

Licensing Service Plan 2016/17

Licensing
Partnership



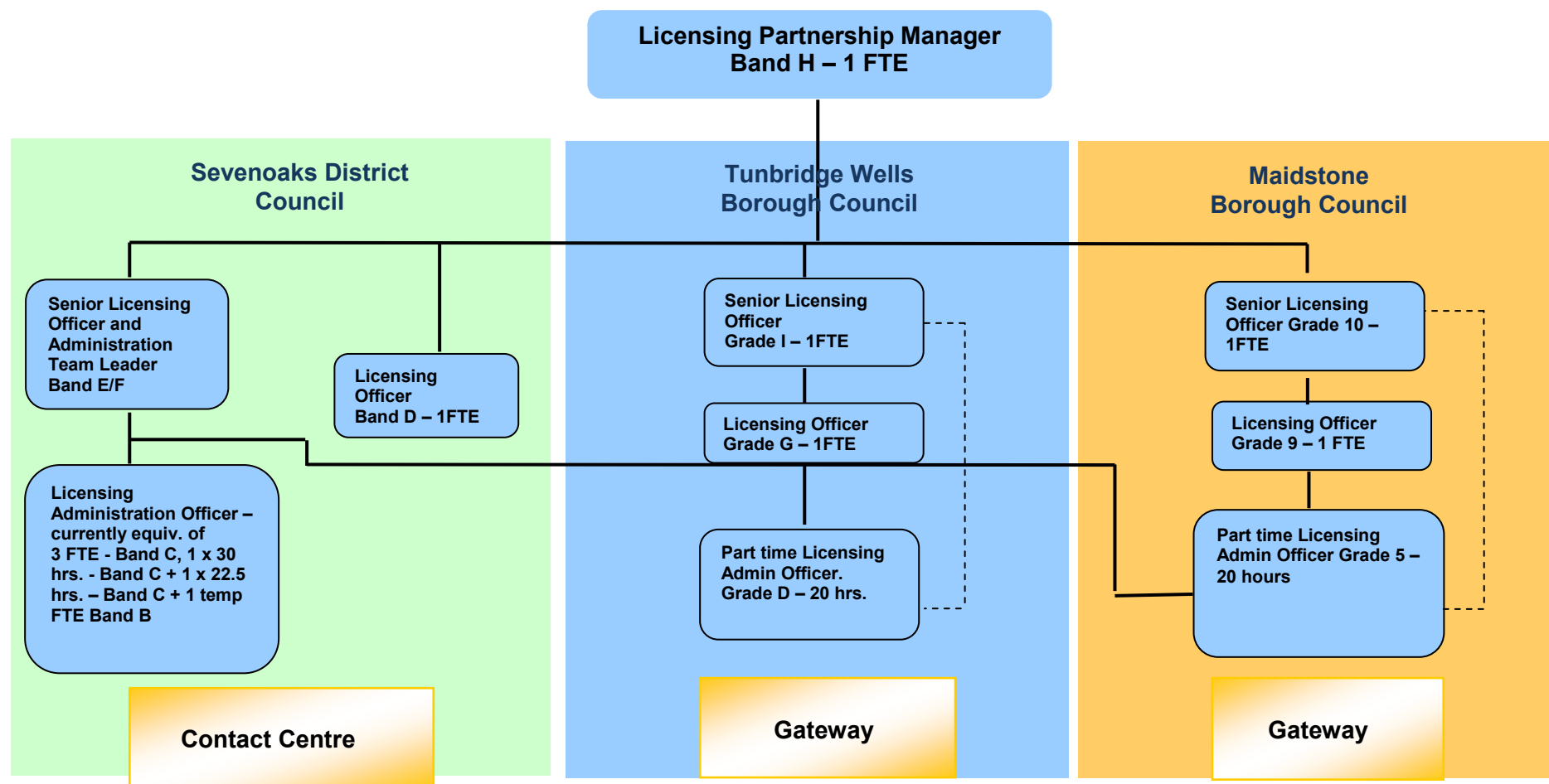
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1. Who we are

Team	Licensing Partnership comprising Maidstone Borough Council, Sevenoaks District Council and Tunbridge Wells Borough Council
Service Manager	Claire Perry
Chief Officer / Head of Service	Gary Stevenson, John Littlemore and Richard Wilson

Our Structure Chart



2. What we do

Key Tasks	<ul style="list-style-type: none">■ Manage and oversee the Licensing Partnership.■ Seek to promote the licensing objectives of the relevant legislation.■ Our aim is to protect the public but also allow legitimate businesses within the area to prosper.■ To ensure that the legitimate taxis and private hire trade are able to provide a safe mode of transport to the residents and users within the Partnership's area.■ Compliance - ensure compliance of licensed premises, activities and events following grant of respective licences, permits and / or notices.■ To ensure that unlicensed premises, taxis/private hire and activities are investigated and appropriate action is taken.■ To enhance customer service while ensuring compliance with legislation.■ Fulfilling statutory duty whilst optimising cost savings and maintaining individual client's Council sovereignty.
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3. 2016/17 Service Objectives

Objective 1	To manage the Licensing Partnership to deliver efficiency savings and achieve performance targets		Responsible Officer	Claire Perry
Performance Measure	Description		2016/17 Target or Outcome	
Performance Indicator	<ul style="list-style-type: none">Percentage of all applications outstanding for more than one monthThe percentage of valid personal licences processed within 2 weeksThe percentage of valid temporary event notices processed within 72 hoursPercentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working daysLength of time from validation to issue of PH vehicle licence (MPI) - target 5 working daysLength of time from validation to issue of HC/Dual driver licence (MPI) - target 10 working daysLength of time from validation to issue of PH driver licence (MPI) - target 10 working daysLength of time from validation to issue of PHO driver licence (MPI) - target 10 working days		<div><10%</div> <div>95%</div> <div>95%</div> <div>95%</div> <div>90%</div> <div>90%</div> <div>90%</div> <div>90%</div> <div>90%</div> <div>To be achieved by 31/03/2017</div>	
Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities	
Link to Maidstone	Corporate & Customer Excellence			

