

## SERVICE SPECIFIC OBJECTIVES 2005/06

### LICENSING

**Service Specific Objective: To improve the safety of licensed premises, ensuring that our Service reflects best practice safeguarding community safety.**

Sub Objective	Action	Target(s)	Performance Indicator	Person responsible for achieving	Strategic Plan Cross Reference CP=Community Plan CSP=Community Safety Plan
L1  Review Licensing Policy in respect of the possibility of Cumulative impact policies for Richmond and or Twickenham Town Centres.	To carry out a consultation exercise in respect of Richmond and Twickenham Town Centres.	April 2005	Complete by deadline	Rob Mitchener	Civic Guardian
	To analyse consultation responses and report to Regulatory Committee for recommendations to Council.	May 2005	Complete by deadline	Rob Mitchener	Civic Guardian
	To report to Full Council for decision whether to adopt cumulative impact policies for Richmond or Twickenham Town Centres.	June 2005	Complete by deadline	Rob Mitchener	Civic Guardian
L2  To review the Council's Licensing Policy at least every three years as per the Licensing Act 2003.	Produce a three-year rolling review plan December 2004 to December 2007.	April 2005	Complete by deadline	Rob Mitchener	Civic Guardian

<p>L3</p> <p>To ensure Responsible Authorities are aware of applications to be checked and developments in licensing that may affect them.</p>	<p>Minimum of weekly notifications from the First Appointed Day during transition to 6 August 2005.</p>	<p>April 2005</p>	<p>% completed by deadline</p>	<p>Rob Mitchener/Barry Croft</p>	<p>Civic Guardian</p>
	<p>To review the system of notification of Responsible Authorities of applications received.</p>	<p>Weekly during transition until 6 August 2005, thereafter monthly until February 2006.</p>	<p>Complete by deadline</p>	<p>Rob Mitchener/Barry Croft</p>	<p>Civic Guardian</p>
	<p>To introduce a Responsible Authorities Forum to provide an opportunity for communication between responsible authorities as well as with the Licensing Authority. This is in addition to individual contact with the Licensing Authority.</p>	<p>Three meetings to be scheduled during transition, 6 monthly post transition.</p>	<p>Three meetings by August 2005.</p>	<p>Rob Mitchener</p>	<p>Civic Guardian</p>
			<p>One meeting by March 2006.</p>	<p>Rob Mitchener</p>	<p>Civic Guardian</p>
<p>L4</p> <p>To make Licensing Act applications available to be inspected on-line.</p>	<p>To research the best options and enter in to an agreement to procure scanning and web based service with service suppliers.</p>	<p>To complete procurement and be on-line by April 2006.</p>	<p>Completed by deadline.</p>	<p>Rob Mitchener/John Wiltshire</p>	<p>Customer First</p>
<p>L5</p> <p>To risk assess all premises with licences under the Licensing Act 2003.</p>	<p>Carry out a desktop risk rating exercise and, in consultation with the police, LFEPA, Trading Standards and Environmental Health Commercial Services, set suitable intervals for external and internal inspections.</p>	<p>December 2005</p>	<p>Completed by deadline.</p>	<p>Barry Croft</p>	<p>Civic Guardian</p>

	<p>Create a programme for inspections based on risk assessment against licensed conditions.</p> <p>To carry out a range of inspections and other enforcement actions at premises licenses under the LA 2003.</p>	<p>December 2005</p> <p>To inspect 50% high risk by end of March 2006.</p> <p>To inspect 10% medium risk by end of March 2006.</p>	<p>Completed by deadline.</p> <p>% achieved</p> <p>% achieved</p>	<p>Barry Croft</p> <p>Barry Croft</p> <p>Barry Croft</p>	<p>Civic Guardian</p> <p>Civic Guardian</p> <p>Civic Guardian</p>
<p>L6</p> <p>To support operation and participate in Cleansweep</p>	<p>Take an active part in Cleansweep events.</p>	<p>Participate in at least 75% of the event.</p>	<p>% achieved.</p>	<p>Barry Croft</p>	<p>Civic Pride</p>
<p>L7</p> <p>To maximise compliance with street trading legislation.</p>	<p>To carry out a range of inspections and to work closely with the street enforcement team.</p> <p>To prepare a borough-wide programme for reviewing street activity.</p>	<p>To inspect at all major matches and events taking place at the RFU stadium Twickenham.</p> <p>To inspect at all major licensed street trading events such as French Markets, Church Street Alfresco dining.</p> <p>March 2006</p>	<p>% achieved</p> <p>% achieved</p> <p>Completed by deadline.</p>	<p>Malcolm Lock</p> <p>Barry Croft, Malcolm Lock, Angela Apthorpe, Fiona Glynn</p> <p>Barry Croft, Malcolm Lock, Angela Apthorpe, Fiona Glynn</p>	<p>Civic Pride/Civic Guardian</p> <p>Civic Pride/Civic Guardian</p> <p>Civic Pride/Civic Guardian</p>

L8 To respond effectively to complaints.	Monitor complaint handling procedure.	To respond to all complaints within 2 working days.	% of complaints responded to in 2 working days.	Rob Mitchener	Customer First
L9 To process and determine premises and personal licence applications within statutory timescales.	Determine Premises Licence applications within 2 months.	80%	% achieved	Rob Mitchener	Customer First
	Determine Personal Licence applications within 3 months.	100%	% achieved	Rob Mitchener	