

APPENDIX 1

SERVICE PLAN FOR 2017-2018

Aim of service: To provide an efficient and effective licensing service, in accordance with all relevant legislation, statutory guidance and Council policies.

	Subject	Link to corporate objectives	Objective	Lead officer	Timescale to complete	Milestones	Comments/ Benefits
1.	General	Service outcomes for the community	All licences processed within statutory timescales	Christa	April 2018	Ongoing departmental target	To meet statutory requirements
2.	Taxis	Helping local businesses grow	Finalise the driver knowledge tests	Christa	April 2018	All of knowledge test to be in electronic format	Consistency and fairness of questions.
3.	Taxis	Helping local businesses grow	Produce a new draft Taxi policy and issue for consultation	Christa	April 2018	Include elements that have been discussed by the trade, Members, officers to update, in-line with national guidance	To ensure policy is relevant and supports decisions
4.	Taxi and alcohol licensing	Helping local businesses grow	Redesign of driver, vehicle, operator, personal and premises licences	Christa	April 2018	Embossed licences, different paper and print.	Prevent fraud and enhanced appearance
5.	Alcohol licensing and Gambling	Helping local businesses grow	On-line payment facility set up for annual fee payments	Christa Sheryl IT	April 2018	Customers able to pay at any time	Enhanced customer experience. Improved efficiency for licensing team.
6.	Animal Welfare	Living/working within our means	Bring inspections in-house and set up new processes	Christa Rachel Di	April 2018	Knowledge available in house for new/renewal/ queries/ complaints/pre-application advice	Officers available for queries, inspections, complaints plus no external costs

7.	Alcohol licensing	Service outcomes for the community	Review licence conditions and produce a "standard suggested conditions" document for use by applicants, police, EP and Licensing	Sarah/Christa	April 2018	Clear and consistent conditions for licences, to assist with understanding of licence holders and compliance officers	Conditions should be fit for purpose (enforceable, and proportionate).
8.	Team Skills Review	Living/working within our means	Look at team skills to improve resilience across the department and review licensing enforcement role.	Christa	April 2018	Review roles within the team.	Promotes resilience for absence cover and reviews roles within the team.
9.	Flash reports	Protecting the local character of our place	Produce monthly flash reports	Christa/team	April 2018	Communication throughout	Ensures Service Manager and team and other sections are aware of projects/workload and developments

Priorities

- 1 Helping local businesses grow
- 2 Service outcomes for the community
- 3 Protecting the local character of our place
- 4 Living within our means