

Environment and Leisure Department

Work Plan – 2007 to 2008

Division: Sustainability
 Section: Trading Standards and Services
 Team: Licensing

Council Theme	Service priority	Service Actions	Target/Measure	Lead Officer	Comments
3.1, 3.10	Fighting Community Crime	Detection of unlicensed activities involving licensed persons, vehicles and premises	Two 'out-of-hours' enforcement operations per month, to include both in-performance LA03/taxi enforcement One joint enforcement operation with TVP each month Monthly meetings with TVP Licensing/Community Safety Inspector to liaise and share information	SW/PF SW/PF LD/SW	Amended to one visit per month with the exception of June to September inclusive Not achieved, TVP unable to provide support Achieved where able to arrange convenient date
3.1, 3.10	Fighting Community Crime	Carry out enforcement in consistent and fair manner	Licensing Enforcement Protocol to be drafted with relevant agencies	LD	Not achieved – carried forward to 2008/2009
3	Protecting public health and safety	Ensuring that premises and vehicles used for licensable activities are safe and suitable for purpose	Carry out 100% of all LA03 premises in accordance with risk assessment each month	SW/PF	Not achieved due to staff shortages in the last quarter of 2007/8

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3, 10.12	Protecting public health and safety	Ensuring that premises and vehicles used for licensable activities are safe and suitable for purpose	Carry out 8 rank inspections per month Carry out multi-agency taxi enforcement check once a year (July 2007)	PF PF	Achieved Achieved
3	Protecting public health and safety	Ensure safety of Park Home Sites	Site audits carried out in line with 5 year plan Keep up to date with changes in legislation	RJS RJS	Devon Close audit carried out New Model Standards issued April 2008
3, 5, 11	Supporting compliant businesses	Educate and inform local businesses to ensure that they are aware of changes in legislation and their duties as licence holders	Attend and assist with Pubwatch meetings	SW	Achieved
			Produce annual newsletters for LA03 premises, taxi licence holders and park home residents	SW/PF/ LD	Achieved for taxis and LA03 licensed premises

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			Make above newsletters available on website within week of publication	ET	Achieved
			Assist EH with smokefree changes with particular reference to taxis and LA03 premises	LD	Achieved
			Assist firms with licensing of drivers and vehicles prior to removal of contract exemption in Jan 2008	PF	Achieved
3, 4	Supporting compliant businesses	Take lead role within Safety Advisory Group	Chair SAG Group and improve use and profile of SAG within both the authority and local community	LD	Achieved
			Review SAG Guidance document by March 08	LD	Event forms updated

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			Carry out all administration for SAG	ET	Achieved
11	Supporting compliant businesses	Maintain and review guidance notes for all licence applications	Create guidance for Gambling Act 2005 applications Guidance for all other applications reviewed regularly and updated where necessary	LD ET	Premises achieved. No guidance for machine permits produced Achieved
1	Supporting compliant businesses	Town Centre redevelopment	Liaise with trade wherever possible to ensure awareness of redevelopment	RJS/LD	Achieved
11	Improving Services	Ensure that all staff are suitably trained and proficient to carry out their duties	Appraisals to be completed for all staff	LD RJS ET	Achieved
11.8	Improving Services	Ensure online access to Licensing information	All licensing forms and guidance to be available online	ET	Achieved, further improvements required to Gambling Act info

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			Online applications supported where possible	ET	Achieved
			IT audit of M3 online licensing in last quarter of 2007/8	ET	IT Audit of M3 carried out. Satisfactory assurance received
11, 12	Improving Services	Ensure members of Committee are aware of their responsibilities	Regular reports to Committee	RJS LD	Achieved
			Provide refresher LA2003 and GA2005 training where needed	RJS	Achieved
11	Improving Services	Ensure that public can obtain details of licences and applications where appropriate	Maintain public register	ET	Achieved. Register to be created for GA2005 premises
			Notify neighbouring properties of LA2003 applications as per agreed procedure	ET/SW	Achieved

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11	Improving Services	Ensure customers are satisfied with service provided	Send out customer satisfaction surveys in respect of complaints, inspections and applications Monitor ethnic origin of all applicants for taxi licences in compliance with equal opportunities and cohesion policy	ET ET	Achieved 100% service satisfaction levels for both officer and administration contacts Achieved
3.10, 11	Improving Services	Review policies where appropriate	Review of Licensing Act 2003 Policy to be carried out by end 2007	RJS	Achieved
11	Improving Services	Review fees and charges on annual basis	Budget monitored on monthly basis Check of rateable values of all LA2003 premises to be carried out by end 2007	RJS/LD SW/PF	Achieved Achieved

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11	Improving Services	Process applications within agreed performance indicators	Premises licences within 2 months, personal licences within 1 month and taxis within 2 days from completed application Monthly reports run to ensure PIs met	ET ET	Achieved Achieved
11	Improving Services	Share information between staff	Maintain FAQs on shared drive and attend team meetings	All	Achieved
3.10	Protecting the Vulnerable	Implement Gambling Act 2005	Ensure that all gambling premises are licensed in accordance with GA2005 Visit all premises by end November to ensure compliance	LD LD	Achieved Partly achieved due to other service pressures and staff shortages in final quarter