









Department of Markets and Consumer Protection Licensing Service Business Plan Outturn Report 2017-18

Progress against Operational Performance Indicators

	This indicator performed to or above the target. (100% of the target or higher)
	This indicator is a cause for concern, frequently performing just under target. (85% - 99% of the target)
	The indicator performed below the target. (<85% of the target)

Performance Indicator	Annual result 2016-17	Target 2017-18	Annual result 2017-18	
Ensure that, within 12 months, 90% of premises entering the red or amber zone of the Traffic Light Scheme are brought back to the amber or green zone respectively.	95%	90%	95%	
100% of licences to either be renewed or appropriate legal action taken (in accordance with the PH&PP Enforcement Policy) within one month of the licence renewal date.	100%	100%	100%	
Receive more than 70 applications for the annual Safety Thirst Award Scheme from licensed premises, by the deadline of 31 May 2017 (i.e. an increase on the number received in 2016/17).	60	>70	59 ^{*1}	
^{*1} Although resources were put into increasing the number of applications for the Safety Thirst Award Scheme, and targeting businesses with multiple outlets, we were not able to achieve 70 applications. Renewed efforts will be made in 2018/19.				
a) 90% of debts to be settled within 60 days.	86%	90%	98%	
b) 100% of debts settled within 120 days.	93%	100%	99.4% ^{*2}	
^{*2} Aged debt greater than 120 days (£510.00) relates to 2 debtors, both of which are being actively chased by the Licensing Team.				

Progress against key improvement objectives

Ref.	Objective	End of year progress update
1	Produce and publish a revised Statement of Licensing Principles under the Gambling Act 2005.	<ul style="list-style-type: none"> A draft policy went before Licensing Committee on 7 February 2018. Members approved the draft policy for public consultation. The consultation was carried out between 21 February and 9 April 2018. There were no comments received. To be progressed.
2	<p>Ensure provisions relating to the further amendment of the Licensing Act 2003 and other relevant legislation are complied with.</p> <p>Monitor relevant legislation for amendments, particularly those contained within the Policing and Crime Act 2017, The Immigration Act 2016, and those relating to Street Trading.</p> <p>Ensure all team members are aware of changes to legislation.</p>	<ul style="list-style-type: none"> Latest amendments to the Licensing Act 2003: <p>02/05/18 – Extension to licensing hours for Royal Wedding – all premises with permission to sell alcohol and hold regulated entertainment saw hours extended until 1am on Friday 18 into Saturday 19 May and until 1am on Saturday 19 May into Sunday 20 May. CoLP ensured compliance by venues.</p> <p>01/05/18 – Section 182 guidance was amended to provide clarification on Temporary Event Notices (TENs), use of beer gardens and outdoor areas, time limits on hearing process and giving reasons for decisions. All noted by the Licensing Team and reported to Licensing Committee.</p> <p>All Policing and Crime Act 2017 and Immigration Act 2016 amendments have been embedded in the Licensing Act 2003 and noted by the Licensing Team. Key changes relate to summary reviews and interim steps, cumulative impact assessments, late night levies and revised application forms.</p> No other recent changes.
3	Review and update relevant Licensing Policies to provide clarity and ease of use for applicants/ customers.	<ul style="list-style-type: none"> Gambling Policy as set out above The Licensing Policy was reviewed and approved by Licensing Committee in January 2017. Not due for review until 2022

Appendix A

Ref.	Objective	End of year progress update
4	Introduce a Policy, and associated procedures, for the issue of permits for charitable street collections and related street activities.	<ul style="list-style-type: none"> The Charity Collections Policy was approved at Licensing Committee in October 2017 and the policy became effective on 1 November 2017.
5	Revise the Street Trading Policy to make appropriate exemptions for the redevelopment areas around Aldgate and Middlesex Street.	<ul style="list-style-type: none"> Ongoing. A public consultation was completed in March 2018, taking into consideration the views of traders, residents and businesses in the area. The Licensing Team is awaiting the outcome of that consultation to determine any amendments to the policy. These will be reported back to the relevant committee.
6	Consult Late Night Levy payers for their views as to how the Levy monies should be spent.	<ul style="list-style-type: none"> To be progressed.
7	Enhance the M3 database to enable all remaining paper files to be disposed of and data relating to all licensing activities to be accessed electronically.	<ul style="list-style-type: none"> Ongoing.
8	Enhance systems to permit members of the public to apply for licences online.	<ul style="list-style-type: none"> Ongoing – part of a wider departmental project.
9	Refresh the current workforce plan to include upcoming proposed staff changes over the next two years.	<ul style="list-style-type: none"> Ongoing