

Handovers and Processes

LICENSING:

1st AUGUST 2022 to 20th OCTOBER 2022

	SOUTH RIBBLE				Average time per week	CHORLEY				Average time per week
Enquiry Type	Time Taken per enquiry	Face to Face	Tel	Email		Time Taken per enquiry	Face to face	Tel	Email	
DBS Application	45 mins	42	N/A	N/A	2 hr 43 mins	N/A	N/A	N/A	N/A	
Vehicle Plate Application	15 mins	0	N/A	N/A	0	15 min	20	N/A	N/A	26 minutes
Drivers Badge Application	1 hour	5	N/A	N/A	26 minutes	1 hour	1	N/A	N/A	5 minutes
Knowledge Tests/CSE Tests	5 mins	71	N/A	N/A	31 minutes	N/A	N/A	N/A	N/A	
Application verification	5 mins	N/A	N/A	37	16 minutes	N/A	N/A	N/A	N/A	

Current processes

Process	South Ribble	Chorley	Recommendation
<u>DBS Application</u>	The initial DBS Application for licensing is completed by Customer Services Officers and the driver is then signed up for automated annual renewals.	DBS Applications are accessed via the website and are dealt with by an external provider, TaxiPlus	That it is explored whether DBS applications at South Ribble should be dealt with directly through an external provider. This will improve capacity for South Ribble customer services staff with no impact on the Licensing team and offer a more streamlined customer experience, with customers able to contact the external provider for any follow up calls.
<u>Vehicle plate/ driver badge applications</u>	Drivers badge applications and vehicle applications are available to complete online via self-serve, which is then emailed to Customer Services to verify the application. Once verified, application is then completed for Licensing to authorise and produce the badges & plates.	Once vehicle applications and driver badge applications have been completed by Customer Services Officers, the application is handed over to the Ancillary Team to issue badges and plates.	To continue to promote self-serve applications and introduce this functionality at Chorley. If applicants have no access to a computer, they can use public computers in the council offices and access guidance/ assistance from an officer if required.

<u>Knowledge tests</u>	Supervised by Customer Services Officers and then scanned & sent to Licensing to mark, they are then sent back to Customer Services to upload to Firmstep and advise customer of outcome.	Knowledge Tests are dealt with by the Ancillary Team	Outcome of tests at South Ribble to be uploaded and advised by Licensing staff to reduce handovers. This is expected to have a minimal impact on Licensing staff.
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HOUSING:

1st AUGUST 2022 to 20th OCTOBER 2022

Enquiry Type	SOUTH RIBBLE			Average time per week	CHORLEY			Average time per week
	Time Taken per enquiry	Face to Face	Tel		Time Taken per enquiry	Face to face	Tel	
Selectmove reset password Selectmove banding/bidding enquiry	10 mins	24	164	2 hr 42 mins	10 mins	94	Not known	1 hr 21 minutes
Roofless/homeless/threatened with homelessness presentations	1 hour	64	194	22 hr 18 mins	N/A	N/A	N/A	
Processing eviction letters	2 mins	N/A	N/A		N/A	N/A	N/A	

Current processes

Process	South Ribble	Chorley	Recommendation
Selectmove reset password Selectmove banding/bidding enquiry	Completed by customer services.	Completed by customer services.	Quick general enquiries to remain with customer services.
Roofless/homeless/threatened with homelessness presentations	Dealt with by customer services officers at first point of contact with a full triage script. A housing case is created on the housing database and then passed to the housing options officers to continue with case work.	Transferred to the duty/case officer	To be dealt with by Housing Duty Officers directly due to length of applications and potential for specialist advise. This will have an expected impact of housing FTE of approximately 0.6 FTE at South Ribble Housing.
Processing eviction letters	Scanning letter onto system and creating and posting out letter and leaflet by customer services team.		Eviction letters to be processed by the Housing Options Assistant officer due to more specialist nature. This is a quick task and expected to have a

			minimal impact on the Housing service.
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PLANNING:

No calls or enquiries regarding planning applications are dealt with by either South Ribble or Chorley Council, and they are currently transferred to the relevant planning officer.

Only payments for Planning fees or Building Control fees are taken by South Ribble Council, with minimal payments each month.

1st AUGUST to 20th OCTOBER 2022

	SOUTH RIBBLE		
Enquiry Type	Time Taken per enquiry	Face to Face	Tel
Payments for Planning Fees or Building Control Fees	2 mins	N/A	8

PROPOSAL:

No changes to either site.