

INFRASTRUCTURE OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting:

25 APRIL 2002

Title: LICENSING UNIT SERVICE PLAN 2001 - 2003

Report of: CITY SOLICITOR AND SECRETARY

Report reference: TC.78/02

Summary:

This report introduces and outlines the Licensing Service Plan.

Recommendations:

That Members comment upon and note the contents of this report and the attached Licensing Service Plan.

Contact Officer: Tim Nicholson

Ext: 7018

LICENSING UNIT SERVICE PLAN 2001 – 2003

Introduction

A copy of the Licensing Service Plan is attached as the appendix to this report.

The Plan was formulated in 2001, with the intention of it being a yearly Service Plan from 2001 – 2002. It was originally expected that an entirely new Plan would be produced this year to reflect any new priorities engendered by the City Vision and Corporate Plan. However, whilst the City Vision has now been finalised and has received multi-agency agreement, the Council's Corporate Plan has not yet been finalised. It is therefore important to note that the objectives set out last year in the Licensing

Service Plan will be carried over into 2002 – 2003. However, when the Council's Corporate Plan has been finalised it will be necessary to amend the Licensing Service Plan to reflect and to deliver any new priorities engendered by the Corporate Plan.

Overview of the Service Plan

The introductory section to the Service Plan outlines the Corporate Policy background to the Plan (pages 3 – 4).

The *services* that are provided by the Licensing Unit are outlined in the "Summary of Services" section (pages 5 – 7). Briefly, these include:

- Determination of applications for Licenses
- Input into the democratic process (principally the Licensing and Regulatory Panel)
- Enforcement and Regulation
- Litigation (prosecutions and appeals)
- Advice

The Unit enters into numerous *external business relationships* including not only the users of the service, but Fire Service, the Police, Trade Associations and the public (eg objectors to Licenses).

There are a large number of *client groups* of the Unit including:

- Applicants for Licenses
- Holders of Licenses
- Complainants
- Users
- Statutory Services (eg the Police and Fire Service)
- Elected Members
- Services within the Council (eg Planning Services and Environmental Services)

The links to the *Council's objectives* are set out on page 7. At present the main link is toward the Council's objective with improving the social wellbeing, health and education.

The *big issues* facing the Unit are set out on page 8 and include the introduction of a variety of new initiatives (eg medical tests, driving standards agency tests, knowledge tests) and the effect of new legislation (eg Data Protection Act 1998, Regulation of Investigatory Powers Act 2000).

During the currency of the Service Plan it is expected that there will be a full customer consultation that will take place. This will be partly in preparation for the *Best Value Review*, which will include Licensing in 2003 – 2004. In preparation for the Best Value Review the Unit has reviewed its benchmarking activities and has recently become affiliated to the Tameside group of authorities. It will be necessary during the currency of the Service Plan to collate performance data in preparation for the Best Value Review. The matters mentioned in this paragraph are set out on page 8 of the Service Plan.

The *service standards* to which the Unit works are set out on pages 9 – 10 of the Service Plan. By and large these are self-explanatory and in some cases follow existing corporate standards (eg time taken for acknowledgement and full response to mail and telephone calls), some have been worked up in compliance with Access to Information rules in the Council's Constitution (eg democratic process) and some reflect practice and procedure which has been followed for a number of years (eg Enforcement and Regulation). Obviously some of these standards may be subject to amendment following the outcome of the Customer Consultation.

The *staffing structure and budget* of the Unit is set out on pages 11 – 12 and in more detail at the back of the Service Plan (under Budgetary Resources). Other resources of the Unit are set out on page 13 of the Plan.

The Action Plan of the Unit flows from the Unit's aim which tries to encapsulate its core role:

"The aim of the Unit is to fulfil the Council's statutory licensing duties within the budget available and according to priorities determined by the Licensing and Regulatory Panel. The services are carried out for the general public, applicants for Licenses, other Council Departments and Elected Members".

