorrect information given on application form.
- Complaint re parades taking place.

Percentage of complaints

From April 2018 to March 2019, 16 complaints about our service were received. During the same period the footfall for persons attending our office was **24,061**. This works out at 0.07% of complaints compared to footfall. We also carry out business online, by letter, email and phone. This shows that complaints only relate to a small percentage of our business.

What you think of us

- The ceremony was lovely. Everyone has been very complimentary of the ceremony so thank you very much. Thanks.
- Thank you for all your support before our big day and during the ceremony. All our guests were very complimentary about our ceremony which is thanks to you.
- Wonderful ceremony, pleasant environment.
- Very helpful staff.
- Very professional but so gentle and kind with my mum at time of registration of dad's death. Very helpful with provision of information.
- Thank you so much for being part of our day! You made us both feel utterly at ease and the ceremony was just perfect start to finish!
- Very helpful, professional and sympathetic.
- In recognition of the way my enquiry was dealt. I was made to feel welcome there, all my questions were answered and my enquiries dealt with both carefully and efficiently. I was very impressed by the consummate professionalism of your staff member.
- Very compassionate at a difficult time to register a death. Heart-warming to find someone interested in both the people undertaking the registration and my mum (whom we were recording). Excellent communicator.
- All staff were very friendly and made this an enjoyable experience for me.
- I attended the Rutherglen office today. I would like to say to the lady who served myself and my wife was extremely professional on the way she conducted this appointment to register my Father's death. She's a credit to your service.

- Handled quickly, professionally and friendly manner and in private surroundings of an office. Nice touch.
- Very friendly and professional.
- Very pleasant. Staff helpful and welcoming.
- Always room for improvement but no issues with the service today.
- Just fine.
- All was fine with the services.
- Service is great.
- No problems. Girl was very professional. Had to change my appointment at short notice and the girl who did this was great.
- Very good. 5 stars.
- All good. All straightforward.
- Staff were very friendly and helpful. Made it very stress free.
- Never had any problems. People who work here do a good job.
- Had to reschedule the ceremony and the staff were helpful and managed to meet my needs in a reasonable time.

Section 4 – Statistics by section

Registration

Total number of registrations in South Lanarkshire 2014 to 2018

Type of event	2014	2015	2016	2017	2018
Still births	14	6	5	7	16
Births	3446	3176	3297	3298	3191
Deaths	3711	3477	3550	3281	3256
Religious Marriages	566	590	575	641	666
Civil marriages	553	579	541	433	379
Civil partnerships	11	1	1	2	1
Total events registered	8301	7829	7969	7662	7509

Total number of still births, births, deaths, religious marriages, civil marriages and civil partnerships by area

Office	Still Births		Births		Deaths		Religious Marriages		Civil Marriages		Civil Partnerships	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
East Kilbride	1	2	723	751	397	423	139	130	54	62	0	0
Hamilton	2	5	1124	1106	1321	1322	286	307	223	219	2	0
Hamilton HQ	0	0	0	2	230	213						
Clydesdale	0	3	415	393	314	317	169	192	71	38	0	0
Rutherglen	4	6	1036	939	1019	981	47	37	85	60	0	1
Total	7	16	3298	3191	3281	3256	641	666	433	379	2	1

Education

Work permits

From 1 April 2018 and 31 March 2019 we processed 28 applications for work permits.

Any child under the age of 16 years in employment requires a work permit. It is the responsibility of the employer to ensure that he/she has a work permit for each child in his/her employment under the age of 16. A risk assessment of the duties should also be completed by the employer. For details of how to apply and copies of the byelaws please contact us by email at: licensing@southlanarkshire.gov.uk

Appeals committee

From 1 April 2018 and 31 March 2019 we received 117 placing request appeals of which 45 appeals resulted in a hearing being set up. In addition 7 exclusion appeals were received of which 3 proceeded to a hearing.

This committee comprises of elected members and school attendance council members who convene to hear appeals against decisions made either to exclude a pupil from school or to refuse a placing request for a child to attend a particular school. This is a statutory function and has to be carried out within strict time limits as laid down by Education legislation.

Licensing

Licensing Committee

The Licensing Committee deal with Civic Government (Scotland) Act 1982 applications where the applicant has convictions/medical issues (that cannot be dealt with under delegated powers) or where observations / objections have been lodged. These applications can be dealt with either by way of written submissions or a hearing at which the applicant will be cited to attend. The committee meets on average once every four weeks and all members of the committee are elected councillors. In addition to the councillors there are at least two officials: a legal representative and a representative from the administration section.

