



Licensing Service Delivery Plan 2023 to 2024

Overview of the service

The Council's Licensing team is based within the Environmental Services department. Licensing is a statutory function and its primary aim is the safety, well-being and protection of the general public. Duties include inspection and enforcement to ensure compliance with licensing conditions and legislative requirements, offering advice and guidance, as well as the administrative functions of processing and issuing licenses.

The Licensing team cover a diverse range of licensed premises and activities.

Their work includes:

- ensuring all licence type applications received are processed and issued within statutory timescales
- ensuring fees are received for each licence type for applications, renewals and annual fees
- ensuring allegations and complaints made to the Council in connection with licensable activities are investigated and appropriate action is taken
- taking appropriate enforcement action in relation to breaches of licence conditions and statutory duties
- preparing and presenting reports for both Licensing Committee and Licensing Sub-Committee hearings
- offering support and guidance to applicants, licensees and members of the public
- working in partnership with the responsible authorities and other relevant organisations to protect public safety
- formulation of policies and procedures and reviewing conditions of licences

Cost of service

The cost of the service is £19,067.

Staffing Information

Senior Licensing Officer (full time)

Licensing Officer (Enforcement) (full time)

Licensing Support Officer (full time)

Licensing Support Officer – (part time, 15 hours per week, 6-month fixed term contract)

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Enforcement Policy – review	By October 2023	Licensing Committee
Half year report 2023 to 2024	November 2023	Operational Services
CCTV in taxis	By December 2023	Licensing Committee
Fees review	By December 2023	Licensing Committee
Taxi Licensing Policy – 5-year review	By December 2023	Licensing Committee
End of year report 2023 to 2024	March 2024	Operational Services
Service Delivery Plan 2024 to 2025	March 2024	Operational Services

Licensing Service Delivery Plan 2023 to 2024

This Service Delivery Plan describes what Licensing service will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council's strategic outcomes and Corporate Plan 2022 to 2023.

Council's strategic outcome: Maintain sound finances. Improve systems and practices.

Licensing's strategic objective: Maximise income from fees and charges.

Link to Corporate Plan: Sound financial management.

Performance measure Target and reporting **Baseline/output from 2022 to 2023** Owner and co-owners

Support the Council's growth agenda and undertake a fees and charges review	By December 2023, annually	Annual review completed in November 2022	Senior Licensing Officer
------------------------------------------------------------------------------------	----------------------------	------------------------------------------	--------------------------

Council's strategic outcome: Customers are at the heart of everything we do.

Licensing's strategic objective: Approve applications, notifications and registrations within specified and/or statutory timeframes.

Link to Corporate Plan: Sound financial management.

Performance measure Target and reporting **Baseline/output from 2022 to 2023** Owner and co-owners

100% of valid new vehicle licence applications to be ready for collection within 3 working days	100%, annually	100% (58 total)	Senior Licensing Officer
100% of valid vehicle licence renewal applications to be ready for collection within 3 working days, or by the expiry date of the licence (where an applicant submits their application more than 3 working days in advance of their expiry date)	100%, annually	100% (101 total)	Senior Licensing Officer
100% of valid vehicle licence variation applications to be processed by the close of the next working day	100%, annually	100% (14 total)	Senior Licensing Officer

Performance measure **Target and reporting timescale** **Baseline/output from 2022 to 2023** **Owner and co-owners**

100% of valid Temporary Event Notices to be processed and determined by the close of the next working day	100%, annually	100% (233 total)	Senior Licensing Officer
100% of valid personal licences processed within the statutory period	100%, annually	100% (31 total)	Senior Licensing Officer

Council's strategic outcome: Customers are at the heart of everything we do.

Licensing's strategic objective: Offer appropriate advice and guidance regarding licensable activities controlled by the department.

Link to Corporate Plan: Sound financial management.

Performance measure **Target and reporting timescale** **Baseline/output from 2022 to 2023** **Owner and co-owners**

100% of enquiries responded to within 3 working days	100%, annually	100% (570 CRM enquiries plus unknown number of direct dialled and emailed enquiries).	Senior Licensing Officer
Ensure website and online options are up to date	As identified, annually	Ongoing.	Senior Licensing Officer
Ensure staff are all up to date on latest policies and procedures	As identified%, annually	Ongoing.	Senior Licensing Officer

Council's strategic outcome: Safe, vibrant and inclusive communities. Community sustainability.

Licensing's strategic objective: Investigate complaints relating to licence holders, and those operating outside of the law.

Link to Corporate Plan: Social and community infrastructure.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
100% of complaints received will be responded to within 3 working days	100%, annually	100% (12 total)	Senior Licensing Officer
Service request module to be populated to ensure compliance with enforcement audit	As identified, annually	New performance measure.	Senior Licensing Officer

Council's strategic outcome: Safe, vibrant and inclusive communities. Community sustainability.

Licensing's strategic objective: Carry out inspections of businesses and ensure conditions are being complied with.

Link to Corporate Plan: Social and community infrastructure.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
Ensure all required animal welfare inspections are arranged within the statutory time frame	100%, annually	100% (30 total)	Senior Licensing Officer
Ensure all biennial private hire operator base audits are completed on time	100%, annually	New performance measure.	Senior Licensing Officer

Council's strategic outcome: Be an excellent employer.

Licensing's strategic objective: Trained staff provided with the tools and support required to provide an excellent service and to allow growth within the council.

Link to Corporate Plan: Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
100% of staff appraisals undertaken by the corporate deadlines	100%, annually	100% (2 total)	Senior Licensing Officer
Ensure all training requirements are met by the specific deadline	100%, annually	Ongoing.	Senior Licensing Officer

Council's strategic outcome: A clean, green and attractive place.

Licensing's strategic objective: Consider environmental impacts on all decisions.

Link to Corporate Plan: Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
Work towards providing a full complement of online forms and paperless solutions	As identified, annually	This is a new performance measure, but in reality, we have been working towards providing a full complement of online forms and paperless solutions for over 5 years now.	Senior Licensing Officer