

Licensing

ACTION PLAN FOR SERVICE IMPROVEMENTS - DRAFT

The Licensing Team provide a wide range of licensing functions, most of which require statutory regulatory compliance. Safety is paramount in all of these areas and it is important that all such events and activities are monitored.

The service review has identified seven key areas for consideration and improvement, these being:

- **Communication/PR/Education**
- **Use of Staff/organisation of work**
- **Enforcement**
- **Town Centre Disorder Group**
- **Taxis**
- **Licensed Premises**

In order to ensure continued service improvement, the action plan has been developed to highlight agreed points of action and timescales for delivery.

The action plan is independent of the current years service plan, although implementation of the action plan may in part reflect priorities and assist with service plan delivery.

This action plan is a working document and may be subject to change.

David King
Senior Licensing Officer
August 2007

Obj		Action	Target Date	Lead Officer	Additional Resources
A	SHORT TERM – NEXT 2 MONTHS				
	1	Licensed Premises <ul style="list-style-type: none"> Send an email to all councillors and parish councils that gives details of each premises licence application received and will contain a copy of the public notice as displayed on the Council's notice board. Progress	Aug 07	A Semowo	Within existing resources
	2	Use of Taxi tokens <ul style="list-style-type: none"> Investigate the reluctance within the trade to accept tokens from the public Review the process for cashing in the tokens at the Civic Offices Progress	Sept 07	K Burbidge	Within existing resources
	3	Review Taxi application process <ul style="list-style-type: none"> Review the information content of the forms Review the accessibility of forms Simplification of the forms Consider the implementation of 3 year driver licences Progress	Sept 07	D King / K Burbidge	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
	4	<p>Staff training</p> <ul style="list-style-type: none"> • Identify suitable training courses to target the gaps in the knowledge of the team • Identify training opportunities within the corporate structure to optimise cross-service working. • Include training needs in six month appraisal updates <p>Progress</p>	Sept 07	D King	Within existing resources
	5	<p>Review the information in the public domain at present</p> <ul style="list-style-type: none"> • Review the information presently on the web • Produce an article for Hart News <p>Progress</p>	Sept 07	D King/ S Kirkwood	Within existing resources
	6	<p>Improve internal communication within the department/other services</p> <ul style="list-style-type: none"> • Arrange a meeting to discuss the possibility of joint enforcement visits between Planning, EH, BC and Licensing • Investigate the feasibility of joint working with other services (i.e. Community Safety, Leisure, Highways) <p>Progress</p>	Sept 07	D King	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
B		MEDIUM/ LONG TERM			
	1	House to House and Street Collections Policy <ul style="list-style-type: none"> Establish a new policy for Street and House to House Collection Permits. Progress	Jan 08	D King/ A Semowo	Within existing resources
	2	Online Registers <ul style="list-style-type: none"> Create an on-line register for Taxis, Licensed Premises, Personal Licence Holders, and Temporary Event Notices. Update the above with the additional requirements of the Gambling Act 2005 Progress	Oct 08	D King/ S Kirkwood	Budgetary provision required
	3	Organisational Structure <ul style="list-style-type: none"> Review organisational structure of team to improve lines of communication and clarify management responsibilities Progress	Sept 08	M Evans	Within existing resources

Obj	Action	Target Date	Lead Officer	Additional Resources
4	<p>Review use of Performance Indicators</p> <ul style="list-style-type: none"> • Review the value and usage of Performance indicators • Consider better use of outcome of the performance indicators • Explore benchmarking with other authorities <p>Progress</p>	Jan 08	D King	Within existing resources
5	<p>Corporate Enforcement</p> <ul style="list-style-type: none"> • Consider a corporate enforcement policy • Update existing arrangements <p>Progress</p>	Jan 08	R Haddad/ M Evans	Within existing resources
6	<p>Links with Planning/Enforcement/ Building Control</p> <ul style="list-style-type: none"> • Review the physical location of office space within the building • Establish regular 'Planning and Environmental Regulation' Service meetings • Review and implement joint systems of working <p>Progress</p>	Oct 07	M. Evans	Within existing resources
7	<p>Safety Advisory Group</p> <ul style="list-style-type: none"> • Establish a joint agency Safety Advisory Group to help control the regulation of major events within the District <p>Progress</p>	Dec 07	D King	Within existing resources

Obj		Action	Target Date	Lead Officer	Additional Resources
C	LONG TERM 7-12 MONTHS				
	1	End to End Licensing <ul style="list-style-type: none"> Conduct a feasibility study into the introduction of end to end licensing with on-line submissions and payments on line Progress	Jan 08	D King/ S Kirkwood	Budgetary provision required
	2	Taxi Testing <ul style="list-style-type: none"> Identify the possibility of a dedicated vehicle testing station for taxis, either within the district or by using a neighbouring authority's facilities. Progress	Jan 08	D King/ K Burbidge	Within existing resources
	3	Partnership working <ul style="list-style-type: none"> Create a Town Centre Disorder Group involving the Police, Fire Service, Trading Standards, Environmental Health, Community Safety. Establish abilities to share resources and expertise between neighbouring local authorities Progress	April 08	D King	Within existing resources