

Licensing Services- Service Delivery Plan

2018/2019

Overview of the service

The Council's Licensing Team is based within the Environmental Services Department. Licensing is a statutory function and its primary aim is the safety, well-being and protection of the general public. Duties include inspection and enforcement to ensure compliance with licensing conditions and legislative requirements, offering advice and guidance, as well as the administrative functions of processing and issuing licenses. The Licensing Team cover a diverse range of licensed premises and activities.

Their work includes:

- Ensuring all licence type applications received are processed and issued within statutory timescales.
- Ensuring fees are received for each licence type for applications, renewals and annual fees.
- Ensuring allegations and complaints made to the Council in connection with licensable activities are investigated and appropriate action is taken.
- Taking appropriate enforcement action in relation to breaches of licence conditions and statutory duties.
- Preparing and presenting reports for both Licensing Committee and Licensing Sub-Committee hearings.
- Offer support and guidance to applicants, licensees and members of the public.
- Working in partnership with the responsible authorities and other relevant organisations to protect public safety.
- Formulation of policies and procedures and reviewing conditions of licences.

The following table provides numbers of live licences:

Type of License	Number
Licensing Act 2003 Premises Licences	301
Animal Premises Licences	48
Small Society Lottery Registrations	86
Gambling Act 2005 Licences	12
Personal Licences	941
Street Trading Licences	9
Taxi Driver Licences	189
Private Hire Operator Licences	15
Taxi Vehicle Licences	158
Scrap Metal Dealers	11
Total	1770

Cost of service

The cost of the Service £67,192 (expenditure £242,192, income £175,000)

Staffing information

The Licensing Team consists of 3 full time members of staff:

