

<b>Committee(s):</b>	<b>Date(s):</b>	<b>Item no.</b>
Licensing Committee	18 April 2011	
<b>Subject:</b> Licensing Service Plan 2011-12	<b>Public</b>	
<b>Report of:</b> Director of Environmental Services	<b>For Decision</b>	
<p style="text-align: center;"><b><u>Summary</u></b></p> <p>This report outlines the work to be carried out by the Licensing Service in 2011-12. It looks at the main objectives for the service and the actions to take place in order to achieve those objectives.</p> <p>The objectives take account of statutory requirements, requests and views from all of the service’s stakeholders, at the same time ensuring that the objectives for the Directorate of Environmental Health and Public Protection and the overall strategic direction for the City of London Corporation are adhered to.</p> <p><b>Recommendation:</b></p> <p>It is recommended that your Committee approves the Licensing Service Plan for 2011-12 (see Appendix 1)</p>		

## **Main Report**

### **Background**

1. In order to be transparent and accountable, the Directorate of Environmental Health and Public Protection publish their business plan each year. As part of this plan the Licensing Service publishes their main objectives for the year to be carried out in order to meet the needs of the various stakeholders.
2. The major stakeholders that influence the work of the Licensing Service are Central Government, local businesses, City Police, other City of London services, residents and of course elected Members.
3. The Service Plan is an important part of the process to ensure national priorities and standards are addressed and delivered locally.

4. Although there is no legal requirement to obtain committee approval for their service plan, it is the wish of the Licensing Service that it receives committee approval for the work it intends to carry out doing the next twelve months.

## **Current Service Plan**

5. The objectives set by the Licensing Service (see Appendix 1) also have to reflect the key objectives of the Directorate of Environmental Health and Public Protection. These are:
  - To ensure that each team has a specific service delivery plan in relation to the London Olympics by 31 March 2012.
  - To comply with new legislation by implementing any changes necessary to service policies and procedures by 31 March 2012.
  - To complete the Memorandum of Understanding with the City of London Police by agreeing and implementing all joint operational level procedures by 30 September 2011.
  - To review and update all existing fees/charges and to explore and develop alternative income generation streams by 30 September 2011.
  - To implement the Northgate M3 Enhancement project Action Plan so that all teams to achieve greater consistency in data entry and processing, and the application becomes more effective as a business performance management and monitoring tool by 31 March 2012.
  - To pursue all forms of qualitative and quantitative benchmarking data in relation to EH&PP, compiling a data set for each team by 31 October 2011.
  - To develop a strategy and procedures in partnership with the City of London Police for dealing with economic crime.
6. The objectives also have to reflect the workload of the service and the need to improve systems and procedures in order to save resources. In this way more can be achieved with the same level of personnel and financial resources.
7. In 2010/11 the Service renewed 717 premises licences, granted 39 new premises licences, issued 495 temporary event notices and was involved in 14 hearings to determine premises licence applications. In addition licences were granted for placing 'Tables and Chairs' on the highway, Massage and Special Treatments, Street Traders in Middlesex Street, Street Collections and premises/activities falling under the Gambling Act.

### *Legislation*

8. During the next twelve months two pieces of legislation are likely to reach the statute books. The City of London (Various Powers) Bill and the Police Reform and Social Responsibility Bill. The former will make changes to the Service's enforcement of street trading within the City and the latter make major changes to the Licensing Act 2003 which is the subject of another report. (Objectives 1 and 2)

### *Procedures*

9. With the above changes comes the need to review procedures and to ensure they meet all statutory requirements. Further, feedback from Members and local Businesses and an increase in the number and complexity of licensing applications has meant that procedures need to be streamlined. If procedures are not streamlined it would be impossible to carry out the necessary workload without an increase in resources. (Objectives 3 and 4)

### *Systems*

10. There is an increasing need to demonstrate the work carried out by this Service using statistical data. This, coupled with the need to ensure the Service offers value for money, requires better use of the in-house M3 database software. The software can also be used for collating information from other authorities and establishing a benchmark for direct comparison with other similar services. (Objectives 5 and 6)

### *Enforcement*

11. In order to ensure compliance with the relevant legislation premises have to be inspected on a regular basis. The inspections need to be risk based in order to focus resources on those premises that are likely to cause problems both to legitimate businesses and residents. (Objectives 7, 8 and 10)

### *Working with others*

12. A Memorandum of Understanding has been agreed between the City Corporation and City Police. As a result of this understanding there are a number of actions that need to be achieved. Those that fall within the remit of the Licensing Service are incorporated within the service plan. (Objective 9)

### *Training*

13. For the Service to achieve this number of objectives all staff must not only be aware of their own personal role but must be fully equipped to carry this out. All staff will be fully trained to enable them to meet their personal objectives particularly in the use of the M3 software. (Objective 11)

14. The Service Plan will be revised annually and monitored on an ongoing basis with the necessary interventions made to ensure targets are met.

### **Financial and Risk Implications**

15. There are no immediate financial implications that would result from approval of this report. All objectives can be carried out within the allocated budget.

### **Legal Implications**

16. There are no direct legal implications to this report.

### **Strategic Implications**

17. The Service Plan reflects the detailed operational work undertaken by regulatory enforcement teams in support of the strategic aims of the City.
18. The plans are linked into the Directorate of Environmental Health and Public Protection's Business Plan through setting out detailed activities which support the main objectives and Key Performance Indicators.

### **Consultees**

19. The Service's objectives have been largely developed from consultation with, and comment from, a number of stakeholders including the City of London Police, elected Members, local businesses, residents and other City Services. The remaining objectives are statutory requirements.

### **Conclusion**

20. The details of the Licensing Service Plan are contained within the Environmental Health & Public Protection Business Plan 2011-12. The Service Plan takes regard of the views of stakeholders and all relevant legislative requirements at the same time meeting the key objectives of the Directorate and the strategic direction of the City of London Corporation.

### **Background Papers:**

None

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