

LICENSING SERVICE PLAN

2011/2012

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Executive Summary

Within the Community Services Department are five divisions, Parks and Open Spaces, Housing, Environment, Public Protection and Business Support. The Public Protection Division consists of four teams, Licensing, Community Safety and CCTV, Food and Occupational Health and Environmental Protection.

This Service Plan covers the Council's Licensing service for 2011/2012, which falls within the Public Protection Division. The Plan details the Licensing Service and includes the service objectives, a background to the service, information on service delivery, resources, improvement and achievement of performance targets and methodology for review.

The Department of Community Services is responsible for providing a Licensing Service within the Harrogate District. This includes public protection, animal protection and protection of trade and awareness of these issues through enforcement of the Licensing related legislation and the provision of advice, information and education alcohol and entertainment, taxis, gambling, animal welfare and trading matters. There are 4.5 enforcement Officers working in the Licensing Service.

The key service improvements identified for the year 2011/2012 are to;

- Trial a collaborative licensing service with Craven District Council
- Implement the licensing provisions of Policing and Crime Act 2009 and 2010
- Implement the licensing of Sex Entertainment Venues
- Implement the new Harrogate street markets policy
- Contribute to the delivery of the Harrogate District Safer Communities Partnership Nightsafe and Alcohol Action Plan
- Carrying out a Hackney Carriage unmet demand survey
- Implement public registers on-line.

The plan shows that a significant amount of work continues to be undertaken to achieve the key service improvements identified in the plan.

1.0 Introduction

Within the Community Services Department are five divisions, Parks and Open Spaces, Housing, Environment, Public Protection and Business Support. The Public Protection Division consists of four teams, Licensing, Community Safety and CCTV, Food and Occupational Health and Environmental Protection.

The Service Plan covers the Council's Licensing Service, which falls within the Public Protection Division.

The Department of Community Services through the Licensing Service is responsible for providing a licensing service within the Harrogate District. This includes protecting public and animal safety and ensuring awareness of licensing issues through enforcement of relevant licensing legislation and the provision of advice, information and education.

This plan is seen as an important document ensuring that service demands, objectives and performance targets are met to continually improve awareness of the Licensing Service.

2.0 Service Objectives and Links

2.1 Objectives

To protect public health and animal welfare, reduce crime and disorder and ensure awareness of the licensing requirements through enforcement of legislation and the provision of advice information and education by:

- Fulfilling the Council's Statutory Duties under relevant legislation e.g. Licensing Act 2003, Gambling Act 2005, Animal Welfare Act 2005, Local Government (Miscellaneous Provisions) Act 1982 etc.
- Responding to public complaints and other requests for service and investigating within service standards.
- Delivering educational initiatives and awareness campaigns.
- Fulfilling the Council's statutory duty under the Crime and Disorder Act 1998.
- Working in partnership or in co-operation with the Police, Fire Authority, Social Services, Primary Care Trust, Community Safety Partnership, animal welfare organisations and other external agencies.

2.2 Links to the Corporate Vision, Aims, Values and Priorities

The Licensing Service has the following links into the Council's Vision, Aims, Values and Priorities:

Our Vision

The best place to live, work and visit – by miles

Our Aim

We will be the best by:

- Providing high quality, value for money services
- Listening to, learning from and responding to our customers
- Being innovative and creative, working with and learning from others to achieve more

Our Values

- Putting our customers at the heart of everything we do
- Actively working together as one Council – together we are greater than the sum of our parts
- Taking pride in delivering quality and value for money in everything we do
- Respecting and valuing each other so that everyone can reach their potential

Our Priorities:

A Strong Local Economy

Harrogate District – a place with:

- A sustainable and diverse economy
- A vibrant tourism offer

Supporting our Communities

Harrogate District – a place where:

- Everyone feels and is safe
- People are as healthy as possible
- People's essential needs are met through effective public services
- People have the opportunity to be involved in decisions that affect them and to see real change occur

An Excellent Council

Harrogate Borough Council – a Council that:

- Provides excellent public services
- Meets our customers' needs and expectations
- Continuously improves
- Provides good value for money

