

Environment and Leisure Department

Work plan – 2008 to 2009

Division: Environment and Public Protection
 Section: Trading Standards and Licensing
 Team: Licensing

Priority area	MTO	Key action	Service Task	Target/Measure Inc National/Local indicators	Lead Officer	Comments e.g. where the task comes from
5	10		Ensure all applications and complaints processed within agreed performance indicators and as required by legislation	Monthly reports run to ensure local and legislative performance indicators are met	LD	Local performance indicator (PI) Legislative requirement
4	8		Carry out all programmed inspections in accordance with risk assessments	118 programmed inspections completed by end March 2009 and all revisits completed within one month	SW	Hampton Review - Better Regulation National priority - Alcohol Licensing
4	8		Carry out 400 driver/vehicle checks and at least one multi-agency taxi enforcement check per year	All inspections and multi-agency check carried out by end March 2009	BW	Hampton Review - Better Regulation Local PI
4 5	8 10	10.4	Licensing Enforcement Protocol to be drafted with relevant agencies	Protocol completed and in place by end March 2009	LD	Hampton Review - Better Regulation National priority - Alcohol Licensing
4 5	8 10	10.4	Carry out regular enforcement shifts outside of normal working hours with other enforcement agencies	Minimum of one late shift per month as and when required and at least 120 in-performance	LD	Hampton Review - Better Regulation National priority -

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				inspections		Alcohol Licensing
4 5	8 10	10.4	Joint visits with TVP to new DPS at premises as and when necessary	Visits to new DPS carried out with TVP where timetables allow; to target at least 50% of applications	SW	National priority - Alcohol Licensing
4	8		Site audits for park home sites carried out in line with 5 year audit plan	Warfield Park site audit carried out by end March 2009	SW	Hampton Review - Better Regulation
4	8		Educate and inform local businesses to ensure they are aware of any changes in legislation and their duties as licence holders	Attend and assist with Pubwatch meetings as required	SW	National priority - Alcohol Licensing
4	8		Educate and inform local businesses to ensure they are aware of any changes in legislation and their duties as licence holders	Produce annual newsletters for licensed premises and taxi drivers	SW/ BW	Hampton Review - Better Regulation
4 5	8 10	10.4	Take lead role for Safety Advisory Group	Carry out all administration in relation to event forms and meetings	LD	Corporate initiative to ensure safe events
4 5	8 10	10.4	Ensure Safety Advisory Group documentation up to date	Review and re-issue SAG Guidance Manual by	LD	Hampton Review - Better Regulation

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				March 2009		
5	10		Ensure all application forms and guidance are up to date and available on website	Forms and guidance reviewed and updated	LD	Hampton Review - Better Regulation E-government agenda
5	10		Liaise with trade wherever possible to ensure awareness of redevelopment	Attend Town Centre Update meetings and liaise with Redevelopment team as requested	LD	National priority - Alcohol Licensing
4	8		Ensure that public can obtain details of licences and applications where appropriate	Online and public register maintained and neighbouring properties of licensed premises notified of applications as per agreed procedure	LD	Hampton Review - Better Regulation E-government agenda National priority - Alcohol Licensing
4	8		Ensure members of Committee are aware of and up to date with changes in legislation	Reports to Committee when necessary and Member's Guide to Licensing prepared by end July 2008	LD RJS	Hampton Review - Better Regulation National priority - Alcohol Licensing

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4	8		Review policies where appropriate	Plan implemented to ensure Gambling policy reviewed by Dec 2009	LD	Legal requirement
5	10		Monitor budget and review fees and charges	Budget monitored on monthly basis and fees and charges reviewed annually through Committee	LD	Audit purposes
4	8		Ensure information shared between staff	FAQs on shared drive reviewed annually and updated as required	LD	Hampton Review - Better Regulation
5	10		Update practice notes to clarify procedure and practice within section	Practice notes relating to professional practice, M3 and performance indicators identified, developed and implemented	LD	Hampton Review - Better Regulation National priority - Alcohol Licensing
5	10		Ensure customers are satisfied with service provided	Customer surveys sent out in respect of complaints, inspections and applications.	LD	Hampton Review - Better Regulation National performance Indicator

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				90% satisfaction rate target NKPI 182		
5	10		Provide talks and presentations to consumers and businesses on Licensing issues	To respond to a maximum of 5 requests for talks	LD	Hampton Review – Better Regulation
5	10		Continue to develop and update Internet and Intranet information	Intranet up to date and relevant	ND	Hampton Review – Better Regulation
3	7	7.5	Ensure safe access to hackney carriages by wheelchair users	All new and replacement hackney carriages to be wheelchair accessible by March 2010 and all new driver applicants to undertake DSA practical wheelchair test	LD	Council Cohesion policy Key Tasks 1.4 and 1.5 and Disability Equality Scheme Actions 6.1 and 6.2
3	7	7.5	Monitor ethnic origin of all applicants for taxi licences in compliance with equal opportunities and cohesion policy	Ethnic origin information recorded for all taxi driver applicants	LD	Council's Race Equality Scheme
5	10		Ensure accuracy of data held on M3 database	Data check all taxi licence information to be carried out by end July 08	LD	Local PI

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5	10		Work with TS and EH to investigate the possibility of a 'single inspection' service to reduce burden on businesses	Competency matrix to be agreed and officers appropriately trained where funding available	LD	Hampton Review - Better Regulation
5	10	10.4	Section 101 Berkshire-wide agreement to permit cross border authorisation of Licensing Officers	Agreement signed and implemented	RJS	Hampton Review - Better Regulation Business continuity

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Performance Indicators

Type of Application	Length of time following receipt of fully complete & valid application
Taxi applications	2 clear working days
Premises Licence (new and variation)	1 month if no hearing required 2 months if hearing required
Personal Licences	5 working days if clear CRB Disclosure 6 weeks if hearing required
Variation DPS/Transfer	21 days if no objection received 6 weeks if hearing required
All other licences, permits, registrations and consents	5 working days (if no hearing required, following close of any consultation period) 2 months if hearing required
TENS	96 hours or 1 clear working day, whichever is longest
Inspections	100% of all programmed inspections by end of year 120 out of hours inspections by end of year
Revisits	100% within 1 month where non-compliant
Complaints/Enquiries	First response within 2 working days
Taxis	400 vehicle/driver checks and at least one multi-agency check completed per year