**Licensing and Community Safety Service Plan 2011/12**

| Action Code | ACTION | Description (Target, Outcome, Critical Success Factors and Environmental Impacts) | Due Date | Lead Officer | If the action impacts on another service in terms of support/input, please specify below: | Resources |
|---|---|---|---|---|---|---|
| | **Action Plan** | | | | **Connections** | |

*Strapline: Fit for purpose, services fit for you*
*Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation*

*By 2013 - Increase the percentage of residents who agree that the council provides value for money.*

| Action Code | ACTION | Description | Due Date | Lead Officer | Connections | Resources |
|---|---|---|---|---|---|---|
| *11-LCS01* | Deliver the benefits as identified in the C3W Benefit Service Profile for Licensing and Community Safety. | **Target:** Project Plan timescales met. **Outcome:** Reduced cost of service and reduced carbon footprint. **Critical Success Factors:** Reliance on homeworking being set up. Car Sharing scheme established. **Environmental Impact:** Reduced carbon footprint. Expected minor efficiencies in paper use due to increased use of IT | 31 March 2012 | Head of Licensing and Community Safety | None. | Within existing resources |
| *11-LCS02* | Reduce costs or improve VFM by identifying and implementing an improved structure for Environmental Health and Licensing and Community Safety services to meet the challenges of the MTFP | **Target:** Identify improved streamlined structure and implement by 2013 **Outcome:** reduced overhead costs **Critical Success Factors**: Outcome of BPI process, staff engagement and contribution **Environmental Impacts:** Possible reduced travel | 31 March 2012 | Head of Licensing and Community Safety | HR support | Within existing resources |
| *11-LCS03* | Identify and implement opportunities presented by changes in local and central govt. ie forthcoming changes in Alcohol licensing legislation, maximising reasonable cost recovery, reducing workload through improved use of IT, improved use of delegated powers. | **Target:** Deliver core services whilst meeting MTFP challenges **Outcome:** Sustained service delivery and reduced overhead costs **Critical Success Factors**: Partner engagement and acceptance **Environmental Impacts:** Improved use of IT should reduce paper and travel | 31 March 2012 | Head of Licensing and Community Safety | Increased use of Web Team and IT. Democratic and Legal Services involvement | Within existing resources |