

## Licensing Audit Action Plan

No	Recommendation/ Action	Responsible Officer	Target Date	Status	Progress To Date
1	<u>Licensing Act in General</u>				
1.1	Copies of licences issued should be retained	Environmental Health Manager	April 2018	✓	Copies of all licences are Idoxed and attached to the Uniform record.
	<u>Premises Licences</u>				
1.2	A review of current premises licences and debtors should be undertaken to ensure that all annual payments have been raised	Environmental Health Manager	April 2018	✓	A debtors report is sent from Finance to Tech Admin every Friday - Tech Admin check who has paid and who has not. Those that have not paid are contacted and the debt chased up. Where the debt is not paid licence is suspended.
1.3	The debtor report issued to licences should be issued at least 28 days prior to the debt invoice being raised; amendments to this report by licences should be undertaken promptly and reported back with the relevant licence application reference within this timescale.	Environmental Health Manager	April 2018	✓	For premises licences, fees that are not paid will result in licences being suspended.

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1.4	Debtors invoices (included annual invoices) raised in connection with licences should clearly demonstrate the licence application reference.	Environmental Health Manager	April 2018	✓	Invoices contain reference number.
<u>Personal Licences</u>					
1.5	A review of personal licence information of the councils website should be undertaken to ensure that it is up to date with current practices and additional information is provided in relation to notifiable offences.	Environmental Health Manager	April 2018	✓	Council's website has been updated.
<u>Temporary Event Notices</u>					
1.6	The website and online forms should be updated to provide definition on what is a premises user.	Environmental Health Manager	April 2018	✓	Council's website has been updated.

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1.7	A process should be established to monitor the number of events operated by a premises user. In this connection the Temporary Events Notices submitted via Cotswolds Markets should be reviewed in order to ensure compliance with this requirement.	Environmental Health Manager	April 2018	✓	Instruction given relating to entering information onto Uniform correctly. If information is entered correctly then Uniform automatically highlights the number of Temporary Events that relate to particular individual.
2.1	A proximity check should be demonstrated for street traders operating close to prime site.	Environmental Health Manager	January 2018	✓	All street trading applications checked against prime sites when received.
3.1	The six monthly LOLER certificates need to be provided to the Council on a regular basis.	Environmental Health Manager	April 2018	☹	A more extensive review of the Taxi Licensing Policy is currently being undertaken. The requirement to submit LOLER certificates will be included in revised policy.

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3.2	The safeguarding policy requirements should be implemented (see safeguarding audit 2016/17).	Environmental Health Manager	April 2018	☺	Safeguarding training courses for taxi drivers were run in March/April. The majority of taxi drivers received this training but a small number were not able to make the original dates. These drivers were advised that further training would be run later in the year for new drivers and they would be able to do the training at this time. Further training dates are being planned for November 2019. Discussions are also currently taking place with Cheltenham Borough Council with regards to developing a training day which will include: safeguarding training, equalities training, wheelchair access training etc. It is anticipated this will be available in the first quarter of 2019.
3.3	Payments receipted should be at the current fee rate.	Environmental Health Manager	April 2018	✓	All payments are at current rates. A review of taxi fees is currently ongoing to ensure full cost recovery. This will be completed by the end of November.
4.1	The website information should be updated to provide details on the home visits undertaken by the Environmental Health Officers and the change in the veterinary procedures.	Environmental Health Manager	September 2018	✓	Website has been updated

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4.2	To update the home visit check sheet to include confirmation of the number of units to ensure the correct fee has been received.	Environmental Health Manager	September 2018	✓	The home visit check sheet will be updated to reflect this.
4.3	To check that all animal licences are renewed at the beginning of each year and undertake the appropriate enforcement action for non-renewals.	Environmental Health Manager	September 2018	✓	Animal licences that are not renewed are contacted to establish if they are still operating. Where they are, then fees chased and advised of enforcement action where continue to operate without licence.
4.4	A review of the fees to ensure full cost of the service including the home visits has been taken into consideration.	Environmental Health Manager	September 2018	😊	New animal welfare regulations have just come into force. A fees and charging scheme is currently being developed to reflect the new enforcement regime.

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5.1	<p>The receipt date of the application for all licence types should be correctly reflected within the Uniform system.</p> <p>All consultees should be listed for each licence type.</p> <p>In respect of animal boarding, visit dates and Officer details should be recorded within Uniform.</p>	Environmental Health Manager	January 2018	✓	Instruction has been given regarding the correct input of data onto uniform. Random checking is carried out by Environmental Health Manager and Principle Environmental Health Officer.
5.2	Outstanding balances should be reviewed to ensure that these are not error entry lines	Environmental Health Manager	January 2018	✓	All outstanding balances have been reviewed. Any balances that accumulate in this financial period will be pursued and the licence suspended where payment not received.
5.3	The trading times of a Street trader should be correctly entered into Uniform.	Environmental Health Manager	January 2018	✓	All street trader entries on Uniform have been reviewed and reflect trading times.

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6	A staged approach will be adopted to the reconciliation process. Initially annual licence's will be checked against the general ledger and then further licences will be added once the format of the reconciliation process and Officers' understanding of the general ledger have been established.	Environmental Health Manager	April 2018	✓	Officers have now been given training and access to the general ledger and can now input directly onto it.
7	A programme of inspections for licenced premises will be carried out in the 2018 calendar year. Based on the inspections, a risk assessment will then be performed and entered into the uniform system.	Environmental Health Manager	April 2019	☹	Due to reduced resources throughout this year, it has not been possible to begin the programme of inspections. As part of the current service review a Senior Licensing Officer will be recruited. It is expected that this post will be filled by end December 2018. At which point an inspection programme will be put in place.

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8	Service requests such as noise complaints that can be associated with a licenced premises should be dealt with through the licencing module.	Environmental Health Manager	April 2018	✓	<p>All service requests relating to licensed premises are attached to that premises through the service request module or logged on as standard service requests. When risk assessments are carried out, history of complaints will be readily available to be considered when scoring. The risk scoring will be on the licencing module. It is useful to log noise complaints onto Uniform under the service requests module as this allows noise complaints to be broken down using existing codes. To add these complaints to the licensing module is to add another procedure for no real benefit.</p> <p>A random sample of licensed premises will be audited to confirm that complaints are registered against them and this information is readily available for risk assessing.</p>
9	An online facility for the public to report licensable complaints should be provided.	Environmental Health Manager	June 2018	✓	Website has been updated in order that licensed premises can be report through "Report It".



## STATUS KEY

😊	Action is progressing well and on target to achieve completion date/within agreed budget (if applicable) etc.
😐	Action has some issues or delays but is likely to achieve completion date/within agreed budget (if applicable) etc.
😞	Significant risk to not achieving the action or there has been significant slippage in the timetable.
✓	Action is complete.
	Action not yet commenced. (may not yet be programmed for action)