

BASELINE SERVICE PROFORMA

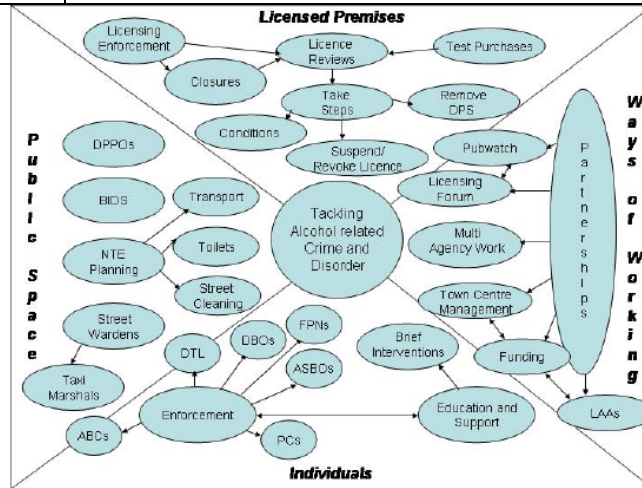
Baseline Activity: LICENSING Environmental Health and Housing Services

Responsible Authority: North Devon Council

Head of Service: Jeremy Mann
Katy Nicholls/Pam Charles (Acting Licensing Managers)

<p>Current level of service provided, including aim of the service, number of staff, equipment and frequency of service provision.</p>	<p>The statutory aim for the Licensing Service is to carry out functions of the Licensing Act 2003 with a view to promoting Licensing objectives, namely:</p> <ul style="list-style-type: none"> • prevention of crime and disorder, • public safety, • prevention of public nuisance, • protection of children from harm. <p>Further aims:</p> <ul style="list-style-type: none"> • public health, • protection of animal welfare, • protection of the environment, • promotion of the local economy. <p>No equipment.</p> <p>Frequency of service provision/inspection is based on complaints/risk based methodology, and demands placed on service through licence applications, representations etc.</p> <p>Staff: -</p> <ul style="list-style-type: none"> • 1 Manager • 2 Officers • 1.175 Technical Support Administrators
<p>Specification</p>	<ul style="list-style-type: none"> • Education and advice. • Administer licences including alcohol and entertainment (Licensing Act 2003), Hackney Carriage and Private Hire, Gambling Act, animal welfare premises, skin piercing, miscellaneous – i.e. sex shops, pleasure boats, motor salvage, scrap metal. • Enforcement. • Promotion/consultation.
<p>Existing value of contract/service</p>	<p>Annual budget 2008/2009</p> <p>Total supplies - £11,240 Total support - £406,180 Total Income - £228,220</p> <p>NOTE: The Licensing Service does not profit through income, this is to only cover cost of administration etc.</p>
<p>Performance</p>	<p>Through the Licensing Service Plan which details number of</p>

Measure	<p>inspections, formal actions, prosecutions, seminars etc and also results of: -</p> <ul style="list-style-type: none"> • Internal audit procedures i.e. hackney carriage and Licensing Act function. • BV166. • Performance Indicators, for example customer satisfaction (request for service and determination of licence) and time taken to process hackney carriage licence (new and renewals). • Benchmarking against other Local Authorities. • Senior Officer review on LALPAC and M3.
Non-compliance procedure	<ul style="list-style-type: none"> • Complaints procedure • Review of strengths/weaknesses in Licensing Service Plan • Customer satisfaction tracker. • Any significant recommendations/recommendations meriting attention arising from internal audit will be highlighted through appropriate committee process.
Future levels of service provision	Budget not set for 2009 onwards.
Other information	Extract from draft Licensing Service Plan, which shows BIDS as an element in the control of alcohol and related crime and disorder (previously provided by Katy Nicholls and diagram provided below



Proposed BID additional activity	None
Cost of BID additional activity	N/a