The Unit's objectives follow from objectives which have been agreed corporately or by the Licensing and Regulatory Panel. These are set out in detail at pages 15 – 23 of the Service Plan. Briefly, these are as follows:

- To introduce medical tests for applicants for and holders of Licenses to drive Hackney Carriages and Private Hire Vehicles
- To introduce a knowledge test for all new applicants for Licenses to drive Hackney Carriages
- To introduce measures to ensure that Hackney Carriages comply with Disability Discrimination Legislation
- To monitor and review Government proposals to transfer liquor licensing to Local Authorities
- To develop knowledge of and procedures relating to the Human Rights Act 1998, Data Protection Act 1998 and Regulation of Investigatory Powers Act 2000
- To formulate and introduce appropriate procedures to implement new policy in relation to advertising of Hackney Carriages
- To take such steps as are necessary in order to assist the Council in the implementation of the new Licensing and Regulatory Panel
- To recover the cost to the Council of the Licensing Unit through the recovery of Licence Fees
- To prepare for the Best Value Review in 2003 – 2004

It is worth mentioning at this stage that several of the following objectives which are set out in the Service Plan have been achieved in 2001-2002: introduction of medical tests, knowledge tests, advertising on Hackney Carriages, implementation of the new Licensing and Regulatory Panel, recovery of fees and training on the implications for licensing of the new statutes referred to above. Others are ongoing including developing knowledge of implications of new legislation, monitoring steps to transfer liquor licensing to Local Authorities in preparation for Best Value Review).

It is also worth noting that whilst at the time of writing this report there is no firm statutory timetable for

implementation of the Disability Discrimination Legislation, the objective in the Service Plan reflects policy objectives which have already been agreed by the Council to ensure that certain vehicles are wheelchair accessible.

Likewise at the time of writing this report there is as yet no firm timetable fixed for the proposed transfer of liquor licensing from the Licensing Justices to the Council. However the Government has clearly signalled that it intends to implement this within the next few years and it is therefore appropriate to include this as an objective in the Licensing Service Plan so that steps can be taken to implement what will be a big change for the Council when the occasion arises.

It is also important to note that the Unit aims to be *self-financing* ie to recover all its costs and overheads through the Licensing Fees. This objective has been achieved in the Financial Year 2001 – 2002.

RECOMMENDATION

Members are requested to note the contents of this report and to comment on the contents of the Service Plan.

JOHN EGAN

CITY SOLICITOR AND SECRETARY

Contents Page No.

Introduction 3

Summary of Services 5

Links to Council's Objectives 7

Strategies 7

Big Issues Facing the Unit 8

Customer Consultation 8

Benchmarking 8

Implications of Best Value 8

Service Standards 9

Staffing Structure & Budgets 11

Action Plan 14

 Unit Aim 14

 Unit Objectives 14

 Delivery of Unit Objectives 14

 (including service indicators)

National Indicators 24

Annex Budgetary Resources

 Staff contacts

Introduction

1. This document describes the work of the Council's Licensing Unit, and identifies the actions to

be implemented and measured for the period 2001/2003 to achieve the Council's Vision and Corporate Objectives.

2. The Council's Corporate Vision is currently based upon the mission statement, organisational values and key objectives that evolved during the 1990's and were agreed and consulted upon externally in 1998. The Corporate Vision and Objectives are likely to be amended shortly following agreement of the City Vision (see below).

3. The present **Key Objectives** are:

- Reduce Crime & Disorder
- Promote Sustainable Transport
- Improve Social Well-Being, Health and Education
- Protect and Improve Our Environment
- Develop Employment and Training Opportunities
- Satisfy Housing Need
- Advance Carlisle as a Regional and Cultural Capital
- Spend the Community's Money Wisely

4. The Licensing Unit has an important role in achieving these objectives and this is the basis for our Service Plan. The objectives will be revisited to reflect the emerging City Vision that will outline the Vision for Carlisle over the next ten years. The revised Corporate Vision will need to demonstrate what the Council's role will be in delivering this City Vision.

The City Vision

The City Vision statement is:

Carlisle is an attractive, vibrant historic city which is well placed to advance as a regional centre. Our vision is to ensure a high quality of life for all in both our urban and rural communities. To do this we will build on the best of our heritage, support our communities and develop a diverse sustainable economy in an active, safe and inviting city.

The Council will do this by:

- Working in representative partnerships, which make best use of the skills and resources available.
- Encouraging innovation and positive changes, which lead to a prosperous and confident future.
- Nurturing a sustainable environment, in which all people can flourish and enjoy a good quality of life.

