



Licensing services end of the year report 2022 to 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Support the Council's growth agenda and undertake a fees and charges review by December 2022	Sound financial management	By December 2023, annually	Completed December 2021	Senior Licensing Officer	Completed November 2022
95% of valid new vehicle licence applications to be processed within 48 hours	Sound financial management	95%, annually	100% (54 total)	Senior Licensing Officer	100% (58 total)
100% of valid licensed vehicle renewal applications to be processed within 72 hours of receipt, or by the expiry date of the licence (where an applicant submits their application more than 72 hours in advance of their expiry date)	Sound financial management	100%, annually	100% (101 total)	Senior Licensing Officer	100% (101 total)
100% of valid licensed vehicle variation applications to be processed within 24 hours	Sound financial management	100%, annually	100% (30 total)	Senior Licensing Officer	100% (14 total)
100% of valid temporary event notices processed within the statutory period	Sound financial management	100%, annually	100% (301 total)	Senior Licensing Officer	100% (233 total)
100% of valid personal licences (to sell alcohol) processed with the statutory period	Sound financial management	100%, annually	100% (49 total)	Senior Licensing Officer	100% (31 total)

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
100% of complaints received will be responded to within 72 hours	Social and community infrastructure	100%, annually	100% (5 total)	Senior Licensing Officer	100% (12 total)
Completion of all required animal welfare inspections within the 3-month legal time frame	Social and community infrastructure	100%, annually	100% (11 total)	Senior Licensing Officer	100% (30 total)
Annual inspection of licensed taxi operator bases	Social and community infrastructure	100%, annually	100% (23 total)	Senior Licensing Officer	100% (15 total)
Taxi licensing trade meeting (officer advice and guidance on licensable activities)	Social and community infrastructure	100%, annually	100% (2 total)	Senior Licensing Officer	100% (2 total)
Review all website pages to ensure that they meet with the needs of our customers	Sound financial management	As identified, annually	Ongoing	Senior Licensing Officer	Ongoing
100% of appraisals undertaken	Sound financial management	100%, annually	100% (2 total)	Senior Licensing Officer	100% (2 total)
Regularly review risks associated with performance management, including: reputational risk, legal challenges, budgetary control	Sound financial management	As required, annually	Ongoing	Senior Licensing Officer	Ongoing