Department of Markets and Consumer Protection
Licensing Service Business Plan Outturn Report 2020/21

Progress against Operational Performance Indicators

Performance Indicator	Result 2019/20	Target 2020/21	Result 2020/21
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%**	The Scheme was suspended when Government COVID-19 restrictions were put in place and licensed premises were not permitted to open. For the brief period that licensed premises were allowed limited opening, there was insufficient time for them to be brought into line within the twelve month target. However, the situation has been continually monitored and premises regularly inspected. The Scheme is due to resume from April 2021.
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%**	Due to Government COVID-19 restrictions concessions have been made with regard to payment of licence fees and renewal of licences. Although premises are not currently open, once a renewal date has passed no action will be taken until the premises is permitted to trade again. At that time, premises will have to pay the licence fee in full or agree to a payment plan over twelve months. This will not be relevant until mid-April 2021.
Receive a greater number of applications from licensed premises for the 2020/21 annual Safety Thirst Award Scheme (i.e. an increase on the number received in 2019/20).	73	**>73**	The Scheme was put on hold during 2020/21 due to Government COVID-19 restrictions. All 2019/20 winners retained their award for an additional year. The Scheme will resume in 2021/22.

Performance Indicator	Annual result 2019/20	Target 2020/21	Annual result 2020/21
a) 90% of debts to be settled within 60 days. *[1]	89%	**90%**	Not yet available
b) 100% of debts settled within 120 days. *[1]	95%	**100%**	Not yet available
*[1] The data for the end of 2020-21 is not yet available. Due to the COVID-19 restrictions, concessions have been given to licensed premises regarding the time permitted to pay outstanding invoices. The aged debt figures will, therefore, be skewed until the end of 2021/22.			

Progress against key improvement objectives

Ref.	Objective	End of year progress update
1	Monitor outside drinking in order to prevent this from becoming an issue.	• Achieved. • Intermittent outside drinking took place during the year due to Government COVID-19 restrictions.
2	Review and update relevant Licensing Policies/ procedures to provide clarity and uniformity for applicants/customers/staff.	• Partly achieved. Other priorities brought about by Government COVID restrictions took precedence. • The 'Tables & Chairs Policy' was reviewed and updated. However, other policies were implemented to deal with changes to pavement licence permissions and processes made by the Business and Planning Bill 2020. These included a fast-track approval process for Pavement Licence applications and the City's own 'Al Fresco Eating and Drinking Policy'. • The review and update of the 'Sexual Entertainment Venues Policy' has been postponed until 2021/22.
3	Ensure provisions relating to any further amendment of the Licensing Act 2003 and other relevant legislation are complied with and information contained on web site is correct.	• Achieved. Legislative requirements were monitored for updates/ amendments with many being made throughout the year due mainly to COVID-19. • Team members were kept fully up to date and 'amendment sheets' were issued to relevant colleagues in other service areas.
4	Revise policy for the issuing of Street Trading Licences and introduce procedures for the enforcement of the Policy.	• Not achieved. Carried over to 2021/22. • No, or very little, street trading took place throughout year due to Government COVID-19 restrictions. • The policy will also need to include details of how we will deal with comments made by the Counter Terrorism Security Advisor; this is still under discussion.
5	To fully utilise 'Assure' ensuring all M3 procedures are carried over and service requests are logged.	• Partly achieved. • Initial testing revealed numerous problems which are being investigated by the supplier (Northgate). • Most issues have now been resolved and the 'go live' date is due to be in April/May 2021.

Ref.	Objective	End of year progress update
6	Ensure all staff are fully aware of and trained in new policies/ procedures and legislative changes.	• Achieved. • All staff were trained/updated on all legislative amendments and informed of all new and amended policies.
7	Implement changes in the regeneration of Petticoat Lane Market Project.	• Achieved as far as Government COVID-19 restrictions permitted: o Design and implementation of a gate at the top end of the market, branded and acting as both a security and advertising measure: to be fully implemented – May 2021. o Re-design layout of market with more double pitches: to be fully implemented once market re-commences trading – April 2021. o Produce a 'Market Mile' flyer: the flyer has been designed and is ready for publication once the market resumes trading - May 2021.
8	Prevent illegal street trading on, and around, the bridges within the City of London (including Tower Bridge).	• Achieved. • Five prosecutions against peanut and ice-cream vendors are in process although delayed due to Government COVID-19 restrictions. • Trading activity over the past 12 months has been almost non-existent due to the COVID-19 pandemic. • An additional funded post for illegal street trading enforcement has been secured and will commence in April 2021.
9	Increase the number of businesses participating in, and achieving an award in, the Safety Thirst Scheme.	• Not achieved. The Scheme was put on hold during 2020/21 due to Government COVID-19 restrictions. • All 2019/20 winners retained their award for an additional year. • The Scheme will resume in 2021/22.
10	Achieve the KPI targets set in the 2020/21 Business Plan.	• Performance is shown on the first page of this Appendix.