

<b>Committee(s)</b>	<b>Dated:</b>
Licensing Committee	4 July 2018
<b>Subject:</b> Licensing Business Plan 2017-2020: Outturn Report	<b>Public</b>
<b>Report of:</b> The Director of Markets and Consumer Protection	<b>For Information</b>
<b>Report author:</b> Joanne Hill, Department of Markets and Consumer Protection	

### Summary

This report provides an update on progress against the operational performance indicators (PIs) and improvement objectives outlined in the Business Plan of the Licensing Service of the Department of Markets and Consumer Protection (M&CP), during 2017-18.

The report consists of:

- Appendix A: Performance against operational performance indicators (PIs) and key improvement objectives

### Key points from the report are that:

- All members of the Licensing Team have remained informed of amendments to the Licensing Act 2003 and other relevant legislation, and procedures have been updated accordingly.
- A Charity Collections Policy and associated procedures were introduced with effect from 1 November 2017.
- A public consultation was undertaken in relation to street trading. The Street Trading Policy will be amended as necessary to reflect the outcomes of the consultation.

### Recommendation(s)

Members are asked to:

- Note the content of this report and its appendices.

### Main Report

#### Background

1. The 2017-20 Licensing Service Business Plan sets out operational performance indicators and improvement objectives against which the Team's performance is measured.
2. The PIs and objectives were selected to be representative of the main elements of work carried out.

### **Current Position**

3. To ensure that your Committee is informed of progress made against the Business Plan, details of the results of PIs (Appendix A) and progress made in implementing key improvement objectives (Appendix B) is reported. This allows Members to ask questions and have an input to areas of particular importance to them. Members are also encouraged to ask the Director for information throughout the year.
4. Progress against the Business Plan is regularly discussed by Senior Management throughout the year to ensure any issues are resolved at an early stage.

### **Corporate & Strategic Implications**

5. The monitoring of PIs and improvement objectives links to all three of the Strategic Aims set out in the Corporate Plan 2015-19.

### **Financial Implications**

6. The full year end financial position is detailed in the Chamberlain's Outturn report which has also been submitted to this Committee.

### **Risk**

7. Risk is reviewed regularly by the Senior Management Team as part of the ongoing management of operations within the Division. In addition to the flexibility for emerging risks to be raised as they are identified, a process exists for in-depth periodic review of the risk register.

#### **Departmental risk management process**

8. Risk management is a standing agenda item at the bi-monthly Departmental Senior Management Group (SMG) meetings, over and above the suggested quarterly review. SMG receives the risk register for review, together with a briefing note highlighting any changes since the previous review. Consideration is also given as to whether any emerging risks exist for inclusion in the risk register as part of Divisional updates on key issues, ensuring that adequate consideration is given to operational risk.
9. Between each SMG meeting, risk and control owners are consulted regarding the risks for which they are responsible, with updates captured accordingly.

#### **Identification of new risks**

10. New and emerging risks are identified through a number of channels, the main being:
  - Directly by SMG as part of the monthly review process.

- In response to regular review of delivery of the departmental Business Plan; slippage against key deliverables, for example.
  - Annual, fundamental, risk register review, undertaken by the tier of management below SMG.
11. The Risk Register may be refreshed over and above the stated process for review and oversight, in response to emerging issues or changing circumstances.

### **Consultees**

12. The Town Clerk and the Chamberlain have been consulted in the preparation of this report.

### **Appendices**

- Appendix A – Progress against operational performance indicators and Key Objectives 2017-18

### **Background Papers**

Licensing Service Business Plan 2017-2020  
(*Licensing Committee 3 May 2017*)

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