

Environment, Culture and Communities Department

Work plan outcome – 2008-2009 ANNEX B

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

Service Task	Target/Measure Inc National/Local indicators	Lead Officer	How we did
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	Progress has been made however further changes in our database usage and a fuller range of reports need to be written
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	126 programmed inspections completed and revisits completed where required.
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	Due to a vacancy for 4 months, the need to train 2 new officers within the financial year together with the need to meet other targets and respond to reactive demands within high priority areas, it has not been possible to fully complete the targeted inspections. We did however achieve 241 inspections.
Licensing Enforcement Protocol to be drafted with relevant agencies	Protocol completed and in place by end March 2009	LD	Protocol drafted and out for final approval and agreement
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 inspections	LD	16 out of hours enforcement shifts completed, 161 in performance/monitoring inspections completed

Environment, Culture and Communities Department

Work plan outcome – 2008-2009 ANNEX B

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

Service Task	Target/Measure Inc National/Local indicators	Lead Officer	How we did
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	Achieved 70%
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	Audit of a 460 park home site completed
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	100% of pub watch meetings attended
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	Completed. Newsletter to licensed premises and taxi trade sent out
Take lead role for Safety Advisory Group	Carry out all administration in relation to event forms and meetings	LD	11 meetings held within the year dealing with 44 proposed events within the borough
Ensure Safety Advisory Group documentation up to date	Review and re-issue SAG Guidance Manual by March 2009	LD	Manual redrafted ready for reissue
Ensure all application forms and guidance are up to date and available on website	Forms and guidance reviewed and updated	LD	All forms and guidance up to date on website

Environment, Culture and Communities Department

Work plan outcome – 2008-2009 ANNEX B

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

Service Task	Target/Measure Inc National/Local indicators	Lead Officer	How we did
Liaise with trade wherever possible to ensure awareness of redevelopment	Attend Town Centre Update meetings and liaise with Redevelopment team as requested	LD	Regular meetings held with relevant trade members
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	Online licensing maintained and neighbourhood notification implemented
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	Reports and training sessions delivered to members on new and existing legislation
Review policies where appropriate	Plan implemented to ensure Gambling policy reviewed by Dec 2009	LD	Members approved plan put forward for the review of the Gambling Policy
Monitor budget and review fees and charges	Budget monitored on monthly basis and fees and charges reviewed annually through Committee	LD	Fees and charges reviewed to enable the fees to be set for 09-10. Service delivered within the budget set.
Ensure information shared between staff	FAQs on shared drive reviewed annually and updated as required	LD	Progress limited due to staffing vacancies within the year

Environment, Culture and Communities Department

Work plan outcome – 2008-2009 ANNEX B

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

Service Task	Target/Measure Inc National/Local indicators	Lead Officer	How we did
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	Progress limited due to staffing vacancies within the year
Ensure customers are satisfied with service provided	Customer surveys sent out in respect of complaints, inspections and applications. 90% satisfaction rate target NKPI 182	LD	The service was included within a new national business satisfaction performance indicator alongside Trading Standards and Environmental health. The provisional result is expected to be around 75%. This survey looks at the interactions that we have with businesses in respect of licence applications and inspections The service was unable to initiate a separate consumer satisfaction survey that looked at our interaction with persons making complaints about licensed businesses.
Provide talks and presentations to consumers and businesses on Licensing issues	To respond to a maximum of 5 requests for talks	LD	Only one talk requested which was delivered
Continue to develop and update Internet and Intranet information	Intranet up to date and relevant	ND	All forms and guidance up to date on website and intranet

Environment, Culture and Communities Department

Work plan outcome – 2008-2009 ANNEX B

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

Service Task	Target/Measure Inc National/Local indicators	Lead Officer	How we did
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	Introduced and implemented. It is anticipated that the vast majority of taxis will be wheelchair accessible by the 2010 date
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	Information now being collected where provided by the applicant
Ensure accuracy of data held on M3 database	Data check all taxi licence information to be carried out by end July 08	LD	Good progress made but due to staffing vacancies within the year the exercise was not fully completed
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	Facilities now in place to enable single inspection visits on a limited number of premises
Section 101 Berkshire-wide agreement to permit cross border authorisation of Licensing Officers	Agreement signed and implemented	RJS	Document drawn up but still no final agreement between the 6 Unitary authorities
Review Caravan site licences conditions in light of legislative changes to model standards	All licences reviewed and process of variation in progress	SW	Some progress made but will have to continue into next year. The new model standards reduce some areas of legislative control by local authorities