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Corporate Priorities			
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value

Objective 2	Investigate further undertaking of licensing functions for other local authorities.	Responsible Officer	Licensing Partnership Board
Performance Measure	Description	2016/17 Target or Outcome	
Action	Make enquiries with potential partners to undertake licensing functions for a 4 th and 5 th partner.	Further functions carried out for other partners. To be achieved by 31/03/2017	
Action	Implement the required processes/changes to ensure an additional partner is integrated within the Licensing Partnership	A smooth integration of any additional partners	
Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value

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Objective 3	Seek further efficiency savings in processes and use of online facilities		Responsible Officer	Claire Perry
Performance Measure	Description		2016/17 Target or Outcome	
Action	Increase the feedback received from customers regarding the service they receive and improvements that can be achieved		An increase in responses to our customer survey received and improvements made to the service. To be achieved by 31/03/2017	
Action	Implement an improved renewal/reminder notification system utilising email and text for taxi licensees		Reduce the cost of providing reminders to licensees. Seek further time saving measures to reduce officer time and resources. To be achieved by 31/03/2017	
Action	Reduce the face to face interaction for Licensing Partnership staff by implementing scripts to enable customer service staff to assist licensees in their requirement		Reduction in time spent for Licensing Partnership staff in reception, Town Hall & Gateway. Implement an appointment only system within the Gateway at Maidstone Borough Council. To be achieved by 30/09/2017	
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities	
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence			

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Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about our customers
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Objective 4	Ensure all online forms are implemented and in use by customers		Responsible Officer	Claire Perry
Performance Measure	Description		2016/17 Target or Outcome	
Action	The library of on line forms are implemented across the three partners.		Complete the introduction of all online forms. To be achieved by 31/03/2017	
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities	
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence			
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value	

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Objective 5	Undertake a programme of training for Members and officers. Ensure all new Members on each Licensing Committee receive appropriate training.		Responsible Officer	Claire Perry
Performance Measure	Description		2016/17 Target or Outcome	
Action	Deliver a programme of training to the Members and officers.		Programme delivered To be achieved by 31/03/2017	
Action	Hold morning/afternoon sessions where new Members can visit the Licensing Partnership’s Administration Team.		To be achieved by 30/09/2017	
Link to Sevenoaks Corporate Plan	Keeping the district safe	Link to Sevenoaks Community Plan	Safe Communities	
Link to Maidstone Corporate Priorities	For Maidstone to be a decent place to work			
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about our people	

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Objective 6	Officers and Licensing Committees to consider opportunities for greater harmonisation of policies		Responsible Officer	Claire Perry/Lorraine Neale/Sharon Degiorgio
Performance Measure	Description		2016/17 Target or Outcome	
Action	Explore greater harmonisation of licensing policies across the partnership		When the policies are reviewed greater harmonisation is achieved. To be achieved by 31/03/2017	
Link to Sevenoaks Corporate Plan	Keeping the district safe	Link to Sevenoaks Community Plan	Safe Communities	
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence			
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value	
Objective 7	Health, Safety and Well Being of Staff		Responsible Officer	Claire Perry
Performance Measure	Description		2016/17 Target or Outcome	
Action	Ensure risk assessments are carried out and reviewed as appropriate and at least once a year.		Risk assessments are in place and are reviewed.	

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		To be achieved by 31/03/2017	
Action	Ensure 1:1 meetings are carried out on a monthly basis.		All Senior Licensing Officers and Licensing Partnership Manager to ensure meetings take place and are documented.
Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Corporate Priorities	Corporate & Customer Excellence		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about providing value

4. Measuring our Performance

Performance Indicators and Target Setting

Code	Description	Collection period	2015 - 16 Target	2016 -17 Target
LPI LIC 001	Percentage of all applications outstanding for more than one month	Monthly	<10%	<10%
LPI LIC 002	The percentage of valid personal licences processed within 2 weeks	Monthly	95%	95%
LPI LIC 003	Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	Monthly	95%	95%
LPI LIC 004	The percentage of valid temporary event notices processed within 72 hours	Monthly	95%	95%
LPI LIC 005	The percentage of driver and operator licenses issued within 10 days of validation	Monthly	90%	90%
MPI LIC 05a	Percentage of Hackney Carriage driver licenses issued within 10 days of validation	Monthly	90%	90%
MPI LIC 05b	Percentage of Private Hire driver licenses issued within 10 days of validations	Monthly	90%	90%
MPI	Percentage of Private Hire Operator licenses issued within 10	Monthly	90%	90%

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LIC 05c	days of validations			
MPI LIC 012	Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days	Monthly	90%	90%
MPI LIC 013	Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days	Monthly	90%	90%
MPI LIC 017	The number of taxi enforcement checks completed (one per taxi vehicle)	Monthly	Maidstone 180 Sevenoaks 120 Tunbridge Wells 120	Maidstone 180 Sevenoaks 120 Tunbridge Wells 120
Data LIC 001	Total number of Hackney Carriage vehicle licences issued	Monthly		
Data LIC 002	Total number of Private Hire vehicle licences issued	Monthly		
Data LIC 003	Number of monthly premises licensing enforcement visits due that were undertaken	Monthly	Maidstone 180 Sevenoaks 230 Tunbridge Wells 180	Maidstone 180 Sevenoaks 230 Tunbridge Wells 180