

End of year performance update report
Licensing- 2016/2017

Performance measure- Maximise income from fees and charges	Baseline	Target	End of year report
To support the council's growth agenda and undertake a fees and charges review	Dec 2016	By Dec 2016	Work completed

Performance measure- To approve applications for licensed premises within specified timescale	Baseline from 2015/2016 (if applicable)	Target 2016/2017	End of year report
90% of new hackney carriage and private hire vehicle licenses to be processed within 24 hours.	98%	95% new	98% (53 total, 1 overdue)
90% of renewal hackney carriage and private hire vehicle licenses to be processed within 48 hours.	97%	95% renewal	93% (125 total, 9 overdue)
% of Temporary event notices processed within the statutory period.	100%	100%	99% (301 total, 3 overdue)

Performance measure- Impliment a new animal licensing policy	Baseline from 2015/2016 (if applicable)	Target 2016/2017	End of year report
Implement a new animal licensing policy by January 2017	N/A	By Jan 2017	Work completed

Performance measure- To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees	Baseline from 2015/2016 (if applicable)	Target 2016/2017	End of year report
Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100%	100%	100% (43)
Annual inspection of licensed taxi operator bases.	N/A	100%	100% (16)

Performance measure- Offer advice and guidance on licensable activities	Baseline from 2015/2016 (if applicable)	Target 2016/2017	End of year report
Taxi licensing trade meeting.	One per year	One per year	Two meetings held in 2016

Performance measure- Trained staff and comprehensive understanding of the service by the service delivery Champion	Baseline from 2015/2016 (if applicable)	Target 2016/2017	End of year report
% of Appraisals undertaken.	100%	100%	100%
Service awareness briefings for Service Delivery Champion.	Four per annum	Four per annum	Four meetings held
To review all website pages to ensure that they meet with the needs of our customers.	N/A	Review by July 2016	Reviewed, and overhauled. Continually updated, as required