DEPARTMENT OF COMMUNITY SERVICES

LICENSING SERVICE DELIVERY PLAN

2007/2008

Approved by Licensing Committee
7th June 2007
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Executive Summary

Within the Community Services Department are seven divisions, Leisure, Museums and Culture, 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 services for 2007/2008, in 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 protecting public and animal safety, ensuring awareness of licensing issues through enforcement of the licensing related legislation and the provision of advice, information and education. There are four Enforcement Officers working in the Licensing Service.

The key service improvements identified for the year 2007/2008 are:

- Maintain service delivery standards
- Review the numerical limitation on hackney carriage numbers
- Complete annual review of hackney carriage fares
- Undertake Taxi Customer Satisfaction Survey
- Meet national e-Government standard G7 by implementing licensing online
- Support local trade forums
- Implementation of Gambling Act and Animal Welfare Act
- Transfer street collection licensing from Member Services to the Licensing Team
- Provide training to Licensing Committee members on Gambling Act
- Review of the Licensing Service Delivery Plan
- Review the Council’s Licensing Policy
- Focussed inspections of premises covering public safety and animal welfare and targeted inspections of high risk premises
- Partnership working with other statutory authorities such as the Police, Trading Standards, Social Services and Fire Authority.

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 seven divisions, Leisure, Museums and Culture, 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 services which fall 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 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 Corporate & Departmental Objectives and Plans

The Council annually produces both a detailed and summary Best Value Performance Plan (BVPP). The BVPP contains seven Key Corporate Objectives of which four cover the Council’s Licensing Service:

- “First Class Public Services”,
- “Caring for the Environment”
- “Keep Our District Safe”
- “Supporting our Local Economy”

The BVPP contains key summary service information, performance information from previous years, and includes key actions and performance indicators for the forthcoming years. The Council also annually adopts a Corporate Plan, which contains further key actions needed to implement the BVPP.

The Department of Community Services annually produces a Business Plan. The Plan encompasses the work of seven Divisions, including the Public Protection Division. It contains, in more detail than the BVPP, service and performance information from the previous year and includes key actions and targets for the forthcoming 5 years:

- To protect public health by meeting the Council’s duties under relevant environmental health legislation and guidance
- To protect public safety by meeting the Council’s duties under relevant crime and disorder legislation and guidance particularly in relation to anti-social behaviour and the fear of crime
• To provide high quality CCTV and Radio Link service

• To contribute to corporate policy

• To work in partnership with other key organisations and agencies to deliver shared priorities

Each year, each service produces a Service Delivery Plan which feeds into the Public Protection Division’s Strategic Management Plan. These service plans are key to achieving effective performance management across all services and used to demonstrate improvement and the achievement of objectives and performance targets. The information also feeds into the Departmental Business Plan and BVPP and Corporate Plan.

The Delivery of educational initiatives and awareness campaigns on the Licensing Service has links to the Council’s

• Community Plan

• Crime and Disorder Reduction Strategy
3.0 Background

3.1 Profile of the Local Authority

One of seven District Councils within the area of the North Yorkshire County Council
148,500 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 new 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.
The Licensing Service Delivery 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, music and dance)
  - Animal welfare (zoos, pet shops, boarding establishments 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: 08.00 - 17.15 Monday - Thursday
              08.00 - 16.45 Friday
4.0 Licensing Complaints Service Delivery

4.1 Demands on the Division’s Licensing Service

The anticipated demand for the service in 2007/2008 based on 2006/2007 figures is:

<table>
<thead>
<tr>
<th>Licenses issued</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal licences</td>
<td>55</td>
</tr>
<tr>
<td>Trading licences</td>
<td>650</td>
</tr>
<tr>
<td>Licensing Act 2003 licences (inc variation)</td>
<td>60</td>
</tr>
<tr>
<td>Temporary Event Notices</td>
<td>600</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Taxi licences</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles</td>
<td>460</td>
</tr>
<tr>
<td>Drivers</td>
<td>660</td>
</tr>
</tbody>
</table>

| Complaints received                     | 300  |

| Proactive inspections                   | 200  |

External factors impacting on Service Delivery

- Introduction of new legislation
- Conference Town
- Performance of partner organisations

4.2 Enforcement Policies

- Corporate adoption of the Enforcement Concordat - March 1999
- Licensing and Hackney Carriage & Private Hire
- Departmental Enforcement File

4.3 Licence Application/Renewal Performance targets

- Animal licences: 96% within 60 days of application
- Trading licences: 96% within 40 days of application
- Licensing Act: 100% within 60 days of application
- Taxi driver licences: 96% within 60 days of application
- Taxi vehicle licences: 96% within 30 days of application
4.4 Licensing Complaints

It is the policy of Harrogate Borough Council to give a first response within 3 days to all licensing complaints.

