

Licensing

Service Plan

2021/22

Licensing
Partnership



Contents

Section	Page Number
Who we are	3
What we do	5
2021/22 Service Objectives	6 - 16
Performance indicators and targets	17 - 18

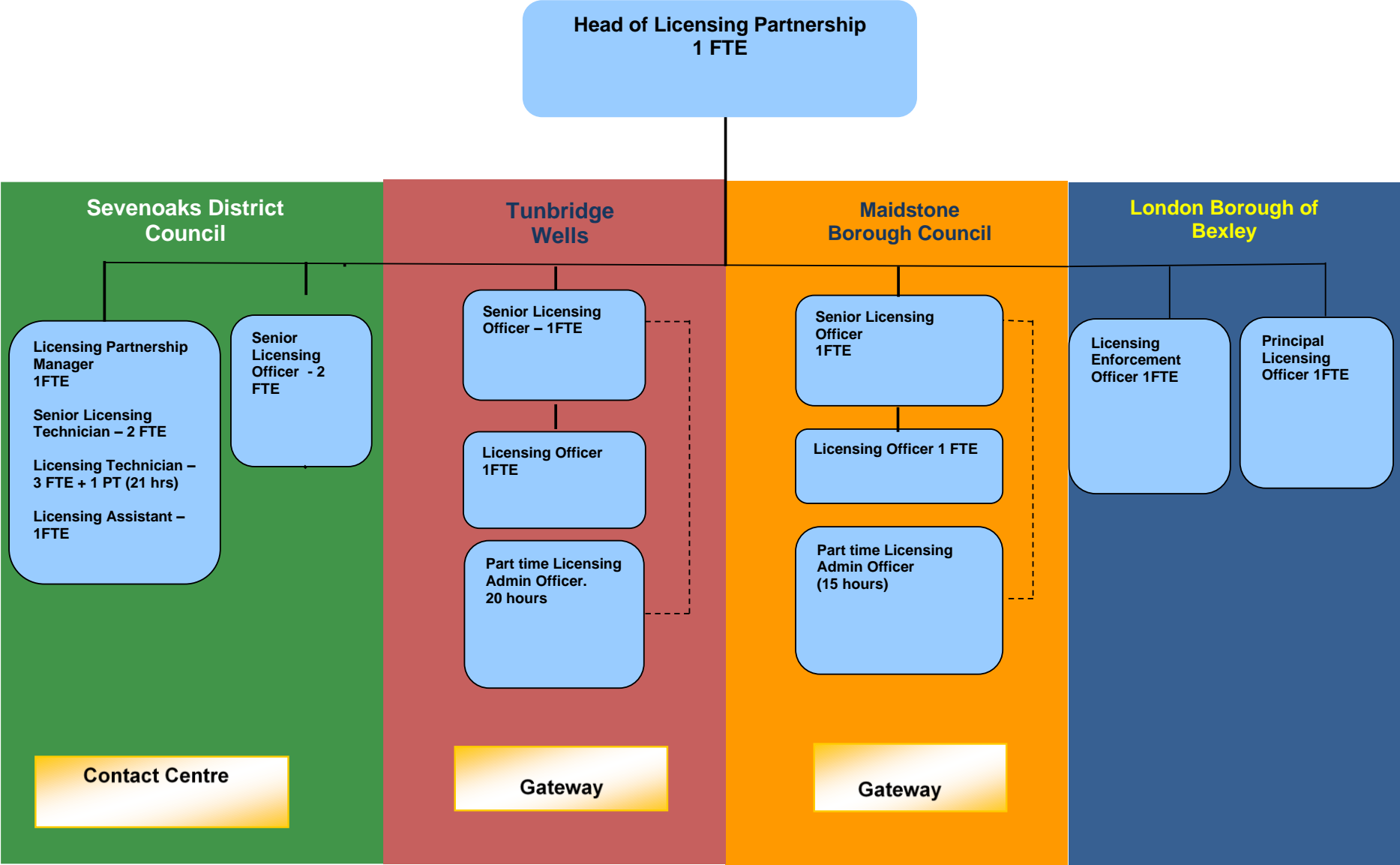
1. Who we are

Team - Licensing Partnership comprising London Borough of Bexley, Maidstone Borough Council, Sevenoaks District Council and Tunbridge Wells Borough Council

