









## Department of Markets and Consumer Protection Licensing Service Business Plan Outturn Report 2018-19

### 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 2017-18	Target 2018-19	Annual result 2018-19	
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%	<b>90%</b>	90%	
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%	<b>100%</b>	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).	56	<b>&gt;70</b>	64 <sup>*1</sup>	
<sup>*1</sup> 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.				
a) 90% of debts to be settled within 60 days.	98%	<b>90%</b>	90%	
b) 100% of debts settled within 120 days.	99.4%	<b>100%</b>	90.1% <sup>*2</sup>	
<sup>*2</sup> Aged debt greater than 120 days (£3,172.00) relates to 3 debtors who are each being actively chased by the Licensing Team with the support of the Chamberlain's Department.				

## Progress against key improvement objectives

Ref.	Objective	End of year progress update
1	Maximise the potential for trading in Middlesex Street on a Sunday. (Continue work that commenced in 2017/18)	<ul style="list-style-type: none"> <li>• Several consultations have been held with traders and nearby retailers.</li> <li>• Additional stalls have been introduced on an experimental basis with the number and scope still to be finalised.</li> <li>• The Middlesex Street (Petticoat Lane) working party is ongoing and we are reliant on their final report before the remainder of the actions can be carried out i.e. renumbering and grouping of pitches.</li> <li>• With regard to issuing temporary licences, we are waiting for the working party to finalise standard hours with Tower Hamlets. This looks as though it is now complete and, subject to final consultations with waste management, licences will be issued during 2019.</li> </ul>
2	Review and update relevant Licensing Policies/procedures to provide clarity and uniformity for applicants/customers/staff.	<ul style="list-style-type: none"> <li>• The Tables and Chairs Policy has been redrafted and awaits Committee approval.</li> <li>• The Gambling Policy was completed with approval gained from Licensing Committee and Court of Common Council.</li> <li>• The Sexual Entertainment Venue Policy is still to be drafted and has been set as an objective for the Licensing Service for 2019/20.</li> </ul>
3	Ensure provisions relating to the further amendment of the Licensing Act 2003 and other relevant legislation are complied with and information contained on web site is correct.	<ul style="list-style-type: none"> <li>• Responsibility for maintaining the accuracy of information on the website has been assigned to all Team Members relevant to their specialist areas.</li> <li>• All web pages have been updated as necessary.</li> </ul>
4	Produce working procedures on Massage and Special Treatments (MSTs) licensing.	<ul style="list-style-type: none"> <li>• A procedure is in place for the two-tier fee structure (imposed through legislation); the fee structure has been brought in line with the inspection routine. However, further work is required to ensure that inspections take place of all premises. This has been set as an objective for the Licensing Service for 2019/20.</li> <li>• Work is still to be carried out to bring our legislation for MSTs in line</li> </ul>

## Appendix A

Ref.	Objective	End of year progress update
		<p>with the rest of London. This will be completed during 2019/20.</p> <ul style="list-style-type: none"> <li>• Non-written policies are in place for dealing with therapists' qualifications, although these will not be fully operational until the additional resources we have applied for (in 2019/20) are in place.</li> </ul>
5	Continue work with The Aldgate Partnership (TAP) so that events can be held in the centre of Aldgate.	<ul style="list-style-type: none"> <li>• Our relationship with TAP has been maintained and events can now take place, although none have been requested yet. A fee structure is in place and will be used as and when necessary.</li> <li>• A café has been erected on the site and is now operational, although there is no direct association with the Licensing Service.</li> </ul>
6	Prevent illegal street trading on, and around, the bridges within the City of London (including Tower Bridge).	<ul style="list-style-type: none"> <li>• Liaison with the Boroughs of Southwark and Tower Hamlets continues; s.101 agreements are in place with both local authorities.</li> <li>• Funding was granted for an additional Licensing Officer for two years to enforce illegal trading on the bridges and those areas covered by the s.101 agreements.</li> <li>• This has proven successful with illegal trading of goods in those areas almost eliminated. In addition, other trading, e.g. illegal gambling, non-licensed entertainment etc, has almost disappeared.</li> <li>• Further objectives will be carried out during 2019/20 to secure the continuation of existing funding and seek additional funding for this work.</li> <li>• Regular reports on this matter have been submitted to the Port Health and Environmental Services Committee.</li> </ul>
7	Ensure all staff are fully aware of and trained in new policies/ procedures and legislative changes.	<ul style="list-style-type: none"> <li>• Updates on all new policies and procedures and changes to legislation are disseminated to members of the Licensing Team via one-to-one and Team meetings.</li> <li>• All officers now have an annual objective to complete 20 hours CPD.</li> <li>• The new software which will replace M3 (Assure) will not be finalised until 2019/20; training will take place during that year.</li> </ul>