

REPORT OF THE HEAD OF HUMAN RESOURCES AND DEVELOPMENT

REGULATORY PERFORMANCE

REASON FOR REPORT

1. Effective performance management requires that performance is reported on a regular basis. For the Licensing Service this is annually to the Licensing and Regulatory Committee.

RECOMMENDATIONS

1. That the content of this report is noted
2. That the target for the issuing of licences is amended

RELATIONSHIP TO CORPORATE PLAN

1. Thriving Economy & Empowering our Communities

FINANCIAL, LEGAL AND RISK ASSESSMENT IMPLICATIONS

Any financial, legal and/or risk assessment implications are set out below:

Financial	Managing performance includes budget management
Legal	There are statutory deadlines to be met
Risk Assessment	Failure to meet statutory deadlines could lead to legal challenges

1.0 INTRODUCTION

- 1.1 This report is one of two looking at the performance of the Licensing Service. This report for the Regulatory Committee looks at those areas of licensing that are not covered by the Licensing Act 2003 or the Gambling Act 2005 and is, effectively, 'the rest'. It is mainly dealing with hackney carriage and private hire licensing plus all of the others including the animal licences such as animal boarding, pet shops, riding establishments, dangerous wild animals; street and

house to house collections; caravan sites; and the registration of acupuncturists, tattooists etc. Annexe 1 lists the current licences and registrations that we have as of 25 November 2014.

- 1.2 Some of the relevant information is already contained in the report to the Licensing Committee and reference will be made back to that report and its annexes through the course of this report.

2.0 SERVICE STANDARDS

- 2.1 The service standards that we have developed are attached to the Licensing Performance report as Annexe 2.
- 2.2 Our latest Hackney Carriage and Private Hire Policy came into effect April 2013. The main changes this brought about were to implement a stricter vehicle test, increase the test frequency to every six months once a vehicle was 3 years old (as opposed to once a year) and from April 2014, introduce a rolling five year age limit on new vehicles.
- 2.3 We do not have a risk-assessed inspection programme for taxis but we do work closely with our authorised garages. They carry out our vehicle tests and since the introduction of our new policy they now notify us immediately if a vehicle fails a test, allowing us to take action. This has worked well so far and we will also look to arrange another compliance day alongside VOSA and the Police before April 2015.

3.0 TARGETS AND ACTUALS

- 3.1 The performance information referred to in the first report is applicable for the Regulatory Committee also (see Annexe 3 of the Licensing Committee report).
- 3.2 From a Regulatory Committee perspective, the target of issuing a licence within three working days for Pet Shops was the only one not achieved. In reality this meant that one licence was sent out late but this did not prevent the premises from trading.
- 3.3 As stated within the Licensing Committee report, we are recommending that we increase the current three working day turnaround to five working days for the 2015/16 year and increase the actual target from 95% to 97%.
- 3.4 In terms of budget we finished the year £9,407.45 over the estimated income of £110,440.
- 3.5 Some of the licences and registrations we administer do not attract a fee, such as caravan sites and charitable collections (street and house to house collections) and the Council is expected to provide the service out of 'the general fund'.

4.0 HEARINGS HELD DURING 2013/14

- 4.1 There was one hearing held during the course of the year and this concerned the fitness of a new taxi driver. The Sub Committee decided he was fit to hold a licence and it was subsequently granted.

5.0 SCRAP METAL DEALERS ACT

The Government introduced the Scrap Metal Dealers Act in October 2013. This repealed the Scrap metal Dealers Act 1964 and Part 1 of the Vehicles (Crime) Act 2001 and brought about a revised regulatory regime for scrap metal dealing and vehicle dismantling. This process (i.e. the related administration and associated charges) was overseen and implemented by the licensing team and we now licence six scrap metal sites and eighteen mobile collectors.

6.0 CURRENT YEAR

- 6.1 At a Regulatory meeting in April 2014 it was decided to adopt new standard conditions for catteries, dog breeders and pet shops. Furthermore, it was agreed to authorise a veterinary surgeon to inspect all new animal boarding establishments, dog breeding establishments and pet shops.
- 6.2 Since then we have received new applications for a cattery, kennel and dog breeding establishment. At the time of writing two of these had been inspected by a vet and compliance has been set against the new model conditions. This seems to have worked well and we will now work with those already licensed to meet the new requirements.
- 6.3 Work is on-going with reference to reviewing licensing fees for those areas we have discretion to levy a charge. This work will be the subject of a future Regulatory meeting.

7.0 RECOMMENDATION

- 7.1 It is recommended that we increase the current three working day turnaround for licences to five working days for the 2015/16 year and subsequently increase the actual target from 95% to 97%. This will allow us additional time to check the quality of licences before issuing. We will of course endeavour to get licences out as quickly as possible but this will allow us more time should we need it.
- 7.2 All of the data provided within this report is auditable and it is recommended that Members note the contents.

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Background Papers	Licensing Performance info, Reg Sub Cttee reports and minutes, MDDC budget
File Reference	Licensing/Performance Information
Circulation of the Report	Licensing and Regulatory Committees