



Licensing Service half year report 2023 to 2024

Performance measure	Target and reporting timescale	Half year update
Support the Council's growth agenda and undertake a fees and charges review	By December 2023, annually	Fees review report to be heard on 8 th November 2023
100% of valid new vehicle licence applications to be ready for collection within 3 working days	100%, annually	100% (62 total)
100% of valid vehicle licence renewal applications to be ready for collection within 3 working days, or by the expiry date of the licence (where an applicant submits their application more than 3 working days in advance of their expiry date)	100%, annually	100% (82 total)
100% of valid vehicle licence variation applications to be processed by the close of the next working day	100%, annually	100% (35 total)
100% of valid Temporary Event Notices to be processed and determined by the close of the next working day	100%, annually	100% (208 total)

Performance measure	Target and reporting timescale	Half year update
100% of valid personal licences processed within the statutory period	100%, annually	100% (16 total)
100% of enquiries responded to within 3 working days	100%, annually	100% (1038 CRMs, plus unknown number of direct calls and emails in total)
Ensure website and online options are up to date	As identified, annually	Up to date, but this is an on-going piece of work due to the nature of the performance measure.
Ensure staff are all up to date on latest policies and procedures	As identified, annually	Up to date, but this is an on-going piece of work due to the nature of the performance measure.
100% of complaints received will be responded to within 3 working days	100%, annually	100% (12 total)
Service request module to be populated to ensure compliance with enforcement audit	As identified, annually	Behind schedule due to other priority work entering the department
Ensure all required animal welfare inspections are arranged within the statutory time frame	100%, annually	100% (6 total)
Ensure all biennial private hire operator base audits are completed on time	100%, annually	0% - These occur in quarters three and four.

Performance measure	Target and reporting timescale	Half year update
100% of staff appraisals undertaken by the corporate deadlines	100%, annually	0% - These occur in quarters three and four.
Ensure all training requirements are met by the specific deadline	100%, annually	100% - Up to date, but this is an on-going piece of work due to the nature of the performance measure.
Work towards providing a full complement of online forms and paperless solutions	As identified, annually	Up to date, but this is an on-going piece of work due to the nature of the performance measure.