

Commitments towards our Vision

Six month update- Licensing Service

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
<p>Maximise income from fees and charges</p> <p>To approve applications for licences, permits and registrations within specified timescales</p>	<p>A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer</p>	To support the Council’s growth agenda and undertake a fees and charges review	Completed- as part of the annual review.	Stewart Broome- Senior Licensing Officer	↑	Review completed for 18/19 fees, report due to be heard by Members on 11 th October 2017
		95% of valid new licensed vehicle applications to be processed within 48 hours	98% (53 total – 1 overdue)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↑	100% (9 total)
		100% of valid licensed vehicle renewal applications to be processed within 72 hours of receipt, or by the expiry date of the license (where an applicant submits their application more than 72 hours in advance of their expiry date).	100% (125 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↔	100% (65 total)
		N.B- target reworded from similar target for 2016/2017				
		100% of valid licensed vehicle variation applications to be processed within 24 hours.	N/A	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↑	100% (13 total)
		100% of valid Temporary event notices processed within the statutory period.	99% (301 total – 3 overdue)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↑	100% (191 total)
		100% of valid Personal Licences (to sell alcohol) processed with the statutory period	100% (50 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↔	100% (35 total)
	New target	Figures for this target have been historically recorded by the service but this is a new target.				

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Investigate complaints relating to licensed premises		100% of complaints received will be responded to within 72 hours.	N/A	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↑	100% (1 total)
To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees	Making East Cambridgeshire an even better place to live	Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100% (43 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer	↔	100% of those required (6 total) 12% of yearly total completed (50 required).
		Taxi licensing policy – update	N/A	Stewart Broome- Senior Licensing Officer	↔	Consultation completed, report due to be presented to Members on 8 th November 2017.
		Annual inspection of licensed taxi operator bases.	100% (16 total)	Stewart Broome- Senior Licensing Officer Lin Bagwell- Licensing	↔	0%
Offer advice and guidance on licensable activities	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	Taxi licensing trade meeting.	100% (2 total)	Stewart Broome- Senior Licensing Officer	↔	50% (1 total)
Trained staff and comprehensive understanding of the service by the service delivery Champion		% of Appraisals undertaken	100% (2 total)	Stewart Broome- Senior Licensing Officer	↔	0% - mid-year review due to be completed by the end of October.
		Service awareness briefings for Service Delivery Champion.	100% (4 total)	Stewart Broome- Senior Licensing Officer	↔	50% (2 total)
		To review all website pages to ensure that they meet with the needs of our customers.	On-going	Stewart Broome- Senior Licensing Officer	↔	On-going
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks associated with the Service. Currently no risks have been identified which impact the Authority corporately.	<i>New target</i>	Liz Knox Environmental Services Manager		<i>New target</i>

Name of Service Delivery Champion: Councillor Sue Austen

Comments: The results from the first six months of the 17/18 year show that the department is meeting or exceeding the targets and baseline figures from the previous period which is pleasing to see and is the result of a great deal of hard work by the team.
Keep up the good work.