Chair Councillor David Shearer
Depute chair Councillor Julia Marrs

From January to December 2018 – Licensing Committees were held on 17 occasions.

During 2018 The Licensing Committee processed the following matters:-

- Outcome of grant/renewal applications dealt with by way of written submissions:
 - Granted – n/a
 - Refused - 2
- Outcome of grant/renewal applications dealt with by way of a hearing:
 - Granted - 13
 - Refused - 6
- Outcome of variation applications dealt with by way of written submissions:
 - Granted - 8
 - Refused – n/a
- Outcome of variation applications dealt with by way of a hearing:
 - Granted – n/a
 - Refused – n/a
- Outcome of immediate/possible suspension or revocation hearings:
 - Licences suspended or revoked - 9
 - Licences not suspended or revoked - 2

Licensing Board divisions

South Lanarkshire Licensing Board is a separate statutory body from the Council. The Board deals with applications for liquor licences. It also deals with applications under the Gambling Act 2005. There are four licensing divisions in South Lanarkshire which meet regularly throughout the year. In total the Divisions met 25 times between January and December 2018. The Divisions are as follows:

South Lanarkshire Licensing Division Number 1 (Clydesdale area)

South Lanarkshire Licensing Division Number 2 (East Kilbride area)

South Lanarkshire Licensing Division Number 3 (Hamilton area)

South Lanarkshire Licensing Division Number 4 (Rutherglen and Cambuslang area)

Licensing statistics

Total number of licences issued under the Civic Government (Scotland) Act 1982

New Grants	Cambuslang and Rutherglen	East Kilbride	Hamilton	Clydesdale	All Zones	Total
	April to March	April to March	April to March	April to March	April to March	
Booking Office	0	0	0	0	0	0
Cinema	0	0	0	0	0	0
Indoor Sports Entertainment	0	0	0	0	0	0
Indoor Sports Entertainment - temporary	0	1	0	0	1	2
Late Hours Catering	4	8	3	0	0	15
Market Operators	0	0	0	1	0	1
Market Operators – Temporary	0	0	0	1	0	1
Metal Dealers	0	0	0	0	0	0
Metal Dealers Int	0	0	1	0	0	1
Private hire car drivers	47	21	28	2	0	98
Private hire car drivers – Temporary	0	1	3	0	0	4
Private hire car operators	104	30	57	10	0	201
Private hire car operators – Temporary	1	0	4	0	0	5
Public entertainment	7	7	8	5	0	27
Public entertainment – Temporary	14	12	19	27	0	72
Second hand dealers	4	4	3	0	0	11
Second hand dealers - temporary	0	0	1	0	0	1
Street traders	4	4	3	2	5	18
Street traders – Temporary	2	0	0	0	0	2
Substitute Vehicles (Transfers)	47	20	24	4	0	95
Tattooing and Skin Piercing	1	1	3	3	0	8
Taxi drivers	8	13	38	23	0	82
Taxi drivers – Temporary	0	0	2	0	0	2
Taxi operators*	2	14	17	10	0	43
Taxi operators – Temporary	0	0	0	1	0	1
Theatre	0	0	0	0	0	0
Window cleaners	3	3	4	2	18	30
Total number of licences issued	248	139	218	91	24	720

* Includes transfers of licences from one operator to another

Renewals

	Cambuslang and Rutherglen	East Kilbride	Hamilton	Clydesdale	All Zones	
	April to March	April to March	April to March	April to March	April to March	Total
Booking Office	0	0	3	1	0	4
Cinema	0	1	1	0	0	2
Indoor Sports Entertainment	0	0	3	2	0	5
Late Hours Catering	4	3	7	3	0	17
Market Operators	0	0	1	0	0	1
Metal Dealers	0	1	1	0	0	2
Metal Dealers Int	0	0	1	0	0	1
Private hire car drivers	143	62	110	10	0	325
Private hire car operators	109	68	96	6	0	279
Public entertainment	2	3	3	7	0	15
Second hand dealers	4	4	8	2	0	18
Street traders	2	4	3	0	1	10
Tattooing and Skin Piercing	1	1	4	1	0	7
Taxi drivers	0	36	33	26	0	95
Taxi operators	0	15	20	9	0	44
Theatre	0	3	0	0	0	3
Window cleaners	6	3	9	3	2	23
Total number of licences issued	271	204	303	70	3	851

