



Service Plan 2007/08 (Stage 1 Template)

Service Plan for: Licensing & Bereavement Services

Directorate: Neighbourhood Services

Service Plan Holder: Andy Hudson

Workplans: Bereavement Services, Housing Enforcement,
Licensing and Pest Control

Director: Terry Collins

EMAP : Neighbourhood Services

1. Service description & objectives

Bereavement Services

Bereavement Services provide a dignified and sympathetic cremation and burial service. Each year we carry out about 2000 cremations. In addition we carry out welfare funerals where people die with no one available to make funeral arrangements. We provide a burial service in conjunction with Fulford Parish Council.

Our customers are the families of the bereaved, funeral directors, ministers of religion, medical referees, coroner's officers, hospitals and schools and colleges.

Housing Enforcement

This service transferred to Housing and Adult Social Services in April 2006

Licensing Services

The licensing service covers a wide range of licensing and registration functions in the city including taxis, alcohol and entertainment, trading activities, gaming activities and sports grounds. In 2005/06 we licensed 720 vehicles and 862 drivers and tested 629 taxi meters; we licensed 783 premises and 964 personal licences under the Licensing Act 2003; issued 308 consents to trade in the street; issued 168 gaming permits and 120 street collection permits together with various other lower volume activities.

Our customers are those who hold licenses and those who benefit from their activities which includes businesses, residents and visitors.

Pest Control

Our pest control team provide a treatment service and assist with enforcement of public health legislation. It is expected this service will transfer to Neighbourhood Services (Construction) before April 2007

Our customers are York's businesses, residents and visitors to the city.

The head of service is also responsible for the emergency response of the group including flood recovery. He also chairs the Safety at Sports Advisory Group and provides strategic support in relation to traveller issues.

Service objectives

- S01 – Provide a high quality sympathetic bereavement service giving choice and access to all customers and users
- S02 – Operate a fair, transparent and proportionate licensing system, providing optimum protection to users and residents
- S03 – Provide a high quality, accessible pest control service to maintain the protection of public health
- S04- Provide an effective response to all emergency situations that involve action by the group.

2. Significant drivers for change and improvement

Driver	Affect on service delivery
Full implementation of the Gambling Act 2005 on 1 st September 2007	There will be an increase in workload up to the implementation date to ensure that all licences are processed within statutory time limits. The demands in maintaining the system thereafter are unknown.
Relocation of taxi testing centre to Hazel Court and partnership agreement with ABRO	We are unsure as how this will the taxi testing procedures at a time when the taxi trade are seeking improvements to the present arrangements

3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
Review of taxi licensing processes and procedures	The current arrangements have been built on over the years and it is considered that a fundamental review could yield efficiencies and service improvements.

Other comments to note

None

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Implement the Gambling Act 2005		New		Ensure local businesses are supported through this process and the full protection allowed by legislation is provided to residents and customers
Ensure smooth transition of the pest control service to Construction Services		New		To provide a seamless transition for our customers
Review the provision of taxi ranks	Ensure sufficiency to meet demand and improve safety at ranks	Revised deadline Sept 07		This is required to meet changes trade patterns within the city.