

# Service Plan 2020-2023

Head of Service:	Richard Homewood
Strategic Director:	Annie Righton
Portfolio Holders:	Cllr Steve Williams

Service:	<b>Environment</b>
----------	--------------------

## Service Profile

The Environment Service is comprised of a number of teams:

### Licensing Team

The Licensing Team's primary role is to ensure public safety and contribute to the reduction in anti-social behaviour and crime by regulating the sale of alcohol and licensing of taxi and private hire vehicles and drivers. They work closely with the Police and other agencies to help make Waverley a safe place for people to live, work and enjoy their leisure time.

<b>Service Team: Licensing</b>	<b>Team Leader: Paul Hughes - Licensing Manager</b>
--------------------------------	---

## Business As Usual - annual

Outcome 13.	Help to ensure the Health and Well Being of the community by ensuring safety standards are maintained in all licensable activities conducted within the borough					
Ref. No.	Actions / Outputs	Reference any additional resources needed	Start Date	End Date	Lead Officer	Impact of not completing the action
	Corporate Priority: thriving local economy, supporting local businesses and employment					
ES 13.1	Continue with targeted Licensing inspection programme, with spot check visits following intelligence and/or incidents. Ensure results and any concerns from such visits are reported internally and shared with key partners including Surrey Police. Ensure all Licensing compliance issues are acted upon and further monitored and site revisited where appropriate.	Existing Resource	01/11/19	31/03/22	Licensing Manager (PH)	Unable to confirm licensed activities are complying with the licence conditions. Public safety may be at risk.
ES 13.2	Carry out a programme of spot checks on Hackney carriage and Private Hire vehicles, drivers and operators. Investigate and record all complaints, taking appropriate action.	Existing Resource	01/11/19	31/03/22	Licensing Manager (PH)	Unable to confirm licensed activities are complying with the licence conditions. Public safety may be at risk.
ES 13.3	Continue to strengthen the performance, resilience and efficiency of the Licensing Service by reviewing existing processes and policies.	Existing Resource	01/11/19	31/03/22	Licensing Manager (PH)	Process may not ensure public safety

ES 13.4	Participate in the Customer Services review to improve customer focus across all areas of the Council's licensing function and improve customer journeys.	Existing Resource	01/11/19	31/03/22	Licensing Manager (PH)	Staff not up to date with current legislation and licensing practice
ES 13.5	Work with other Surrey Licensing authorities to review and update Hackney Carriage/Private Hire Policy requirements to promote the transition to low emission, hybrid or electric vehicles as Hackney Carriage/Private Hire Vehicles in accordance with the corporate objective of reducing carbon emissions.	Existing Resource	01/11/19	31/03/22	Licensing Manager (PH)	Public safety cannot be assured
ES 13.6	Continue to work with Surrey Licensing Group to develop Surrey Joint warranting protocol.	Existing Resource	01/11/19	31/03/22	Licensing Manager (PH)	Public safety cannot be assured