And

- Involving local people in the development of their City Vision

City Vision Themes

A number of themes have been developed and provide the basis of the City Vision objectives. They are:

- Communities
- Economic Prosperity
- Infrastructure, Environment, and Transport
- Health & Well-being
- Celebrating Carlisle

Portfolios

Following the political reform of the Council, it is proposed that the Cabinet will be arranged using portfolios. The following portfolios have been developed to address the City Vision themes:

- Corporate Resources
 - Finance and Resources
 - Community Activities
 - Infrastructure, Environment and Transport
 - Health & Well-being
 - Economic Prosperity
 - Strategy and Performance
 - Promoting Carlisle
-
- Following the City Vision Strategy having received multi-agency agreement, our Corporate Vision and Objectives will be amended to reflect the City Vision Objectives. At this point, this Service Plan will also be amended to reflect the new Corporate Vision Objectives and the new political portfolios.

Manager & Budget Holder

The Licensing Unit comprises a small team of the Licensing Officer and the Assistant Licensing Officer located in the Department of the Town Clerk and Chief Executive. The offices are situated on the first floor of the Civic Centre. The Manager and budget holder is the Head of Legal Services, the current postholder being Tim Nicholson. He reports to the City Solicitor and Secretary.

The Unit is situated within the Legal Section which includes Legal Services and the Land Charges Units. These Units do not fall within the scope of this Service Plan.

Summary of Services

The Unit provides appropriate and readily available advice and assistance to Chief Officers, Head of Services and their teams and to Elected Members on the means of achieving the Council's objectives

The work of the Unit comprises the following elements:

1. Determination of Applications for Licences

This includes receipt of application and appropriate fee, conducting all necessary checks (including, for certain licences, police checks), consulting with appropriate persons (eg Fire Authority and Environmental Services in respect of licences for certain premises), preparing where appropriate notices and advertisements, dealing with enquiries from and advising the applicant and other persons, reporting through the Democratic Process (see below), updating register and/or database, preparing licence and all other routine documents, liaison with consultees including objectors, notifying applicant and all other relevant persons of outcome of application. Types of licence include: hackney carriage vehicles and drivers, private hire vehicles, drivers and operators, theatres, public entertainments, registration of door supervisors, cinemas, late night refreshment hours, lotteries, street collectors, game, gaming machines and street trading.

2. Democratic Process

This includes the planning of the Agenda for the meetings of the Licensing and Regulatory Panel in liaison with the relevant Committee Clerk, preparation of Reports in respect of all applications for licences, enforcement matters and all other matters which fall to be determined by the Panel, attendance at meetings of the Panel to present Reports and to give evidence, notification to and liaison with consultees and objectors who have a right to attend meetings of the Panel and assisting the relevant Committee Clerk with preparation of Minutes of the meetings of the Panel. There is usually at least one meeting of the Panel per month; meetings have lasted between an hour and half a day depending on the volume of business to be transacted but it is expected that this may increase following introduction of the new Licensing and Regulatory Panel which with effect from 11 September 2001 takes a workload comprising not only licensing matters but in addition certain public health and Health and Safety procedures.

3. Enforcement and Regulation

This includes investigation of complaints relating to breach of licence conditions and unlicensed activities, regular inspections of premises, routine patrols of City Centre in evenings and weekends, inspection of vehicles, keeping complainants and licence holders informed of progress in investigation and reporting, where appropriate, to the Licensing and Regulatory Panel and attending meetings thereof to report findings, conducting interviews and collection of evidence.

4. Litigation

This includes preparation of case files for licensing appeals and prosecutions, preparation of evidence, preparation of witness statements, and attending Court to give evidence.

5. Advice

This includes giving of advice to all persons enquiring about the need for a licence, advising Council Officers in other departments of need for licence where appropriate, advising the Licensing and Regulatory Panel in liaison with Head of Legal Services of any changes in legislation and case law having significant implications for the Licensing functions of the Council, attendance at regional and national meetings of Licensing

Officers Association and reading relevant periodicals to keep abreast of changes in the law.

