

Licensing
Service Plan
2015/16

Licensing
Partnership



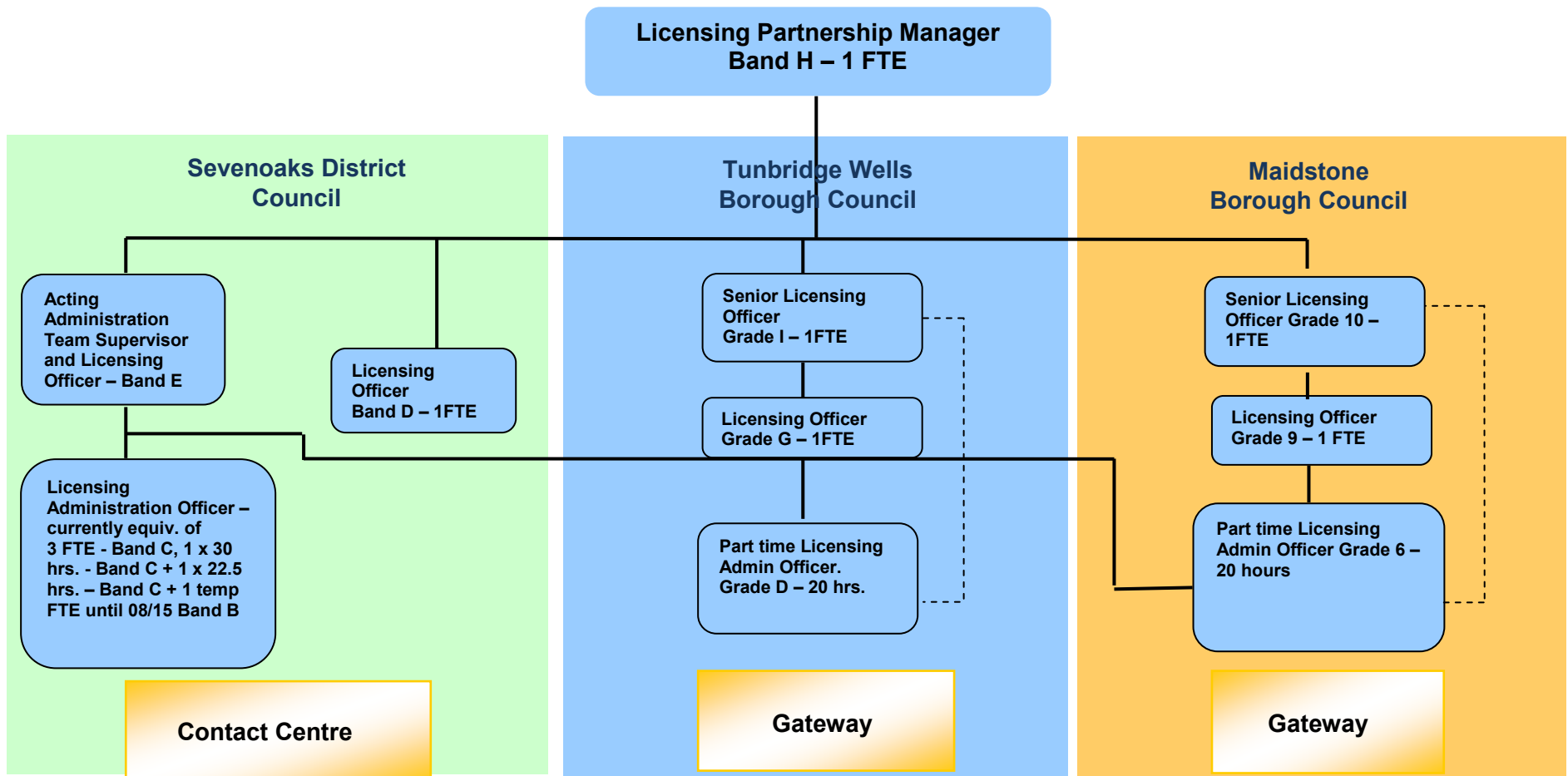
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1. Who we are

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

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 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. 2015/16 Service Objectives

Objective 1	To manage the Licensing Partnership to deliver efficiency savings and achieve performance targets	Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome	
Performance Indicator	<ul style="list-style-type: none"> • Percentage of all applications outstanding for more than one month • The percentage of valid personal licences processed within 2 weeks • The percentage of valid temporary event notices processed within 72 hours • Percentage 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 days • Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days • Length of time from validation to issue of HC/Dual driver licence (MPI) - target 10 working days • Length of time from validation to issue of PH driver licence (MPI) - target 10 working days • Length of time from validation to issue of PHO driver licence (MPI) - target 10 working days 	<p><10%</p> <p>95%</p> <p>95%</p> <p>95%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>To be achieved by 31/03/2016</p>	
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

Objective 2	Investigate further undertaking of licensing functions for other local authorities.	Responsible Officer	Licensing Partnership Board
Performance Measure	Description	2015/16 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 31/03/2016	
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

Objective 3	Utilise customer insight and bench marking information to inform service improvements as appropriate		Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 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 received and improvements made to the service. To be achieved by 31/03/2016		
Action	Implement an improved renewal/reminder notification system utilising email and text for taxi licensees	Reduce the cost of providing reminders to licensees		
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		
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 our customers	

Objective 4	Ensure all online forms are implemented and in use by customers	Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome	
Action	The library of on line forms are implemented across the three partners.	On line forms are in place and in use. To be achieved by 31/03/2016	
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

Objective 5	Undertake a programme of training for Members and officers, especially in light of the legislative changes and elections taking place in 2015	Responsible Officer	Claire Perry
Performance Measure	Description	2015/16 Target or Outcome	
Action	Deliver a programme of training to the Members and officers.	Programme delivered To be achieved by 31/03/2016	
Action	Hold 3 or 4 morning/afternoon sessions where Members can visit the Licensing Partnership's Administration Team		
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 live		
Link to Tunbridge Wells Key Objectives in the Vision	A Prosperous Borough	Link to Strategic Compass	Passionate about our people

Objective 6	Transfer remaining licences that are being processed by MBC and TWBC so that they can be managed on FRED Uniform e.g. street trading, special treatments	Responsible Officer	Claire Perry/Lorraine Neale/Sharon Degiorgio
Performance Measure	Description	2015/16 Target or Outcome	
Action	Ensure all administration processes are delivered through the Licensing Partnership Administration Team	All processes are transferred. To be achieved by 01/06/2015	
Action	Create new processes with process flow sheets for each process	Process sheets produced To be achieved by 01/06/2015	
Action	Create a new procedure for each process	Procedures produced To be achieved by 01/06/2015	
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

Objective 7	Officers and Licensing Committees to consider opportunities for greater harmonisation of policies	Responsible Officer	Claire Perry/Lorraine Neale/Sharon Degiorgio
Performance Measure	Description	2014/15 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 31/03/2016	
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

4. Measuring our Performance

Performance Indicators and Target Setting

Code	Description	Collection period	2014 - 15 Target	2015 -16 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	90%	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 LIC 05c	Percentage of Private Hire Operator licenses issued within 10 days of validations	Monthly	90%	90%
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 84 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 238 Tunbridge Wells	Maidstone 180 Sevenoaks 230 Tunbridge Wells

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