The 2007/2008 performance target is to respond to 95% 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
- LACORS (Local Authority Co-ordinating of Regulatory Services)
- Craven and Harrogate Rural Primary Care Trust
- North Yorkshire Police
- Harrogate District Safer Communities Partnership
- North Yorkshire Fire and Rescue Service
- North Yorkshire Social Services
- North Yorkshire Trading Standards
- North Yorkshire Chief Environmental Health Officers group and associated Liaison Group.
- Harrogate District Licence Liaison Group
- North Yorkshire Licence Liaison Group
- Pubwatch
- Offwatch
- Taxi Liaison Group
- Door Staff Forum

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 to ensure continued professional development, officer competency and safe working arrangements.
4.8 Key Achievements for 2006/07

The following improvements were achieved during 2006/07

- Completed review of taxi rank provision in Harrogate Town Centre
- Completed the annual review of hackney carriage fares
- Produced & consulted on statement of Gambling Policy
- Support for trade forums e.g. Pubwatch, Offwatch and Door Supervisors
- Prepared for the Gambling Act implementation in May 2007
- Provided training to the Licensing Committee members on the Licensing Act
- Licensing web pages and service leaflets produced
- Increased partnership working with other statutory authorities such as the police, trading standards and social services

4.9 Key Actions for 2007/2008

The following areas of service development have been identified for 2007/2008:

- Maintain service delivery standards
- Review the numerical limitation on hackney carriage numbers
- Complete annual review of hackney carriage fares
- Undertake Taxi Customer Satisfaction Survey
- Meet national e-Government standard G7 by implementing licensing online
- Support local trade forums
- Implementation of Gambling Act and Animal Welfare Act
- Transfer street collection licensing from Member Services to the Licensing Team
- Provide training to Licensing Committee members on Gambling Act
- Review of the Licensing Service Delivery Plan
- Review the Councils Licensing Policy
- Focussed inspections of premises covering public safety and animal welfare and targeted inspections of high risk premises
- Partnership working with other statutory authorities such as the Police, Trading Standards, Social Services and Fire Authority.
5.0 **Resources**

5.1 **Financial Allocation**

The Licensing Service financial costs are within Licensing Act, General and Hackney Carriage/Taxis cost centre.

5.1.1 **The services expenditure over the last 3 years is as follows:**

<table>
<thead>
<tr>
<th></th>
<th>05/06 Actual Expenditure (£)</th>
<th>06/07 Provisional Expenditure (£)</th>
<th>07/08 Budget (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Licensing Act</td>
<td>General</td>
<td>Taxi</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>External</td>
<td>218,000</td>
<td>27,000</td>
<td>105,000</td>
</tr>
<tr>
<td>Internal</td>
<td>27,250</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Reserves</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Direct Costs</strong></td>
<td>161,500</td>
<td>25,250</td>
<td>67,500</td>
</tr>
<tr>
<td><strong>Total Indirect Costs</strong></td>
<td>57,750</td>
<td>27,000</td>
<td>45,000</td>
</tr>
<tr>
<td><strong>Total Net Expenditure</strong></td>
<td>-26,000</td>
<td>25,250</td>
<td>-7,500</td>
</tr>
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5.2 Staffing Allocation

<table>
<thead>
<tr>
<th>Total Licensing Resources 2006/2007</th>
<th>7.0 FTE</th>
</tr>
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<tbody>
<tr>
<td>The total resource currently available made up of:</td>
<td></td>
</tr>
<tr>
<td>- Licensing Manager</td>
<td>1.0 FTE</td>
</tr>
<tr>
<td>- Enforcement Officers</td>
<td>4.0 FTE</td>
</tr>
<tr>
<td>- Administrative Support</td>
<td>2.0 FTE</td>
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5.3 Staff Development Plan

The Department currently holds Investors In People accreditation. 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.
6.0 Review

6.1 Review Against the Service Plan

The Service Plan will be reviewed at least annually and reported to the Licensing Committee. The review will link into the annual budgetary process and the review of Department and Best Value Performance Plans.

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