The Unit enters into numerous *external business relationships* with the following persons/organisations:

- Applicants for all licences within the functions of the Unit
- Licence Holders
- Fire Service (in connection with premises having a Public Entertainment/Theatre/Cinema licence)
- Police (in connection with drivers of hackney carriages and private hire vehicles, registration of door supervisors, licensing of premises etc)
- Public (in relation to consultation re Public Entertainment licences or receipt of complaints re licence holders)
- Organisations representing hackney carriage drivers
- Carlisle Pubwatch Scheme
- Burglary, Vehicle, Crime and Disorder Task Group

The *client base* for the Unit is effectively any member of the public who:

- applies for a licence
- is the holder of a licence issued on behalf of the Council by the Unit
- is consulted about an application for or amendment to a licence or who complains about a breach of licence condition or unlicensed activity/ies
- a user of any service provided by a Licence Holder

In addition, the following persons may be considered to be clients of the Unit:

- The local Police
- The local Fire Service
- Elected Members (especially those who are Members of the Licensing and Regulatory Panel)
- Officers in other Departments of the Council (especially those with whom the Unit regularly liaises in Planning and Environmental Services)

The *Policy background* is as set out in the introduction to this Service Plan but in addition the statutory functions for which the Unit is responsible drives its work.

Links to Council's Objectives

The unit has input to each of the Council's objectives through various areas of its work. When the current objectives are amended to reflect the new City Vision the unit will directly support those objectives grouped under the proposed Community Planning portfolio and the Corporate Resources portfolio in the emerging new executive political structure.

The main contribution of the Unit is towards the Council's objective:

- Improve social well being, health and education

In addition to this, the Unit supports the remainder of the Council's key objectives in its operational work.

Strategies

Whilst the Unit is not tasked with responsibility for any particular strategy of the Council, it supports and contributes to a wide range of policies and strategies across the Council's work (for example the Crime and Disorder Strategy).

Big Issues Facing The Unit

For 2001 / 2003 the following are anticipated as the major issues:-

Specific

- Introduction of medical tests for drivers of hackney carriages and private hire vehicles
- Introduction of Driving Standards Agency test for new HC and PH drivers
- Introduction of "knowledge test" for hackney carriage drivers
- Implications of Court of Appeal decision which declared charging of registration fees to door supervisors to be unlawful
- Change in policy to permit advertising on hackney carriages
- Implications of disability discrimination legislation for hackney carriages and private hire vehicles
- Liquor licensing

General

- Effect of Regulation of Investigatory Powers Act 2000
- Effect of Data Protection Act 1998
- Recovery of fees and income
- New Licensing and Regulatory Panel

Customer Consultation

In the year of the Best Value Review (see below),

- To ensure we are fulfilling the requirements of our customers, the Chief Executive; Chief Officers; Staff; Members and External customers, we will e-mail a Customer Satisfaction Internet questionnaire to ask for views on the services that we provide. We will also liaise with the Corporate Planning and Information Unit on producing and undertaking a suitable survey of external customers.

Benchmarking

The Unit is currently a Member of a Benchmarking Club organised by Cheltenham Borough Council. However, the effectiveness of continuing membership will be reviewed and may be replaced by joining a club based in the north of England.

Implications of Best Value

In the Best Value Performance Plan 2000/2001 the Legal Services Unit has been scheduled to undergo a Best Value Fundamental Performance Review of the Council's Regulatory and Enforcement activities in the year 2003/2004. During the forthcoming year work will be undertaken in the Unit to prepare for Best Value including continued participation in a suitable Benchmarking Club, the collation of Performance Management Data, collation of information about performance indicators and identification of where improvements in the service may lie.

Services Standards

To provide an effective advice service for the Council.

1. Licensing Applications

1.1 All applications be acknowledged within 5 working days of receipt.

1.2 In respect of all applications for Public Entertainment Licences and Theatre Licences:

- All consultees to be notified of application within 5 working days of receipt
- Advertisement to be placed in local newspapers within 5 working days before decision on application (PELs)
- All consultees to be notified of right to attend meeting of Licensing and Regulatory Panel and to make representations 2 weeks before date of meeting

1.3 In respect of all applications for registered door supervisors, Police to be notified of application within 3 working days of receipt thereof and of date of Panel meeting 2 weeks beforehand.

1.4 All applications to be determined within 6 weeks of receipt of application, subject to full responses being received from consultees.

1.5 All applications warranting refusal or referral to the Licensing and Regulatory Panel for determination shall be reported to the said Panel within 8 weeks of the application.

1.6 All applicants and consultees to be notified of decision on application within 10 working days of the decision.

2. Administration

2.1 All monies to be banked within 10 working days of receipt.

2.2 Any new entry or amendment to the computer register/database of licenceholders to be entered within 10 working days of receipt of information from applicant/licenceholder.

