

Licensing Services - Service Delivery Plan 2022/2023

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.
- Offer 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.

The following table provides numbers of live licences:

Type of License	Number
Licensing Act 2003 Premises Licences	295
Animal Premises Licences	67
Small Society Lottery Registrations	78
Gambling Act 2005 Licences	13
Personal Licences	1105
Street Trading Licences	21
Taxi Driver Licences	167
Private Hire Operator Licences	13
Taxi Vehicle Licences	155
Scrap Metal Dealers	9
Total	1923

Cost of service

The cost of the Service is £87,632 (expenditure £256,373, income £168,741)

Staffing information

The Licensing Team consists of 3 full time members of staff:

Senior Licensing Officer - FT

Licensing Officer (enforcement) - FT

Licensing Administration Officer - FT

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
By December 2022	Proposed fees and charges	Licensing	Licensing



Commitments towards our Vision

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East Cambridgeshire
District Council

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Maximise income from fees and charges	Sound financial management	To support the council's growth agenda and undertake a fees and charges review by December 2022	Completed	Stewart Broome- Senior Licensing Officer
		To approve applications for licences, permits and registrations within specified timescales	95% of valid new vehicle licence applications to be processed within 48 hours.	100% (54 total)
100% of valid vehicle licence renewal applications to be processed within 72 hours of receipt, or by the expiry date of the licence (where an applicant submits their application more than 72 hours in advance of their expiry date).			100% (101 total)	
100% of valid vehicle licence variation applications to be processed within 24 hours.			100% (30 total)	
100% of valid Temporary event notices processed within the statutory period.			100% (301 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
100% of valid Personal Licences processed with the statutory period			100% (49 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
100% of complaints received will be responded to within 72 hours.			100% (5 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
Investigate complaints relating to licensed premises			Completion of all required animal welfare inspections within the 3 month legal time frame.	100% (11 total)
		To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents,	Annual inspection of licensed taxi operator bases.	100% (23 total)

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
visitors and employees				
Offer advice and guidance on licensable activities		At least two taxi licensing trade meetings, or newsletters to be sent per annum.	100% (2 total)	Stewart Broome- Senior Licensing Officer
Trained staff and comprehensive understanding of the service by Members		% of Appraisals undertaken by undertaken by 31 st March 2023.	100% (2 total)	Stewart Broome- Senior Licensing Officer
		To review all website pages to ensure that they meet with the needs of our customers	On-going	Stewart Broome- Senior Licensing Officer
Ensure the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact		To regularly review risks associated with performance management, including: reputational risk, legal challenges, budgetary control.	On going	Stewart Broome- Senior Licensing Officer
Undertake activities which help to mitigate / adapt to climate change	Cleaner, Greener East Cambridgeshire	To contribute to the preparation of, and subsequent implementation of, the Council's Climate and Environment Action Plan.	New target	Cross-council activity