

APPENDIX 1

Licensing Service Plan 2025 - 2026

Service: Licensing to include taxis and private hire, alcohol, gambling, pleasure boats and boatmen, road closures, pavement licensing.

Service Aims: Provide an efficient and effective licensing service, in accordance with relevant legislation, statutory guidance and Council policies by ensuring that all premises, licence holders and vehicles meet the standards required in the New Forest.

NFDC Corporate Plan 2024 – 2028: [Corporate plan 2024 to 2028.pdf \(newforest.gov.uk\)](https://www.newforest.gov.uk/corporate-plan-2024-to-2028.pdf)

People priorities

1. Helping those in our community with the greatest need.
2. Empowering our residents to live healthy, connected and fulfilling lives.

Place priorities

3. Shaping our place now and for future generations.
4. Protecting our climate, coast and natural world.

Prosperity priorities

5. Maximising the benefits of inclusive economic growth and investment.
6. Supporting our high-quality business base and economic centres to thrive and grow.

Future New Forest

HIGH PRIORITY/STRATEGY DEVELOPMENT							
	Objective (What are we going to do)	Timescale to complete (when)	Milestones (how we will know when we completed, or we have achieved it)	Lead officer (who)	RAG Rating (on target)	Comments/ Risks/Climate impact	Link to corporate objectives / national plans
	High Priority/ Strategic						
1	Update the format of the DKTs to electronic based questions. Review questions. (Transformation).	October 2025	Revised DKT format and questions.	CF/ AC			6

2	Subcontract DBS checking process to 3 rd party organisation (Taxi Plus) (Transformation)	Dec 2025	Will provide drivers with online facility to upload documents. Quicker turnround for applicants and will assist reception and licensing with resource.	CF			Transform
3	Update the Taxi Licensing Policy with reference to the IOL Suitability Guidance	Sept 2025	Minor additions to the policy	JM CF			
4	Investigate mandatory CCTV option for NFDC vehicles	April 2026	Work with other Hampshire authorities, consultation, evidence-based investigation	CF PD JM			1,2,6
5	Review vehicle assessment forms used by the garages	Dec 2025	To include new additions and changes to Taxi Policy	CF SC PD			
6	Review of fees and charges for Taxi licensing	Dec 2025	New fees and charges published based on sound time/resource statistics. GP&L approval	JM CF			
7	Performance report on Licensing Activities	Sept 2025	Report to GPL for increase Member awareness of activities	JM CF			
Reactive Service							
8	All licences/permits and certificates processed within statutory timescales. (all licence types including Taxis and Licensing Act 2003)	March 2026	Quarterly review for performance flash report	CF			Links with people and place priorities
9	Responding to customer enquiries and complaints (all licence types including Taxis and Licensing Act 2003)	March 2026	Timely response to service requests. Reviewed quarterly	CF PD			Links with people and place priorities
10	Inspection programme for alcohol and gambling licensed premises (Licensing and Gambling Acts)	March 2026	Inspection programme delivered based on risk, complaints and intelligence.	CF PD			Links with people

							and place priorities
11	Protection of the public through revocation of dual driver licences where fit and proper test is not met	When required	Revocations carried out in line with scheme of delegation and in a timely manner. Officer decision or hearing to take place.	JM CF			1,2
12	Licensing Act 2003. New and variations where valid representations received to an application. Liaison between relevant parties.	When required	Hearing held within timescale and application determined. Consultation with Democratic Services and Legal.	CF JM DS and legal			1,2
13	Continue to consult and administer new road closures. Implement through Acolaid	On going	Closures issued within timeframe.	CF			6
14	Continue to upskill new members of the team, working closely with admin team and improve resilience	March 2026	Review roles	CF		In progress	Transform
15	Production and submission of statutory returns for HMRC, EA, LA03 and GA05	When required	Returns submitted within the timeframe.	CF			