3. Democratic Process

3.1 To supply items for the Agenda of the Licensing and Regulatory Panel by the "deadline for Agenda items" date.

3.2 To submit Reports for the Licensing and Regulatory Panel to the Committee Administrator by the "deadline for Reports".

3.3 To attend meetings of the Licensing and Regulatory Panel to present all Reports originating from the Licensing Unit.

3.4 To supply comments on draft Minutes of the Licensing and Regulatory Panel to the Committee Administrator by the deadline specified by him/her.

4. Enforcement/Regulation

4.1 All complaints relating to unlicensed activities and breach of licence conditions to be acknowledged in writing within five working days of receipt. Thereafter, if not done in the first letter, complainants should be informed in writing of an outline of the steps being taken to investigate the complaint within 10 working days. Complainant to be informed in writing of outcome of complaint within 5 working days of final outcome of investigation.

4.2 All premises in relation to which a licence has been issued by the Unit will be inspected once every 36 months.

4.3 All licensed hackney carriage and private hire vehicles to be inspected once every 6 months.

4.4 Routine enforcement of conditions relating to hackney carriages and private hire vehicles in the City to be carried out once per month.

4.5 All investigations into complaints relating to breach of licences or unlicensed activities to be completed within four months of initial complaint.

4.6 The outcome of all investigations which warrant a decision as to formal warning/suspension/revocation of licence to be reported to the Licensing and Regulatory Panel within four months of initial complaint.

(Note: The purpose of the Standards 4.5 and 4.6 is in order to comply with the six month statutory time limit for the prosecution of summary offences and to allow sufficient time for the matter to be reported to the Licensing Panel and for the Prosecution case file to be prepared and thereafter passed to the Legal Services Unit.)

4.7 To peruse local newspapers daily to monitor any activities which may require a licence.

5. Licensing Appeals and Prosecutions

5.1 Full case file for the Prosecution to be prepared and delivered to the Legal Services Unit within five months of date of offence where it has been determined (either by the Licensing and Regulatory Panel or by the Licensing Officer in consultation with the Head of Legal Services) that a prosecution shall be brought.

5.2 To prepare a full case file for Legal Services Unit in respect of all licensing appeals

within five working days of receipt of notice of appeal from Magistrates Court.

5.3 To prepare draft witness statement within 10 working days of being requested to do so by Legal Officer having conduct of the case.

5.4 To attend any meetings or supply any information following any reasonable request to do so by the Legal Officer having conduct of the case.

5.5 To attend all Court hearings (wherever requested to do so by the Legal Officer having conduct of the case), in order to give evidence or to assist Legal Officer in presentation of the case.

6. Advice

- All requests for advice shall be acknowledged within five working days and substantively responded to (unless agreed otherwise by person requesting advice) within 15 working days. Where such advice is given orally, it shall be confirmed in writing within 24 hours.

7. Correspondence

- All correspondence requiring a response shall be responded to in writing or by telephone call or e-mail within five working days of receipt, or where it is impracticable to give a substantial response within this timescale, shall be acknowledged within five working days of receipt and responded to substantially within ten working days of receipt.

8. Telephone Calls

- All telephone calls shall be responded to within 24 hours.

9. Complaints

- All complaints arising from external parties shall be dealt with in accordance with the Corporate Complaints Procedure.

Staffing Structure & Budgets

The Annex contains details the full budget and staff contact information. However, for reference, the total budget, both controllable and non-controllable, amounts to £93,940. The estimated fee income is in the region of £114,980 and if this latter figure is achieved, a net surplus of £31,040 will be made in the current financial year.

The unit comprises of two full time staff and the following is the staffing structure currently in place:

OTHER RESOURCES

LAW LIBRARY

This is situated on the first floor of the Civic Centre and contains the All England Reports and the Weekly Law Reports with an updating service. There are numerous other reports which were discontinued many years ago.

BOOKS AND ENCYCLOPAEDIAS

Licensing textbooks and encyclopaedias are kept in the Licensing Unit's room.

