

Licensing Programme Overview

Stream	Activities	Status	Comments
Staff Structure 100% complete	Deletion of Business Support within Env Health Removal of Licensing from Env Health Skills transfer across all Env Health team Creation of new roles within Licensing and Env Health inline with new service model Consultation and redeployment Permanent staff in Licensing	✓ ✓ ✓ ✓ ✓ ✓	
Back Office Improvement Redesign 85% complete	Redesign: Taxi Redesign: House to House Redesign: Direct debit Redesign: Charity collections Redesign: Charity stalls Redesign: Premises Licensing Redesign: Club Licensing Redesign: Personal licenses Redesign: Temporary Events Redesign: Street Trading Redesign: Gambling	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✓	Commenced 25/10/10
Front Office Optimisation (Contact Centre) 86% complete	Private Hire and Hackney Carriage House to House Direct Debit Charity Collections Charity Stalls Premises Licensing Club Licensing Personal Licences Temporary Events Street Trading Gambling	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✓	Trained and go live 4th January 2011 Trained and go live 4th January 2011 Trained and go live 4th January 2011 Trained and go live 4th January 2011 Configuration commenced 25/11/10
Front Office Optimisation (Internet and guidance material) 86% complete	Private Hire and Hackney Carriage House to House Direct Debit Charity Collections Charity Stalls Premises Licensing Club Licensing Personal Licences Temporary Events Street Trading Gambling	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✓	Configuration commenced 25/11/10
ICT Enablers 73% complete	Infrastructure Classic instalation Classic: Taxi configured Classic: Charity configured Classic: Street Trading configured Classic: Premises configured Classis: TENs configured Classic: Personal Licence configured Classic: Gambling configured Classic: Misc i.e sex establishments configured Configuration skills transfer Public registers E-consultation module Self service Mobile solution	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✗ ✓ ✓ ✓ ✓ ✓	Final stages of configuration in preperation for go live Final stages of configuration in preperation for go live Final stages of configuration in preperation for go live Final stages of configuration followed by sourcing of mobile device.
Data Migration (Paper to Lalpac) 86% complete	Private Hire and Hackney Carriage House to House Direct Debit Charity Collections Charity Stalls Premises Licensing Club Licensing Personal Licences Temporary Events Street Trading	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	Mass data migration during 6/12/10 - 7/01/11 Mass data migration during 6/12/10 - 7/01/11

	Gambling	x	
Data Migration (Paper removal) 72% complete	Private Hire and Hackney Carriage House to House Direct Debit Charity Collections Charity Stalls Premises Licensing Club Licensing Personal Licences Temporary Events Street Trading Gambling	✓ ✓ ✓ ✓ ✓ x x ✓ ✓ ✓ x	<i>Mass data migration during 6/12/10 - 7/01/11 and files being removed</i> <i>Mass data migration during 6/12/10 - 7/01/11 and files being removed</i>
Data Cleansing 100% complete	Private Hire and Hackney Carriage House to House Direct Debit Charity Collections Charity Stalls Premises Licensing Club Licensing Personal Licences Temporary Events Street Trading Gambling	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Partnership Working 0% complete	Promotion of service and partner opportunities	x	<i>Requires sponsor, ownership and drive at a senior level to promote and seek partnership opportunities.</i> <i>BIT and ICT have been invited to present the programme of improvement and benefits to 130 local authorities over four days.</i>
Finance 60% complete	Additional income (taxi) Outstanding income collection Simpler budget system BIIAB Training	✓ ✓ ✓ x	<i>Income identified and consultation underway</i> <i>Available for those services migrated.</i> <i>In discussions between Finance and Licensing</i> <i>Waiting for trial to run with Communities. Could be continued as part of the STP</i>
Overall Completion	73.8% across all workstreams		