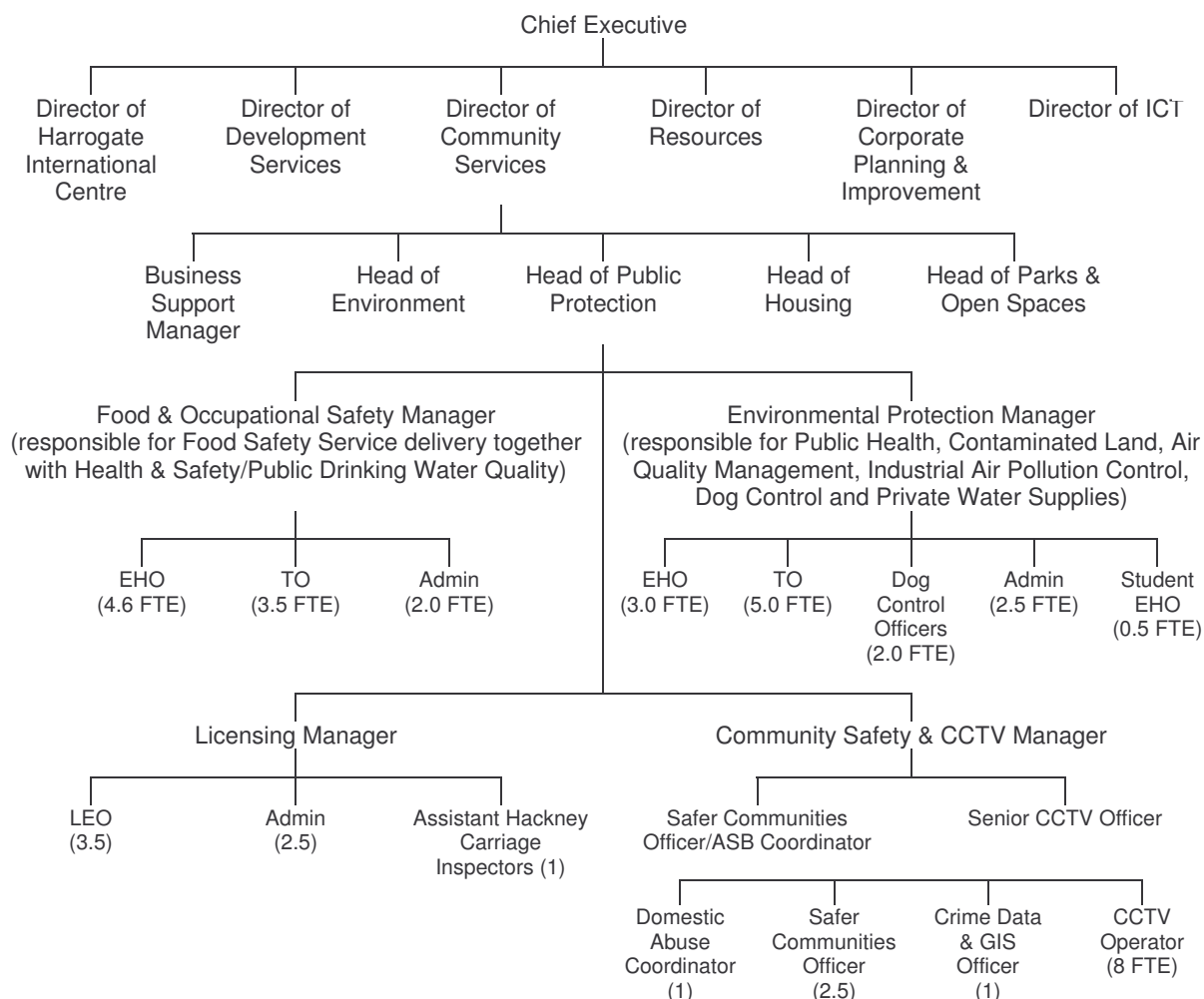
3.0 Background

3.1 Profile of the Local Authority

One of seven District Councils within the area of the North Yorkshire County Council
 157,900 Population
 131,000 hectares
 54 Local District Councillors
 147 Parishes (including Parish Wards).
 87 Parish Councils (this includes City and Town Councils and Parish meetings)
 3 large towns: Harrogate, Ripon, Knaresborough
 3 smaller towns: Pateley Bridge, Masham, Boroughbridge
 3 Parliamentary Constituencies

Mixed area of urban and rural landscape, predominant employment from rural/farming, tourism and conference trade together with high level of service support businesses.

3.2 Organisational Structure and Reporting lines



3.3 Political Arrangements

Under the Councils constitution licensing, with the exception of the setting of taxi fares, falls under the responsibility of the Licensing Committee. Taxi fares are the responsibility of the Cabinet Member for Public Protection and Rural Affairs. The Licensing Service Plan is reported annually to the Licensing Committee.

3.4 The Scope of the Licensing Service

As a District Council the Authority is responsible for the full range of duties under licensing legislation including:

- The administration of licence applications:
 - Entertainment (alcohol, gambling, sexual entertainment, music and dance)
 - Animal welfare (zoos, pet shops, boarding and riding establishments)
 - Trading (street trading and caravan sites)
- Investigating requests for service relating to public safety and animal welfare
- Raising awareness of licensing issues through enforcement of legislation and the provision of advice and information.

The service also has an important role in the Crime and Disorder Act and other relevant legislation particularly with regard to antisocial behaviour and policy.

