

Committee(s)	Dated:
Licensing Committee	16 July 2019
Subject: Licensing Service Business Plan 2018-2019: Progress Report	Public
Report of: The Interim Director of Consumer Protection and Market Operations	For Information
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Summary

This report provides an update on progress made during 2018-19 against the operational performance indicators (PIs) and improvement objectives outlined in the Business Plan of the Licensing Service.

The report includes:

- Appendix A: Performance against operational performance indicators and key improvement objectives.

Key points from the report are that:

- Section 101 Agreements were put in place with the neighbouring boroughs of Southwark and Tower Hamlets. These have enabled the Licensing Service to successfully enforce, and almost eliminate, illegal trading on the City bridges and those areas covered by the agreements.
- The Service has maintained its relationship with The Aldgate Partnership (TAP) so that events can be held in the centre of Aldgate.
- There has been a year on year increase in the number of Safety Thirst Awards applications. This year, the deadline for Safety Thirst Award Scheme applications was extended to the end of August to enable more businesses to apply. A review of the 2018 awards will be undertaken and recommendations made to increase application numbers in 2019.

Recommendation(s)

Members are asked to:

- Note the content of this report and its appendices.

Main Report

Background

1. In April 2018, your Committee received a report which included the 2018-19 High-Level Business Plan of the Department of Markets and Consumer Protection. This Plan was supported by underlying, detailed business plans for each division of service within the department.
2. The 2018-19 Licensing Service Business Plan set out improvement objectives against which performance would be monitored throughout the year. Three operational performance indicators (PIs) were also set for the Service.
3. The objectives and performance indicators were selected to be representative of the main elements of work carried out by the Licensing Service.

Current Position

4. To keep your Committee informed of progress made by the Service in delivering its objectives and meeting its performance targets, this report contains updates on performance during the year (Appendix A). This enables 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.
5. Progress against the Business Plan is monitored throughout the year and is regularly discussed by Senior Management to ensure any issues are resolved at an early stage.

Corporate & Strategic Implications

6. The monitoring of key improvement objectives and performance indicators links to the achievement of the aims and outcomes set out in the Corporate Plan 2018-23.

Financial Implications

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

Risk

8. Risk is reviewed regularly by the Senior Management Team as part of the ongoing management of operations. 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

9. Risk management is a standing agenda item at the bi-monthly Departmental Senior Management Group (SMG) meetings. The 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.

10. 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

11. New and emerging risks are identified through a number of channels, the main being:
 - Directly by the SMG as part of the 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 the SMG.
12. The Risk Register may be refreshed over and above the stated process for review and oversight, in response to emerging issues or changing circumstances.

Summary of key risks

13. The Department's Risk Register currently includes no Red or Amber risks specifically related to the Licensing Service.

Consultees

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

Appendices

- Appendix A – Performance against operational performance indicators and key improvement objectives 2018-19

Background Papers

Final Departmental Business Plan 2018/19: Markets & Consumer Protection
(Licensing Committee, 25 April 2018)

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