Head of Service - Sharon Bamborough

Chief Officers - Gary Stevenson (Tunbridge Wells), John Littlemore (Maidstone), Richard Morris (Sevenoaks) and Jane Richardson (LB of Bexley)

Our Structure Chart



2. What we do

Key Tasks

- 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.
- Take advantage of economies of scale to buy services and optimise the collaborative working between partners

3. 2020/21 Service Objectives

Objective 1	To oversee and lead the Licensing Partnership to deliver efficiency savings and achieve performance targets	Responsible Officer Sharon Bamborough
--------------------	---	---

Performance Measure	Description	2021/22 Target or Outcome (to be achieved by 31.03.2022)
LPI LIC 001	Send out renewal invitations for all licences/permits etc. 2 months (or 4 months for animal licensing) before the expiry date of the licence and if a valid renewal application is not received before the expiry of a licence send a failure to renew letter out within 1 week of the licence expiring and advise the appropriate Authorities accordingly. (Hub Team)	95%
LPI LIC 002	The percentage of valid personal licences processed within 14 working days (Hub Team)	95%
LPI LIC 003	Percentage of <i>unopposed</i> applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) [All]	95%
LPI LIC 004	The percentage of valid temporary event notices served on Responsible Authorities within one working day of receipt (Hub Team)	95%
LPI LIC 005	The percentage of driver and operator licences issued within 12 working days of validation (Hub team)	90%
MPI LIC 05a	Percentage of Hackney Carriage driver licences issued within 12 working days of validation (Hub team)	90%
MPI LIC 05b	Percentage of Private Hire driver licences issued within 12 working days of validation	90%

MPI LIC 05c	Percentage of Private Hire Operator licences issued within 12 working days of validation	90%
MPI LIC 017	<p>Taxi Compliance (licensing officers at Sevenoaks, Tunbridge Wells and Maidstone):-</p> <ul style="list-style-type: none"> • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • reactive/proactive enforcement investigations ongoing/completed • warnings / penalty points issued • vehicle compliance checks 	<p>Non London partners only: 15 actions per month per authority</p> <p>Except MBC who have re-set to 80 per year (equates to 7 per month)</p>
MPI LIC 018	<p>Premises compliance (all licensing officers throughout partnership) :-</p> <ul style="list-style-type: none"> • notice checks to be carried out within one week of initial display • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • carry out proactive visits in accordance with risk rating system • attend enforcement meetings/briefings/collaborate with partners on multi-agency approach 	<p>Non London partners – 15 actions per month per authority</p> <p>Except MBC who have re-set to 80 per year (equates to 7 per month)</p> <p>Bexley – 30 actions per month</p>
MPI LIC 019	<p>(for partners where Hub team arrange annual fee collection -does not apply to Bexley)</p> <ul style="list-style-type: none"> (i) Send out invoices for continuation fees for licences/permits issued under the Licensing Act 2003 and Gambling Act 2005 at least 1 month in advance of the fee being due (ii) Where those fees are not received by the due date, take action to suspend/revoke licence/permit within 1 month of the fee being due. <p>(Hub Team)</p>	95%

MPI LIC 020	Action after suspension - Licensing officers to visit /establish status and resolve within one month and start/take any necessary action (all licensing officers throughout partnership except Bexley) (all licensing officers throughout partnership)	95%
BPI LIC 021	Percentage of <i>unopposed</i> applications for new and variation of Special treatments licences processed within 2 calendar months (from date of validation to issue date) [LBB & Hub]	95%

Link to Sevenoaks Corporate Plan	Providing value for money	Link to Sevenoaks Community Plan	Safe Communities
Link to Maidstone Strategic Plan	Keeping Maidstone an attractive place for all - Ensuring there are good leisure and cultural attractions		
Link to Tunbridge Wells Key Objectives in the Vision	Providing Value	Link to Strategic Compass	To ensure we operate in a business-like way
Link to Bexley Corporate Plan (Shaping our Future Together)	Innovation and self sufficiency		