Total number of licences issued under the Licensing (Scotland) Act 2005

	Cambuslang and Rutherglen			East Kilbride			Hamilton			Clydesdale		
	2016/2017	2017/2018	2018/2019	2016/2017	2017/2018	2018/2019	2016/2017	2017/2018	2018/2019	2016/2017	2017/2018	2018/2019
Premises licence	0	0	2	4	4	4	1	9	5	0	6	2
Personal licence	34	39	82	74	65	129	75	97	170	46	47	111
Occasional licence	84	138	144	277	306	283	227	241	170	201	220	253
Variations – Minor	25	26	26	58	64	43	63	69	82	25	36	27
Variations – Major	16	3	8	9	10	7	13	4	16	7	1	3
Extended Hours licence	90	64	41	17	23	16	42	29	12	2	7	3
Transfers – section 33	7	5	5	12	4	7	11	12	16	6	5	5
Transfers – section 34	0	2	1	2	1	4	7	5	7	3	1	0
Total	256	277	309	453	477	493	439	466	478	290	323	404

Public processions

From 1 April 2018 to 31 March 2019 we processed 153 notifications. We have 40 people on our opt-in list.

Organisations and persons proposing to hold a procession in a public place in the South Lanarkshire area must give 28 days' written notice to the Council. This includes events such as a parade for Remembrance Sunday, a local gala day and switching on Christmas lights.

- Hearings were held in relation to public processions.

Public charitable collections

From 1 April 2018 to 31 March 2019 we granted 32 permits for public charitable collections. A public charitable collection permit allows organisations/persons to collect donations of money in the area they request for charity. We issue permits to ensure that there is not more than one charity collecting in an area on the same day. Registered charities that have an exemption do not require a permit but notify us when and where they are collecting to prevent this. A charitable collection held within for example stores/shops may not require a permit.

Small society lotteries

From 1 April 2018 to 31 March 2019 we processed 16 new applications for registration. This includes raising funds for sporting or charitable purposes. A typical society lottery would be a local school parent teacher association or amateur football club.

Nationality checking service

The service enabled those people applying for British citizenship to have their application checked at a local Licensing and Registration office. A member of the Licensing and Registration Team who was authorised by the Office of the Immigration Services Commissioner was able to check the application and photocopy the required documents which were then certified and forwarded to the Home Office. This service ceased to be provided at 18 December 2018.

Office	Number of Appointments			
	2015/2016	2016/2017	2017/2018	2018 (April – Dec)
Rutherglen	333	320	373	298
Hamilton	10	3	50	7
Headquarters	544	402	228	259
Total	887	725	651	564

Nationality document return service (NDRS) (commenced 30/01/2018 and ceased in December 2018)

Office	Number of Appointments
	April 2018 – Dec 2018
Rutherglen	56
Hamilton	11
Headquarters	44
Total	111

European passport return service (commenced 01/02/2017 and ceased on 1 April 2019)

Office	Number of Appointments	
	2017/18	2018/19
Rutherglen	219	45
Hamilton	122	33
Headquarters	0	4
Total	341	82

Section 5 – Budget information

Service income and expenditure

Income

Registration	£ 420,702
Licensing	<u>£ 830,871</u>
Total Income	<u>£1,251,573</u>

Expenditure

Employee costs	£ 977,271
Property costs	£ 9,236
Supplies and services	£ 60,374
Administration costs	£ 117,853
Other costs	<u>£ 17,231</u>
Total expenditure	<u>£1,181,965</u>

Section 6 – Improving our service – how to have your say

Comments and suggestions

We are always looking for ways to improve our service. If you would like to comment/make suggestions about our service you can do this using any of the following methods:

- by email to licensing@southlanarkshire.gov.uk
- by phoning 0303 123 1015 – select option 7

Section 7 – Consultations

Consultations undertaken

During 2018/2019 we carried out the following consultation exercises:-

- Gambling Policy
- Licensing Divisional Policy Reviews

We also consulted our customers using the following methods.

- Citizenship questionnaires
- Ipad questionnaires
- Focus Groups
- Exit Polls

If you can think of another method please let us know.

