

## **Service Delivery Plans- six month monitoring template (Quarter 1 and Quarter 2)**

### **Performance template**

#### **Service area- Licensing Services**

##### **Brief overview of service area-**

**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.**

##### **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.**

**EXAMPLE**

Performance measures linked to the Five Strategic Outcomes				
Owner- Principal Democratic Services Officer (PDSO)				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes/outputs achieved to date	Variance
<i>Detail each performance measure separately</i>	<i>Colour code accordingly</i>	<i>What were the targets against each measure?</i>	<i>What outputs/outcomes have been achieved against target?</i>	<i>+ or - % variance</i>
Performance measure- Maximise income from fees and charges		To support the Council's growth agenda and undertake a fees and charges review. By March 2016.	Review concluded. Consultation taking place. Consultation finishes 28 <sup>th</sup> December. Objections will be presented to Members at Licensing Committee 20 <sup>th</sup> January 2016.	N/A
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner-				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
Performance measure- To approve applications for licensed premises within specified timescale.		90% of new hackney carriage and private hire vehicle licenses to be processed within 24 hours. 90% of renewal hackney carriage and private hire vehicle licenses to be processed within 48 hours.	95.75% of HCVL's processed within 24 hours of validation.  96.83% of HCVL renewals processed within 48 hours.	+5.75%  +6.83%
		100 % of Temporary event notices processed within statutory period.	100%	0%
		To maximise income to cover cost of the provision of the licensing service. By March 2016	Review concluded. Consultation taking place. Consultation	

## APPENDIX D

			finishes 28 <sup>th</sup> December. Objections will be presented to Members at Licensing Committee 20 <sup>th</sup> January 2016	
		To Implement the taxi licensing deregulation measures for 3 year hackney carriage and private hire licences and 5 year private hire operator licences by October 2015	Completed on October 2015	N/A
		To undertake a review of existing street trading policies. By March 2016	Review completed – currently out to consultation, consultation finishes 15 <sup>th</sup> February 2016	N/A
<b>Notes (if there is any variance then please detail this below)</b>				

Performance measures linked to the Five Strategic Outcomes				
Owner-				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
Performance measure- To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees		100 % of Annual Inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises	On course for 100% at the time of writing this report. A few last minute applications still need to be inspected before the end of December.	N/A
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner-				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
Performance measure- Trained staff and comprehensive understanding of the service by the Service Selivery Champion		100 % of Appraisals undertaken	Completed and SMART objectives set.	N/A
		4 Service awareness briefings for Service Delivery Champion annually	Completed, and routine briefings scheduled	N/A
Notes (if there is any variance then please detail this below)				

Performance measures linked to the Five Strategic Outcomes				
Owner-				
Performance Measure	Link to Strategic Outcomes (colour code accordingly)	Target	Outcomes	Variance
Performance measure- Offer advice and guidance on licensable activities		1 Taxi licensing trade meeting	Completed, and further meetings to be scheduled during the year	N/A
Notes (if there is any variance then please detail this below)				

Source of data- please list below where the data was gathered

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**Additional Performance measures**  
Please detail any new performance measures

Performance measure	Link to Strategic Outcomes (colour code accordingly)	Target	Any additional resources needed? (please list below)

**Equality Impact Assessments**

Are there any Performance measures which require the council to devise an Equality Impact Assessment?  
Please list any below;

Performance measure	Equality Impact Assessment (Please attach them underneath against each Performance measure)



Forward plan dates for Member Champions linked to Performance measures		
Date	Activity	Member Champion