COMPUTER HARDWARE AND SOFTWARE

All individual Officers have personal computers on their desks and in each office there is a printer which services all computers in that office. All PCs are networked to PCs used by Officers and Elected Members throughout the Council. The software which is loaded onto the PCs includes Microsoft Office 97 (which includes word processing, spreadsheet and database), Microsoft Outlook (for e-mail and Office Diary). Both Officers in the Licensing Unit have access to the Internet through their PCs including the Internet Legal Updating Service, "Lawtel".

FILING AND STORAGE

The Licensing Unit uses general files in the main filing system which is located in the Central Office on the first floor. In addition, all files relating to individual applicants and licences are held in the Licensing Officers' room.

TYPING AND ADMINISTRATION

Typing and administration is provided centrally for all Sections in the Department. There are two full-time and three part-time typists and two full-time and two part-time filing clerks. This resource is available to the Unit and is recharged at the estimated user rate. The estimated charge for 2001/2002 is estimated at £5,330.

FAX MACHINES AND TELECOMMUNICATIONS

Each Licensing Officer has a telephone on his desk connected to the Council's Switchboard. The Unit has access to the fax machine which services the rest of the department in the Central Office on the first floor.

Action Plan 2001/2003

1. Unit Aim

Our Unit aim tries to encapsulate our core role:

The aim of the Unit is to fulfil the Council's statutory licensing duties within the budget available and according to priorities determined by the Licensing and Regulatory Panel. The services are carried out for the general public, applicants for licenses, other Council Departments and elected Members.

2. Unit Objectives

Objectives have been developed for the main functions of the Unit and are linked to the corporate objectives.

3. Delivery of Unit Objectives

This action plan covers our predicted work commitments for the period 2001/2003.

Objective: To introduce medical tests for applicants for and holders of licences to drive hackney carriages and private hire vehicles

Corporate Objective(s): Work in partnership to meet the Community's Social, Welfare, Health and Educational needs

Portfolio: Infrastructure Environment and Transport. Licensing Panel

Indicator	Performance (previous year)	Target (2001/02)	Target (2002/03)	Rej
1. Hackney Carriage and Private Hire Drivers to successfully complete a medical examination (a) New Applicants (b) Current HC Drivers (c) Current PH Drivers	(new indicator)	(a) 1 June 2001 (b) 31 August 2001 (c) 31 January 2001	(a) 1 June 2002	
2. Review documentation and procedures following first year of process	(new indicator)	N/A	1 June 2002	Licer Pan

Objective: To introduce a 'knowledge test' for all new applicants for licences to drive hackney carriages

Corporate Objective(s):

Portfolio: Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Re
1. New applicants for HC and PH driving licenses to successfully complete a 'Local Knowledge' test	(new indicator)	1 June 2001	1 June 2002	
2. Review documentation and procedures following first year of process	(new indicator)	-	1 June 2002	Licence and

Objective: To introduce measures to ensure that hackney carriages comply with Disability Discrimination Legislation

Corporate Objective(s):

Portfolio(s): Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Rej
1. Any new wheelchair accessible vehicles to be approved by L & R Panel	(new indicator)	Ongoing	Ongoing	
2. Consultation with Carlisle Access Group for approval of new vehicles	(new indicator)	Ongoing	Ongoing	
3. Review HO literature for implementation date of legislation	(new indicator)	Ongoing by	Ongoing	Licer Panc

Objective: To monitor and review Government proposals to transfer liquor licensing to Local Authorities

Corporate Objective(s):

Portfolio(s): Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Rej
1. Review HO literature on licensing reform for implementation date		Ongoing		Licer Pan
2. Raise licensing reform at Local Government Licensing Forum	(New Indicator)	At monthly meetings		
3. Liaison with Clerk to the Justices for updates	(New Indicator)	Ongoing		

Objective: To develop knowledge of and procedures relating to Human Rights Act 1998, Data Protection Act 1998 and the Regulation of Investigatory Powers Act 2000

Corporate Objective(s):