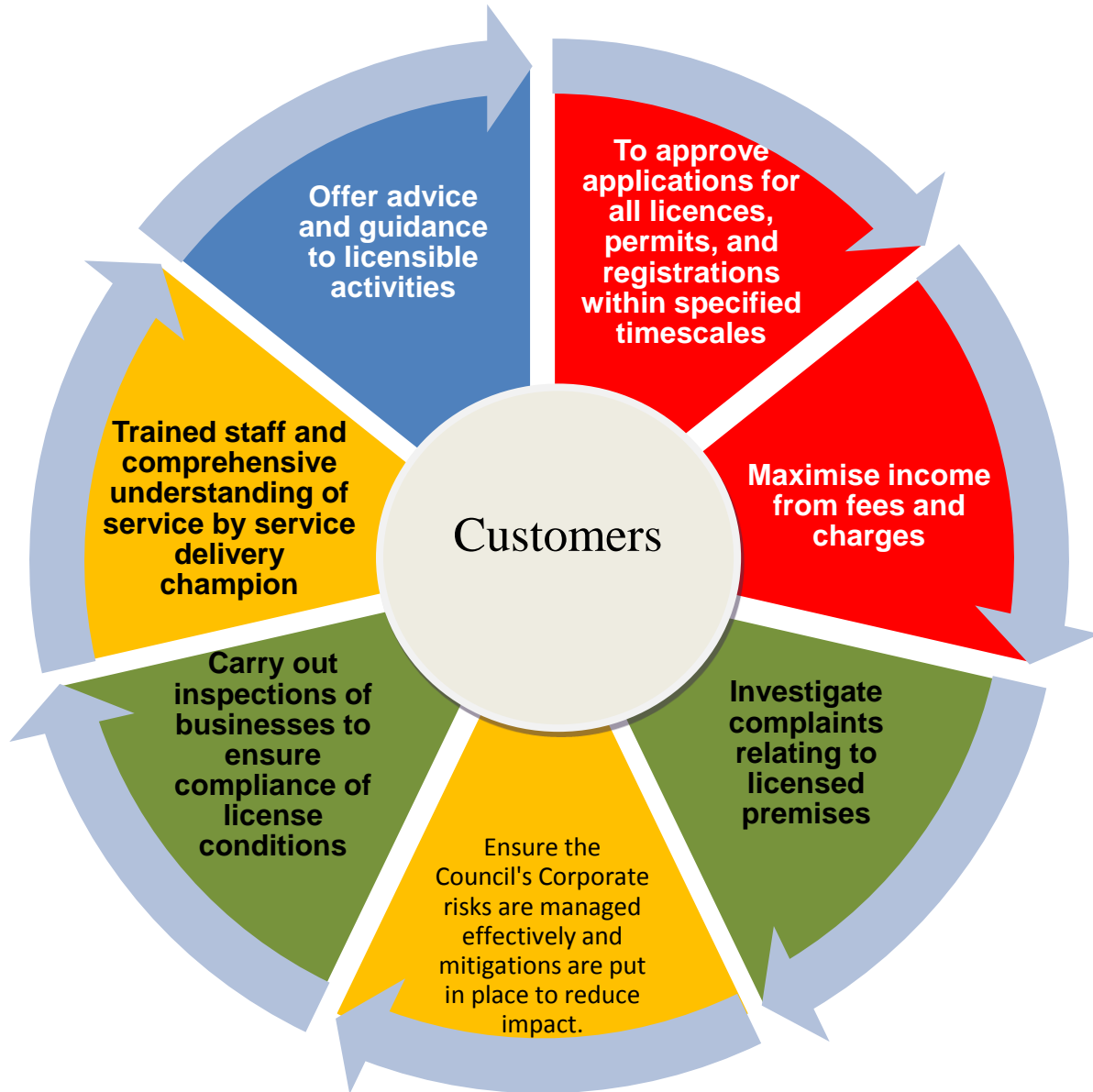
Senior Licensing Officer - FT

Licensing Officer (enforcement) - FT

Licensing Administration Officer - FT

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
By May 2018	Approval of draft Gambling Act policy	Licensing	Cllr Sue Austin	Licensing
By December 2018	Proposed fees and charges	Licensing	Cllr Sue Austin	Licensing
By January 2019	Adoption of new updated Gambling Act policy	Licensing	Cllr Sue Austin	Licensing



Commitments towards our Vision

Service Delivery Plan - Licensing Service 18-19



East Cambridgeshire
District Council

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Maximise income from fees and charges	Delivering a financially sound and well managed Council	To support the council's growth agenda and undertake a fees and charges review	Completed	Stewart Broome- Senior Licensing Officer
To approve applications for licences, permits and registrations within specified timescales		95% of valid new licensed vehicle applications to be processed within 48 hours.	100% (22 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
		100% of valid licensed vehicle renewal applications to be processed within 72 hours of receipt, or by the expiry date of the licence (where an applicant submits their application more than 72 hours in advance of their expiry date).	100% (100 total)	
		100% of valid licensed vehicle variation applications to be processed within 24 hours.	100% (26 total)	
		100% of valid Temporary event notices processed within the statutory period.	99% (274 total – 2 overdue)	
		100% of valid Personal Licences processed with the statutory period	100% (52 total)	
Investigate complaints relating to licensed premises		100% of complaints received will be responded to within 72 hours.	100% (1 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
To carry out statutory programmed inspections of businesses to ensure the		Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100% (48 total)	Stewart Broome- Senior Licensing Officer Lin Bagwell- Licensing Officer
	Gambling Act 2005 licensing policy – update	N/A	Stewart Broome- Senior Licensing Officer	

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
safety, well-being and protection of residents, visitors and employees		Annual inspection of licensed taxi operator bases.	100% (15 total)	Stewart Broome- Senior Licensing Officer Lin Bagwell- Licensing Officer
Offer advice and guidance on licensable activities	Delivering a financially sound and well managed Council	Taxi licensing trade meeting.	100% (2 total)	Stewart Broome- Senior Licensing Officer
Trained staff and comprehensive understanding of the service by the service delivery Champion		% of Appraisals undertaken.	100% (2 total)	Stewart Broome- Senior Licensing Officer
		Service awareness briefings for Service Delivery Champion.	100% (4 total)	Stewart Broome- Senior Licensing Officer
		To review all website pages to ensure that they meet with the needs of our customers.	On-going	Stewart Broome- Senior Licensing Officer
Ensure the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact	Delivering a financially sound and well managed Council	To regularly review risks associated with performance management, including: reputational risk, legal challenges, budgetary control.	On going	Stewart Broome- Senior Licensing Officer