

Committee(s)	Dated:
Licensing Committee	28/04/2021
Subject: Licensing Service Business Plan 2020/21: Progress Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 5, 6
Does this proposal require extra revenue and/or capital spending?	N
Report of: Director of Markets and Consumer Protection	For Information
Report author: Joanne Hill, Department of Markets and Consumer Protection	

Summary

This report provides an update on progress made during 2020/21 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.

Recommendation(s)

Members are asked to:

- Note the content of this report and its appendix.

Main Report

Background

1. In February 2020, your Committee received a report which included the 2020/21 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 2020/21 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

- **Strategic implications** – 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** - The full end of year financial position for 2020/21 will be detailed in the Chamberlain's Outturn report which will be presented to your Committee in July 2021.
- **Resource implications** - None
- **Legal implications** - None
- **Risk implications** - 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. The Department's Risk Register currently includes no Red or Amber risks specifically related to the Licensing Service.
- **Equalities implications** – None
- **Climate implications** - None
- **Security implications** - None

Appendices

Appendix A - Performance against operational performance indicators and key improvement objectives 2020/21

Background Papers

'Revenue Budgets and High-Level Summary Business Plans 2020/21'
(*Licensing Committee 5 February 2020*)

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