

Tunbridge Wells Borough Council Statutory Services Baseline Statement

Baseline Activity	Licensing Administration, Compliance and Enforcement
Notes of Service	<p>Processing applications and issue of licences</p> <p>Alcohol premises and venues providing regulated entertainment</p> <p>Mediation of parties /liaison with local residents</p> <p>Liaison with responsible authorities and other internal & external agencies</p> <p>Conducting Hearings</p> <p>Sex Entertainment Venues</p> <p>Gambling</p> <p>Taxis and Private Hire vehicles and drivers</p> <p>Street trading consents</p> <p>Street collection permits</p> <p>House to house collection permits</p> <p>Small Lotteries</p> <p>Compliance and enforcement of licences and permits</p> <p>Licensing inspection visits</p>
Statutory or Discretionary	Statutory
Timing of activity	6 days per week. Enforcement activities as part of officers daily duties
Boundary Area	Tunbridge Wells borough

Baseline Activity	Car Parking - Enforcement
Notes of Service	<p>Enforcement in car parks to ensure compliance including;</p> <p>Car Parking Enforcement</p> <p>Liaising with various partners/Property services to provide improvements to car parks, facilities, the local environment and personal safety.</p> <p>Resident On-street parking</p> <p>Administration of parking permits, cards and mobile phone options</p> <p>Management of Off-street parking, Multi-storey and various surface car parks</p> <p>Provision of direct customer service at the Gateway, website and online application and payment portal.</p> <p>Preparation of On and Off street orders (including tariffs), publicity and consultations</p> <p>Cash collection (outsourced), financial reconciliation and banking</p>
Statutory or Discretionary	Statutory
Timing of activity	<p>Daily patrols (including hot spot) 7 days a weeks, (including Bank Holidays) core hours 7:30am – 7:00pm</p> <p>Car Park charges currently apply Monday to Sunday, operating hours are published on site (free outside these hours)</p> <p>Customer service desk during gateway operating times 9am to 5pm Monday to Friday.</p> <p>Regular site inspections linked to maintenance programme and improvements</p> <p>Preparation of official Parking Orders</p>
Boundary Area	Tunbridge Wells borough

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Baseline Activity	Fly Tipping
Notes of Service	TWBC Client Officers are responsible for the initial investigation, whilst the Waste Contractor Hit Squad deal with its removal and grounds maintenance operators clear the town's parks. Hazardous waste or excessive waste is removed by a specialist company. On the highway waste is cleared by the County Council.
Statutory or Discretionary	Statutory
Timing of activity	5 days a week based on rounds schedule
Boundary Area	Tunbridge Wells borough

Baseline Activity	Dog Fouling
Notes of Service	TWBC Enforcement Officers are responsible for investigating dog fouling incidents, whilst the Waste Contractor street scene operatives deal with its removal. The grounds maintenance operatives' clear dog fouling in the towns parks. New Public Spaces Protection Orders (PSPO) to be introduced in September 2018
Statutory or Discretionary	Statutory
Timing of activity	7 days a week
Boundary Area	Tunbridge Wells borough

Baseline Activity	Pavement Litter
Notes of Service	Waste Contractor street scene operatives deal with its removal, based on a borough wide streets schedule. A contract is also in place with Kingdom for litter enforcement.
Statutory or Discretionary	Statutory
Timing of activity	7 days a week as per specification schedules
Boundary Area	Tunbridge Wells town centre and selected streets within the borough.

Baseline Activity	Street Scene Enforcement
Notes of Service	<ul style="list-style-type: none"> • Deals with enforcement and monitoring of Council services provided by external contractors to ensure that the statutory services of refuse and recycling collections, street scene services are delivered to the required standard. • Gateway customer service office is the first contact point for the public on many street scene activities who then raise jobs for the Enforcement / Client officers and commissioned services to ensure compliance include: <ul style="list-style-type: none"> - Street cleansing - Trade waste – duty of care on waste disposal (right days & time) - Domestic waste – duty of care on waste disposal (right days &

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	<p>time)</p> <ul style="list-style-type: none"> - Dog Control orders – ensure dog are on leads and not causing nuisance - Un taxed Cars – report to DVLA - Abandoned Vehicles - Abandoned bikes - Fly posting – facilitate removal by Contractor (large/on high speed road). Otherwise remove as part of daily activities. - Fly tipping inspections - Graffiti inspections - Nuisance vehicles
Statutory or Discretionary	Policy statutory, enforcement discretionary
Timing of activity	7 Days
Boundary Area	Tunbridge Wells borough

Baseline Activity	Abandoned Cars
Notes of Service	Enforcement Officers monitor and enforce, whilst external contractors remove vehicles to ensure that the statutory services are delivered to the required standard.
Statutory or Discretionary	Statutory
Timing of activity	7 Days
Boundary Area	Tunbridge Wells borough