

## **LICENSING SERVICE PLAN 2017/2018**

### **1. INTRODUCTION**

- 1.1 The purpose of this report is to update the Committee on the Licensing Service Plan for 2017/2018 which highlights the priorities for the team until the end of March 2018.

### **2. SERVICE PLAN FOR 2017/2018**

- 2.1 The Licensing Service Plan (attached in Appendix 1) highlights the priorities for the licensing team over the next 7 months and how this work delivers the vision and priorities in the Corporate Plan. The key objectives for the service are to:
- Ensure all licenses are processed within the statutory timescales
  - Update the driver knowledge tests (see separate report on this matter)
  - Produce a new taxi licensing policy and issue it for consultation
  - Redesign all licences to reduce likelihood of fraud and enhance their appearance
  - Provide on-line payment facilities for annual taxi/liquor licence fees
  - Review the animal welfare licensing process and bring the inspections back in-house
  - Produce a list of standardised license conditions to aid responsible authorities and manage expectations of applicants and their statutory responsibilities
  - Review the skills within the licensing team to improve resilience and identify any training needs
  - Produce monthly 'flash' reports which summarise achievements, performance indicators and the forward work plan
- 2.2 The Service Plan identifies the lead officer for each objective, the timescale for completion and the outcomes and benefits of the objectives. The Service Plan will be reviewed quarterly to ensure the team are on target with the actions.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications for the Committee to consider within this report.

### **4. ENVIRONMENTAL, CRIME AND DISORDER, EQUALITY AND DIVERSITY IMPLICATIONS**

- 4.1 There are no environmental, crime and disorder or equality and diversity implications as a result of this report.

## **5. RECOMMENDATIONS**

- 5.1 That the Committee endorse the priorities set out in the Licensing Service Plan for this financial year.

### **For further information contact:**

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### **Background Papers**

**None**