Objective 2	Be open and proactive about undertaking of licensing functions for other local authorities.	Responsible Officer	Licensing Partnership Board
--------------------	--	----------------------------	------------------------------------

Performance Measure	Description	2021/22 Target or Outcome
Action	Promote the partnership and be open to enquiries with potential partners to undertake licensing functions for a 5th partner.	Further functions carried out for other partners.
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	Securing a successful economy for Maidstone Borough		
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach		
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 3	Seek further efficiency savings in processes and use of online facilities	Responsible Officer	Sharon Bamborough
--------------------	--	----------------------------	--------------------------

Performance Measure	Description	2021/22 Target or Outcome
Action	Continuous review of processes and procedures of Hub team officers and streamline / change as and when requested by partner officers	More efficient working or meeting new legal requirements To be achieved by 31/03/2022

Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Innovation and self sufficiency - a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 4	Ensure all online forms are implemented and in use by customers and explore other software solutions	Responsible Officer	Sharon Bamborough
--------------------	---	----------------------------	--------------------------

Performance Measure	Description	2021/22 Target or Outcome
Action	The library of on line forms should implemented across the four partners – to include new forms for Bexley (Special Treatments) and any updates needed for existing ones (eg animal licensing)	Complete the introduction/update of all online forms. To be achieved by 31/12/2021
Action	Further development of electronic record management system, Enterprise (from Idox)	Increased efficiency and monitoring tools, with enhanced reporting options To be achieved by 31/12/2021

Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 5	Undertake a programme of training for Members and officers. Ensure all new Members on each Licensing Committee receive appropriate training.	Responsible Officer	Sharon Bamborough
--------------------	---	----------------------------	--------------------------

Performance Measure	Description	2021/22 Target or Outcome
Action	Deliver a programme of training to the Members and officers.	Train any new members to Licensing committee and ad hoc training to any other new members appointed for all partners To be achieved by 31/03/2022
Action	Deliver/facilitate training on required topics for officers as needed	To be achieved by 31/03/2022

Link to Sevenoaks Corporate Plan	Keeping the district safe	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Growth that benefits all – the right skills for jobs of today and tomorrow	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough – range of Employment Skills and opportunities across the Borough
Link to Tunbridge Wells Corporate Priorities	Our People	Link to Strategic Compass	To have relevant skills

Objective 6	Revision of Policies & Procedures	Responsible Officer	Sharon Bamborough/Lorraine Neale/Sharon Degiorgio/Samantha Laing/Michael Moss
--------------------	--	----------------------------	---

Performance Measure	Description	2021/22 Target or Outcome
Action	Complete the review of Gambling Policies across the Partnership in readiness for January 2022 when they must come into force	Achieve statutory obligations. To be achieved by 31/12/2021
Action	Continue the review of Street trading policy at Maidstone regarding designation of street trading pitches	To reduce the cost burden of processing each request and/or reduce the number of requests To be achieved by 31/12/2021
Action	Continue the review of the Hub Team Admin procedures and update where necessary	To improve efficiency, reduce errors and speed up processing To be achieved by 31/03/2022
Action	To review taxi policies in Maidstone, Tunbridge Wells and Sevenoaks as and when needed.	To respond to changing needs of public and trade and to keep in line with corporate objectives To be achieved by 31/03/2022
<u>Action</u>	<u>Adapt procedures and requirements in the face of the Coronavirus pandemic to support the trade whilst adhering to regulations</u>	<u>On-going</u>

Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

Objective 7	Health, Safety and Well Being of Staff	Responsible Officer	Sharon Bamborough
--------------------	---	----------------------------	--------------------------

Performance Measure	Description	2021/22 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. To be achieved by 31/03/2022
Action	Ensure 1:1 meetings are carried out on a regular basis.	All Senior Licensing Officers and Licensing Partnership Manager to ensure meetings take place.
<u>Action</u>	<u>Ensure any H&S workplace requirements related to the 2020 pandemic are adhered to and workable solutions are in place.</u>	<u>All Senior Licensing Officers and Licensing Partnership Manager to ensure requirements are adhered to</u>