Opt in lists

We have opt in lists for various activities. Your name and address can be added to an opt in list. This enables you to be notified of events in your area, for example, marches and parades, liquor licence applications and temporary public entertainment licence applications. It should be stressed that the idea of an opt in list is not to encourage objections or complaints, but simply to raise awareness in the community of events or applications which have been lodged in your area. Should you wish your name put on to an opt in list please contact us by email at: licensing@southlanarkshire.gov.uk

Section 8 – Areas we have identified as best practice

We have introduced the following additions to our service which we feel are worthy of being labelled Best Practice:

- Availability of gift voucher for our family history service
- Leaflet raising awareness of the need for Window Cleaners to be licensed, issued in partnership with Police Scotland and the Licensed Window Cleaners' Association.
- YouTube clip raising awareness of need for Window Cleaner's licence.
- Advertising our services on You Tube.
- An automatic email acknowledgement from our generic email so that you will know your email has been received.
- Additional signing sheet at ceremonies to enable the full ceremony party to sign as a memento for the happy couple.
- Citizenship ceremonies:- the following enhancements take place during these ceremonies:-
 - Booklet giving information on Schools in South Lanarkshire issued.
 - Booklet containing the words of the National Anthem and Flower of Scotland is issued.
- An online licensing system.
- A text reminder service for appointments (subject to GDPR).
- Texts used to contact difficult to reach customers (subject to GDPR).
- A short concise leaflet containing licence holder's responsibilities (for taxi and private hire car drivers, street traders and window cleaners).
- The extension of the opt in list to temporary public entertainment and liquor licensing applications.
- Best Bar None endorsement by South Lanarkshire Licensing Division No. 2 (East Kilbride Area) and Licensing Division No. 3 (Hamilton Area).
- Introduction of 'last lodging' dates for Licensing Division meetings.
- Opt in list for liquor licence applications, temporary public entertainment applications as well as public processions notifications.
- Taxi and private hire car focus groups.

Section 9 – Staff nominations for excellence in customer service

Our staff nomination for excellence in customer service enables our customers to nominate a member of our team who they feel have gone that extra mile when delivering our service.

Quarterly draws are made by our Management Team and the following members of staff were the winners of each quarter in 2018/19:

April to June 2018 – Lisa (Fleet office)

July to September 2018 – Carolyn (Town House office)

October to December 2018 – Pam (Rutherglen office)

January to March 2019 – Margaret (Town House office)

The overall annual winner for 2018/19 was Carolyn from our Rutherglen office who was presented with a corporate gift at Headquarters on 29 May 2019.

Section 10 – Contacting us

The Town House, 102 Cadzow Street, Hamilton ML3 6HH Phone: 0303 123 1015 – select option 7 Hours of business: Monday to Thursday 8.45am to 4.30pm Friday 8.45am to 4.00pm and Saturday 9.00am to 12.30pm (March to October) and 9.00am to 3.30pm (November to February)	Town Hall, 139 Main Street, Rutherglen G73 2JJ Phone: 0303 123 1015 – select option 7 Hours of business: Monday to Thursday 8.45am to 4.30pm Friday 8.45am to 4.00pm Saturday 9.00am to 12.30pm (March to October) and 9.00am to 3.30pm (November to February)
Fleet Services, 4 Livingstone Boulevard, Hamilton International Technology Park, Blantyre, G72 0BP Phone: 01698 717728 Hours of business: Monday to Thursday 8.45am to 4.30pm Friday 8.45am to 4.00pm	Council Offices, Almada Street, Hamilton, ML3 0AA (Registration of deaths by appointment and card payment only) Phone: 0303 123 1015 – select option 7
Email enquiries : registration@southlanarkshire.gov.uk licensing@southlanarkshire.gov.uk	
Website : www.southlanarkshire.gov.uk	

Our offices are busiest on Mondays and Fridays and between the hours of 12 noon and 2.00pm daily. You are welcome to visit at any time but your waiting times may be longer during these busy times and you may be offered an appointment.

Alternatively you can choose to make an appointment if you prefer. Our Town House, Hamilton and Rutherglen offices operate an appointment system along with the drop in service. Our offices at East Kilbride and Lanark operate an appointment only service, Mondays and Fridays in East Kilbride and Tuesdays and Fridays in Lanark.

Our office at Council Headquarters, Almada Street, Hamilton is strictly by appointment only and payment by card only (no cash or cheques can be accepted).

Online Booking

You can make an appointment using our online booking system at www.southlanarkshire.gov.uk to book a taxi/private hire car vehicle/meter test, a taxi/private hire car route test and for registration matters for example to register a birth or death.

Section 11 – Feedback and further information

We hope you found our annual report 2018/19 interesting and would be grateful if you could take a few minutes to email us at licensing@southlanarkshire.gov.uk or registration@southlanarkshire.gov.uk to let us have your views on our annual report. Please also include anything else which you feel should be included in future annual reports.