

Licensing Review

Findings of The Review Team

6th – 10th August 2007

Overview

- The Service
- The Objectives
- What we did!
- What we learnt!
- What we are looking to do!
- Any Questions?

The Review Team

- David King – Senior Licensing Officer
- Cathie Powell – Corporate Director
- Matthew Evans – Head of Planning and Environmental Regulations
- Richard Haddad – Commercial Environmental Health and Licensing Manager
- Keith Burbidge – Licensing Officer
- Sue Kirkwood – Technical Support Officer
- Angela Semowo – Admin Support Officer
- Kelly Handley - Facilitator
- Sue Britchford - Admin Support
- Cllr James Radley – Portfolio Holder
- Cllr Bob Harward – Licensing Committee Chairman
- Cllr Denis Gotel – Scrutiny Member

The Service – Core Functions

- Licensing Act, Gambling Act, Lotteries and Street Collection Permits, Hackney Carriages (includes Private Hire Vehicles), Street Trading, Charities Act, Animal Welfare licences,
- These licences are administrative only: Ear Piercing, Acupuncture, Tattooist

The Objectives!

- Customer Focus
- Efficiency
- Priorities

What we did!

Preparation work

- Meeting with staff - SWOT analysis
- Citizens Panel survey – good, well run service

What we did!

THE REVIEW WEEK

- Mon - am - Meeting with internal stakeholders
- Mon - pm - Meeting with reps from citizens panel
- Tues - two meetings (am and pm) with external stakeholders
- Tues - evening - Meeting with members
- Wed - Visit to Waverley BC
- Thurs – Reviewed info gathered and agreed outputs
- Fri – Presentation of findings / prepare improvement plan.

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What we learnt!

- Survey results showed - Good service but room for improving procedures.
- Feedback from consultation and meetings showed - number of themes identified.
- Visit highlighted - We could be more proactive on enforcement, and develop closer links with other agencies.

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What we learnt!

Identified 6 themes:

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

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Communication/PR/Education

- Produce information leaflets for licensees and taxis
- Publicise Licensing issues in Hart News
- Greater use of the Website
- Create Street Collection Permit policy

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Use of staff/organisation of work

- Review use of IT systems
- Changes to debt collection process
- More use of multi-tasking in the team

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Enforcement

- Explore a Corporate Enforcement Policy to link HDC Services
- Link to Town Centre Disorder Group and Partnership working
- Greater use of technology
- Focus on unlicensed taxis

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Town Centre Disorder Group

- Workshop bringing together all necessary agencies
- Agree policy on town disorder
- Set up a Safety Advisory Group for major events

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Taxis

- Investigate use of tokens and reimbursement
- Research 3 year licence for drivers
- Review process for testing Hackney Carriage vehicles
- (The total number of taxis and private hire vehicles is 227, total number of drivers is 301, and the number of operators for private hire is 38).

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Licensed Premises

- Greater use of Web and automating processes
- Premises register on website
- Provide general information
- (The total number premises licensed is 276, we have issued 490 T.E.N.'s and 438 Personal Licences).
- (In Fleet Road, Fleet there 4 pubs, 1 night club, 13 restaurants, 6 licensed take-ways, 3 off licences, 4 supermarkets and 1 hotel. (The Links)

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What we are looking to do! Short term

- Review application forms and simplify where necessary
- "How to be a taxi driver" information on the web
- Improve internal communication between services
- Training for staff
- Email Members and Parish Councils with notices of applications

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Summary

- We listened
- We have learnt a lot.
- We welcomed challenge.
- We have got some new ideas.

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THANK YOU!
&
ANY QUESTIONS?

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