Link to Sevenoaks Corporate Plan	Supporting and developing the local economy	Link to Sevenoaks Community Plan	Safe Communities
Link to Bexley corporate plan	Innovation and self sufficiency – a commercial approach	Link to Maidstone Corporate Priorities	Securing a successful economy for Maidstone Borough
Link to Tunbridge Wells Corporate Priorities	To support a prosperous borough	Link to Strategic Compass	Providing value

4. Measuring our Performance

Performance Indicators and Target Setting

Code	Description	Collection period	2021/22 target
LPI LIC 001	Send out renewal invitations for all licences/permits etc. 2 months (or 4 months for animal licensing) before the expiry date of the licence and if a valid renewal application is not received before the expiry of a licence send a failure to renew letter out within agreed timescales of the licence expiring and advise the appropriate Authorities accordingly. (Hub Team)	Monthly	95%
LPI LIC 002	The percentage of valid personal licences processed within 14 working days (Hub Team)	Monthly	95%
LPI LIC 003	Percentage of <i>unopposed</i> applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) [All]	Monthly	95%
LPI LIC 004	The percentage of valid temporary event notices served on Responsible Authorities within one working day of receipt (Hub Team)	Monthly	95%
LPI LIC 005	The percentage of driver and operator licences issued within 12 working days of validation (Hub team)	Monthly	90%
MPI LIC 05a	Percentage of Hackney Carriage driver licences issued within 12 working days of validation (Hub team)	Monthly	90%
MPI LIC 05b	Percentage of Private Hire driver licences issued within 12 working days of validation (Hub team)	Monthly	90%

Code	Description	Collection period	2021/22 target
MPI LIC 05c	Percentage of Private Hire Operator licences issued within 12 working days of validation (Hub team)	Monthly	90%
MPI LIC 012	Length of time from validation to issue of HC vehicle licence (MPI) - target 12 working days (Hub team)	Monthly	average number of days
MPI LIC 013	Length of time from validation to issue of PH vehicle licence (MPI) – target 12 working days (Hub team)	Monthly	average number of days
MPI LIC 017	Taxi Compliance (licensing officers at Sevenoaks, Tunbridge Wells and Maidstone):- <ul style="list-style-type: none"> • start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) • reactive/proactive enforcement investigations ongoing/completed • warnings / penalty points issued • vehicle compliance checks 	Monthly	Non London partners only: 180 each (equates to 15 actions per month per authority) Except MBC who have re-set to 80 per year (equates to 7 per month)
MPI LIC 018	Premises compliance (all licensing officers throughout partnership) <ul style="list-style-type: none"> • notice checks to be carried out within one week of initial display 	Monthly	Non London partners – 180 each (equates to 15 actions per month per authority) Except MBC who have re-set to 80 per year (equates to 7 per month)

Code	Description	Collection period	2021/22 target
	<ul style="list-style-type: none"> start action/investigation on receipt of complaints/intelligence within 5 working days (includes visits/letters/interviews etc) carry out proactive visits in accordance with risk rating system attend enforcement meetings/briefings/collaborate with partners on multi-agency approach 		Bexley – 360 (equates to 30 actions per month)
MPI LIC 019	<p>(for partners where Hub team arrange annual fee collection)</p> <p>Send out invoices for continuation fees for licences/permits issued under the Licensing Act 2003 and Gambling Act 2005 at least 1 month in advance of the fee being due and where those fees are not received by the due date to take action to suspend/revoke licence/permit within 1 month of the fee being due. (Hub Team)</p>	Monthly	95%
MPI LIC 020	Action after suspension - Licensing officers to visit /establish trading status within one month and start/take any necessary action (all licensing officers throughout partnership except Bexley)	Annual	95%
BPI LIC 021	Percentage of <i>unopposed</i> applications for new and variation of Special treatments licences processed within 2 calendar months (from date of validation to issue date) [LBB & Hub]	Monthly	95%