Portfolio(s): Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Rej

1. Ensure training has taken place on Human Rights Act for all Licensing Officers, Members and Unit Heads	All seminars delivered by 31.12.00	Secure delivery of all further training required	Secure delivery of all further training required	Cour
2. Co-ordinate and formulate working practices in Licensing Unit to comply with regulation of Investigatory Powers Act 2000 (RIPA)	Basic knowledge of legislation acquired by 31.12.00	Procedural forms agreed by CMT by 30.04.01	-	CMT
3. Secure provision of training for Licensing Officers in RIPA	-	Training to be delivered by 30.06.01	Secure any further training at appropriate time as required	CMT
4. Provide returns to Data Protection Officer of registrations for Licensing	-	Returns to be supplied by 30.06.01	-	CMT
5. Develop knowledge of Data Protection Act 2000 and liaise with Data Protection Officer as required	Basic knowledge of legislation acquired by 31.12.00	Liaison with Data Protection Officer as required	Liaison with Data Protection Officer as required	CMT
6. Develop knowledge of Freedom of Information Act 2000 and its implications for Licensing	-	Basic knowledge of legislation to be acquired by 31.12.01	Secure provision of training by 30.06.02	CMT

Objective: To formulate and introduce appropriate procedures to implement new policy in relation to advertising on hackney carriages

Corporate Objective(s):

Portfolio(s): Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Re
1. Set up procedures for implementing policy	Approved by Licensing Panel 06.02.01.			Lic and
2. Review documentation and procedures following first year of process	(New indicator)	03.02.02		
3. Complaints regarding content of adverts	(New indicator)	Total number by 30.03.02	Total number by 29.03.03	

Objective: To take such steps as are necessary in order to assist the Council in the implementation of the new Licensing and Regulatory Panel

Corporate Objective(s):

Portfolio(s): Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Re
1. Training sessions for Members of Licensing and Regulatory Panel	(New indicator)	Training to be delivered by 31.03.02		Licc
2. Ongoing training for new Members	(New indicator)	By 31.03.02		
3. Prepare "Notes for Guidance" for Members of Licensing and Regulatory Panel	(New Indicator)	To be completed by 30.10.01		

Objective: To recover the cost to the Council of the

Licensing Unit through the recovery of licence fees

Corporate Objective(s):

Portfolio: Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Re
1. Review licensing charges in September each year	Environment Committee November 2000		Submit to Licensing and Regulatory Panel	Lic
2. Prepare new policy for recovery of Door Supervisors' fees from PEL		Submit to Licensing and Regulatory Panel on 07.11.01		

Objective: To prepare for Best Value Review in 2003/4

Corporate Objective(s):

Portfolio: Infrastructure Environment and Transport

Indicator	Performance (2000/01)	Target (2001/02)	Target (2002/03)	Rej
1. Collate data relating to budget and processes	(New Indicator)	31.03.01	31.03.02	
2. Obtain information	(New Indicator)	31.03.01	31.03.02	

about local performance indicators				
3. Select suitable benchmarking club/partners	(New Indicator)	30.11.01	Continued participation in Benchmarking Club	Heac

4. Performance Indicators

There are no national indicators (Audit Commission or Best Value) for Licensing Services in Local Government. However, the Unit aims to obtain information on developing Local Performance Indicators through participation in a suitable Benchmarking Club and from the Council's own intelligence within the Corporate Planning and Information Unit.

ANNEX

Budgetary Resources

The following tables detail the unit's current budgets:

Direct Control

BUDGET NAME	ESTIMATE 2001 / 2003
	£
Basic Salary	33,040
Salaries NI	2,280
Salaries Superannuation	3,870
Shift Pay	2,480
EMPLOYEE COSTS	41,670
Officers Mileage	740
TRANSPORT COSTS	740
Stationery	1,330
Legal Fees	5,390
Taxis Inspection	11,680

Telephones	320
Advertising	790
ESTABLISHMENT COSTS	19,510
Total Direct Control	61,920

Indirect Control

BUDGET NAME	ESTIMATE 2001 / 2003 £
Training Recharge	350
TRAINING RECHARGES	350
E P L Insurance	160
INSURANCE	160
Central Accommodation	2,490
Cent Accom Telephone	720
Cent Admin TC&CE	5,330
Cent Admin CT	4,750
Env Services Admin	2,720
Central Suppt Legal	5,500
CENTRAL ADMINISTRATION	21,510
TCCE Misc Licences	114,980-
INCOME	114,980-
Total Indirect Control	92,960-
TOTAL COSTS	31,040-

Staff Contact Information

Name	Job Title	e-mail Address
Jim Messenger	Licensing Officer	JimM@carlisle-city.gov.uk
Barry Sharrock	Assistant Licensing Officer	BarrySh@carlisle-city.gov.uk

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