3.5 Provision of Specialist Services

- Taxi vehicle testing stations x 3

3.6 Service Delivery Points:

Department of Community Services
 Springfield House
 Kings Road
 Harrogate
 HG1 5NX

	(01423) 500600
Fax	(01423) 556820
Out-of-Hours:	08457 089190
Email	licensing@harrogate.gov.uk
Web Site	www.harrogate.gov.uk
Opening Hours:	08.30 - 17.00 Monday - Thursday 08.30 - 16.30 Friday

4.0 Licensing Service Delivery

4.1 Demands on the Division’s Licensing Service

The anticipated demand for the service in 2011/2012 based on 2010/2011 figures is:

Licenses issued during 2010/11	
Animal licences	55
Trading licences	113
New or varied Licensing Act 2003 licences	51
Temporary Event Notices	577
Gambling premises licences	30
Small lotteries	26

Taxi licences – total number in 2010/11	
Vehicles	431
Drivers	573

Total number of licences in existence	4000
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Complaints received	167
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Proactive inspections	68
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4.2 External factors impacting on Service Delivery

- Introduction of new legislation / Government directions
- Conference Town
- Economic climate

4.2 Enforcement Policies

- Corporate adoption of the enforcement concordat – March 1999 and Regulatory Compliance Code April 2008
- Departmental Enforcement File
- Public Protection Division Inspection and Enforcement Policy 2009

4.3 Licence Application/Renewal Performance targets

- Animal licences/Trading licences 99% within 60 days of application
- Licensing Act 100% within 60 days of application
- Taxi driver licences 99% within 60 days of application
- Taxi vehicle licences 99% within 30 days of application

4.4 Licensing Complaints

The service standard is to give a first response within 3 days to all licensing complaints.

The 2011/2012 performance target is to respond to 99% of complaints within 3 days.

4.5 Liaison with Other Organisations

The Authority participates in the following liaison groups or organisations related to licensing issues in order to ensure that enforcement action taken within the Harrogate District is consistent with those of neighbouring local authorities:

- Institute of Licensing
- Local Government Regulation
- North Yorkshire and York NHS PCT
- North Yorkshire Police
- Harrogate District Safer Communities Partnership
- North Yorkshire Fire and Rescue Service
- North Yorkshire Children and Young Peoples Services
- North Yorkshire Trading Standards
- North Yorkshire Chief Environmental Health Officers group and associated Liaison Group.
- Harrogate District Licence Liaison Group
- Tactical Alcohol Harm Reduction Forum (TAHRF)
- Alcohol Task Group
- Nightsafe
- Pubwatch
- Offwatch
- Taxi Liaison Group
- Door Staff Forum
- Safety Advisory Group

4.6 Education Awareness and Promotion

The Authority responds to requests for promotional activities in relation to licensing:

- Educational talks to the trade and other interested groups in relation to licensing.
- Promotional campaigns, local and regional

4.7 Training for Officers

Training will be provided for all authorised officers and members to ensure continued professional development, officer competency and safe working arrangements.

4.8 Key Achievements for 2010/11

The following were achieved during 2010/11

- Went live on licensing online through Business Link
- Developed and consulted on Sex Establishment licensing policy
- Reviewed policy in relation to Harrogate street markets
- Supported local trade forums
- Provided training to Licensing Committee members
- Reviewed the Licensing Service Plan
- Focussed inspections of premises covering public safety and animal welfare and targeted inspections of high risk premises
- Reviewed Statement of Licensing Policy
- Contributed to the delivery of the Harrogate District Safer Communities Partnership 'Nightsafe' and Alcohol Action Plan
- Annual review of hackney carriage fares

4.9 Key Actions for 2011/2012

The following areas of service development have been identified for 2011/2012:

- Trialling a collaborative licensing service with Craven District Council
- Carrying out a Hackney Carriage unmet demand survey
- Implementing the licensing provisions of Policing and Crime Act 2009 and 2010
- Contributing to the delivery of the Harrogate District Safer Communities Partnership Alcohol Action Plan
- Implementing the licensing of Sex Entertainment Venues
- Implementing the new Harrogate street markets policy
- Supporting local trade forums
- Providing training to Licensing Committee members
- Reviewing the Licensing Service Plan
- Annual review of hackney carriage fares
- Reviewing disabled access policy for hackney and private hire vehicles

5.0 Resources

5.1 Financial Allocation

The budget for the Licensing cost centre is as follows;

	Licensing Service
Gross Budget	£469k
External Income	£375k
Internal Income	£28k
Net Budget	£71k

5.2 Staffing Allocation

Total Licensing Resources 2011/2012	8.0 FTE
The total resource currently available made up of:	
- Licensing Manager	1.0 FTE
- Enforcement Officers	4.5 FTE
- Administrative Support	2.5 FTE

5.3 Staff Development Plan

Staff development and training needs are reviewed and identified through a formal staff appraisal system on an annual basis. Ad hoc training may be identified through the year.

Training will be provided for all authorised officers to ensure continued professional development, officer competency and safe working arrangements.

- The Certificate of Higher Education in Licensing Law
- The National Association of Licensing Enforcement Officers Taxi and Private Hire training levels 1 to 5
- National Certificate for Licensing Practitioners (Licensing Act 2003)
- National Certificate for Licensing Practitioners (Gambling Act 2005)

6.0 Review

6.1 Review Against the Service Plan

The Service Plan will be reviewed at least annually and reported to the Cabinet Member. The review will link into the annual budgetary process and the review of Department Business and Divisional Service Improvement Plans.

Performance is monitored monthly with a quarterly management review of progress.