

Licensing Team

Updated and Proposed Workplan 2024/25

Project	Scope	Reason	Risks	Timeline	Update March 2024
Promote Commercial Services	To promote paid service “Licensing Direct” and Personal licensing training courses.	<p>To assist business start-ups and existing licence holders.</p> <p>Ensure valid applications are applied for every time.</p> <p>Reduce time spent by Officers amending applications and liaising with applicants.</p> <p>Provide an opportunity to generate income.</p>	<p>Reduced capacity in team to meet demand (Staffing Levels/Sickness/Annual Leave)</p> <p>Sourcing Trainers</p>	Ongoing	<ul style="list-style-type: none"> • LCC Communications have promoted the services available, little uptake so far. • Licensing Officers have attended local Pubwatch to promote services. • Trainer sourced (internal LCC Employee)
To review the Councils Statement of Licensing Policy	Review content and aspirations of the Council in terms of how it will deal with Licensing Act 2003 matters, including	Statutory Requirement	Legal Challenge	Complete	<ul style="list-style-type: none"> • Full Council – April 2024

(Valid for 5 years)	applications, hearings, reviews and enforcement.				
To produce model Licensing conditions for use with Licensing Act applications, variations and reviews	<p>To assist applicants, responsible authorities, Committee and other persons in proposing licensing conditions relevant to individual licensing applications, variations and reviews.</p> <p>The availability of a pool of conditions which all parties have access to will promote consistency and will assist enforcement. To produce a pool of Licensing conditions which are clear, appropriate and enforceable.</p>	<ul style="list-style-type: none"> • Efficiency • Consistency • Support for Licensing Direct commercial service 	None identified. Use of model standards would not prevent use of bespoke conditions if required.	Complete – Forms part of the Statement of Licensing Policy	<ul style="list-style-type: none"> • Full Council – April 2024
<p>Hackney Carriage Fare Review 2024/25</p> <p>Annual Requirement</p>	<p>Methodology and frequency of fare reviews was determined by the Council Cabinet in April 2022.</p> <p>Trade consulted on options for coming year, general opinion was to maintain fares; any increase could be detrimental to the public.</p>	To ensure fares reflect the cost of living.	Further decrease in availability of drivers/vehicle in the District – licensed trade becomes unsustainable.	Imminent - Fares for 2024/25 advertised.	<ul style="list-style-type: none"> • Current review ongoing, advertisement is live; if no objections, current table of fares will be maintained as of 15/3/24.
Licensing Fees Review	Licensing Manager to conduct a full Licensing fee review based on full cost recovery.	Licensing Fees should allow for full cost recovery, it is important to regularly review fees on that basis.	Members did not approve fees at full cost recovery in 2023, rather by 20%. They resolved to futher increase in 2024 to reflect cost recovery, understanding this	To implement new fees from April 2024	<ul style="list-style-type: none"> • Task Analysis and Costing exercise completed with service accountant. • Report on Licensing

			may lead to a further increase. Legal Challenge - Judicial review		Committee agenda March 2024.
Multi-Agency Vehicle Operation	<p>Planned Operation with partner agencies, Lancashire Constabulary/DVLA/VOSA .</p> <p>Provides an opportunity to complete a high number of vehicle inspections, check compliance with licence conditions.</p> <p>The trade will not be notified of when the operation will be conducted, if requested they will be required to present their vehicle for inspection.</p>	<p>To ensure the licensed fleet of HC/PHVs are mechanically fit and roadworthy.</p> <p>Additionally, that condition/signage requirements are met.</p>	Members of the trade become complacent regarding compliance with licence conditions, leading to a poorly maintained fleet.	Complete	<ul style="list-style-type: none"> Outcomes reported to Licensing Committee June 2023
Digitalisation of Licensing Service	<p>The Licensing service were part of an OBR/People 2 project to look at digitalisation.</p> <p>The outcome of the project was reported to the Councils Cabinet.</p> <p>A set of recommendations have drafted and working groups set up to address the actions required.</p>	The streamline application processes, making a positive customer experience, with streamlined, clear instructions and information available.	The service will not meet the needs of its licence-holders/users.	Ongoing throughout 2024-25	<ul style="list-style-type: none"> Website Information updated. Process mapping for applications/IC T being drafted to move applications online. Taxi/PH apps been highlighted as a priority.

