

Wiltshire Council

Licensing Committee

7 September 2020

Briefing Note - Taxi Licensing Line Management Responsibilities

1.0 Purpose

- 1.1 The purpose of this briefing note is to update the Licensing Committee on the new management responsibilities, reporting lines and team structure for the Taxi Licensing service.

2.0 Background

- 2.1 Wiltshire Council undertook a management restructure in March 2020 under Project Evolve which saw the reporting responsibilities for services transfer as the Council's services were realigned.
- 2.2 The Council acknowledged that this is only the first stage in ensuring services are aligned and that there was a need for directors to work with the new teams who moved into their directorate to ensure that structures throughout their directorate deliver effective and joined up services, in some cases this may require a review of structures and in others there may be a need to re-shape and align work with priorities.
- 2.3 Prior to restructure, Taxi Licensing sat within the Highways and Waste directorate under Parvis Khansari with Julie Anderson-Hill taking Head of Service responsibility and attending Licensing Committee.
- 2.4 Within the directorate, Taxi Licensing resided within the Enforcement Team lead by Peter White, the team cover a number of enforcement functions such as Environmental Enforcement (fly tipping), Highways Enforcement, Taxi Licensing and Enforcement, Street Trading, Markets Enforcement and Scrap Metal Licensing and Enforcement.
- 2.5 In October 2019, the Taxi Licensing team, led by Tom Ince, split into two functions; an admin team of 2.5 officers responsible for customer contact, queries, producing licences and taking payments and an enforcement team of 2 officers responsible for enforcing both national and authority legislation. The team structure was split as a lack of visible enforcement was causing issues around the County. Having dedicated Enforcement Officers who were not drawn into admin tasks allowed the team to proactively enforce. An enforcement plan was implemented in October 2019 which resulted in a more visible presence on taxi ranks and in towns across the County. As a result, enforcement actions rose sharply which will help drive up standards within the County.

3.0 Current Position

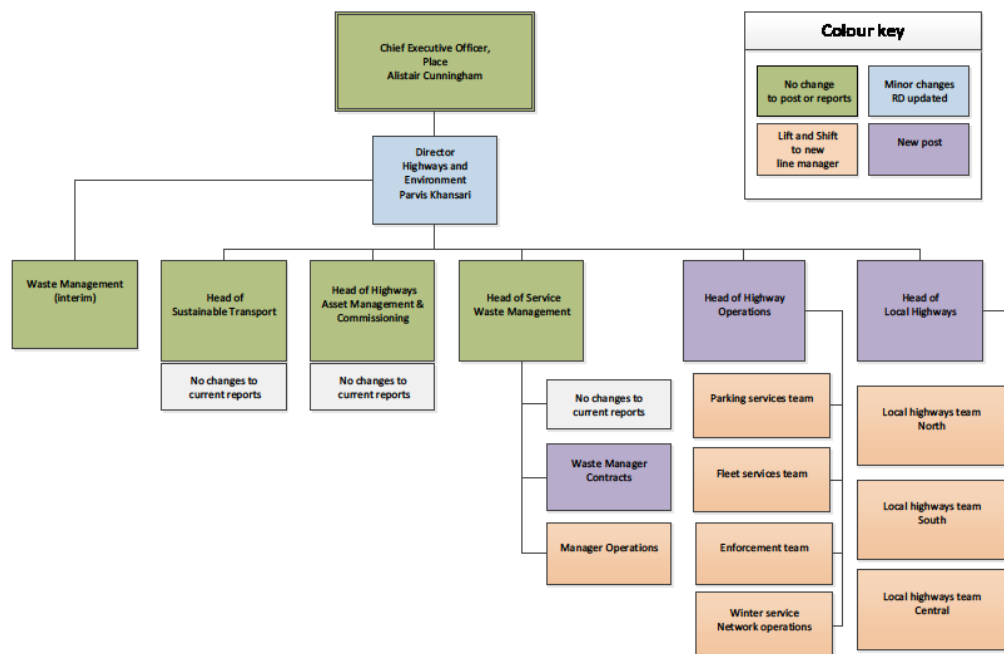
- 3.1 Project Evolve resulted in a change to the Highways and Waste directorate which was renamed Highways and Environment with Parvis Khansari as the director.

The number of Head of Service posts was reduced from three to two as part of the review of the functions which sat within Local Highways and Streetscene and Environment Services. Services in the previous Highways and Waste directorate were transferred, most noticeably Streetscene, along with a number of the old Environmental Services functions such as burials and vehicle access.

- 3.2 Enforcement, including Taxi Licensing, transferred to the new Highways and Environment directorate under the Highways Operations Team with Adrian Hampton as Head of Service.
- 3.3 The Highways Operations team includes Enforcement and its services, along with Parking Services, Fleet and the Winter and Network Operations team. All functions deal with issues that predominantly affect highway and Council land and there is regular interaction between each team.

4.0 New Team Structure and Reporting Lines

- 4.1 The new directorate team structure is shown below. The Enforcement team structure remains unchanged (which includes Taxi Licensing) with the only change being that of the Head of Service.



- 4.2 Adrian Hampton now has responsibility for Taxi Licensing as Head of Service - Highway Operations.

5.0 Summary

- 5.1 Taxi Licensing now sits within the new Highways and Environment directorate with Parvis Khansari as Director with Adrian Hampton as Head of Service.
- 5.2 The Taxi Licensing team structure remains the same and the service still resides within the Enforcement Team. Tom Ince remains the Taxi Licensing Team Leader reporting to the Enforcement Manager - Peter White.

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