<p>Review of Hackney Carriage Rank Provision</p>	<p>A full Hackney Carriage stand review has been required for a number of years and has been highlighted as part of the most recent unmet demand survey.</p> <p>That the taxi working party invite suggestions by the local trade for redundant/suitable, updated locations; to meet public demand.</p>	<p>To improve availability of Hackney carriages to the public</p> <p>To prevent misuse of current stands by members of the public.</p>	<p>Failure to review ranks regularly will lead to issues of non-compliance and or out of date signs and lines.</p> <p>The trade requires ranks in suitable locations.</p>		<ul style="list-style-type: none"> • Contact has been established with Highways Officer. It has been advised that the costs of the review would have to be met by LCC, they are significant, roughly 12k. • It is thought a staged approach, firstly reviewing current provision and correct signs lines. Before moving on to alternative locations etc.
<p>Scrap Metal Compliance and Enforcement Activity</p>	<p>Ensure all those operating in/around the District have the relevant licences</p> <p>To improve compliance and standards in the District.</p>	<p>It has been highlighted that the number of licensed Scrap Metal Dealers has reduced since legislation/licensing requirements in 2013.</p>	<p>Illegal activity in the District increases, putted added pressure on colleagues in other departments and</p>	<p>Increased priority since 2023</p>	<ul style="list-style-type: none"> • All previous licence holders contacted and asked to re-apply if still undertaking

	Facilitate a multi-agency approach, involving internal and external partners.	Compliance visits and spot checks have not been conducted in previous years due to other service priorities	external partners eg. Police		<p>scrap metal work.</p> <ul style="list-style-type: none"> Licensing Officers tasked with action plan. Staged approach to enforcement.
To Review the Councils Statement of Gambling Policy (Valid for 3 years)	Review content and aspirations of the Council in terms of how it will deal with Gambling Act 2005 matters, including applications and enforcement.	Statutory Requirement	Legal Challenge	April 2024 – December 2024	<ul style="list-style-type: none"> Urgent Review Required.
Review of Street Trading Policy	<p>To liaise with colleagues in Economic Development, Public Realm and Food Safety Team regarding potential improvements to the current street trading policy in respect of consent/licence and prohibited streets for street trading.</p> <p>Ensure that permitted street traders are subject to appropriate public safety checks</p> <p>Formal consultation regarding any proposed changes</p>	<p>The current policy does not take account of where on permitted streets trading can take place</p> <p>To help ensure a balanced and level playing field approach between high street businesses and mobile street traders</p> <p>To help avoid mobile traders locating outside inappropriate locations e.g. schools</p>	<p>Some mobile traders may lose income and become unsustainable.</p> <p>Enquiries receive conflicting information/unclear application process etc.</p>	Increased Priority since 2023 – Resource intensive	<ul style="list-style-type: none"> Licensing Manager pulling together info from relevant departments available to the public and aligning with legislation. Task group contacts formed – Feb 2024

		Options to introduce a charging policy and increase revenue			
Review Private Haire and Hackney Carriage Licensing Policy	The policy was implemented by Licensing committee in April 2022. It brought together all existing policies, application standards, specifications and expectations of licence-holders of Private Hire and Hackney Carriage Licensing into one document.	Policies require regular reviews, particularly in light of significant changes to process/applications.	Information provided is out of date and incorrect.	Will need to align with digitalisation project	<ul style="list-style-type: none"> Licensing Manager maintains a running list of matters requiring review or attention as part of the review.
Private Hire Operator Compliance Activity	Compliance checks will be made on each private hire operator licensed with Lancaster City Council, ensuring all relevant booking/vehicle/driver records are maintained and licence conditions adhered too. Licence conditions changed when the PH/HC policy was introduced in 2022, many PHOs will be bound by old conditions (5 year licences), so it is opportunity to inform operators of the changes ahead of renewal.	To ensure private hire operators are aware of their responsibilities.	Non-compliant operators.	Report to Licensing Committee in June 2024	<ul style="list-style-type: none"> Licensing Officers undertaking compliance checks and updating records March/April 2024.

Colour coding Key (priority)

	Lowest Priority
	Medium Priority
	Highest Priority

Colour coding Key (Progress)

Green	On track or completed
Orange	Behind schedule but progressing ok
Red	Significantly behind schedule, delayed, at risk or no progress