

Six month performance update report**Licensing- 2016/2017**

Performance measure- Maximise income from fees and charges	Baseline	Target	6 month update report
To support the council's growth agenda and undertake a fees and charges review	Dec 2016	By Dec 2016	Work commenced

Performance measure- To approve applications for licensed premises within specified timescale	Baseline from 2015/2016 (if applicable)	Target 2016/2017	6 month update report
90% of new hackney carriage and private hire vehicle licenses to be processed within 24 hours.	98%	95% new	100% (12)
90% of renewal hackney carriage and private hire vehicle licenses to be processed within 48 hours.	97%	95% renewal	100% (59)
% of Temporary event notices processed within the statutory period.	100%	100%	98% (164 total 3 overdue)

Performance measure- Impliment a new animal licensing policy	Baseline from 2015/2016 (if applicable)	Target 2016/2017	6 month update report
Implement a new animal licensing policy by January 2017	N/A	By Jan 2017	Work commenced

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	6 month update 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%	Diarised and will occur between September and 31 st December
Annual inspection of licensed taxi operator bases.	N/A	100%	Work commenced

Appendix A(e)

Performance measure- Offer advice and guidance on licensable activities	Baseline from 2015/2016 (if applicable)	Target 2016/2017	6 month update report
Taxi licensing trade meeting.	1per year	1per year	Scheduled for late 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	6 month update report
% of Appraisals undertaken.	100%	100%	
Service awareness briefings for Service Delivery Champion.	4	4	Two meetings held to date
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

Name of Service Delivery Champion:- Councillor Sue Austen
--

Comments

<p>The Licensing team are on track to achieve all targets set within the service delivery Plan. To add some context to the volume of work undertaken by the team the following licenses have been issues during the first 6 months of the year.</p>

- | |
|---|
| <ul style="list-style-type: none"> • 378 License applications processed • 276 inspections undertaken • 38 suspensions issued |
|---|

<p>The Licensing team has continued to make improvements that increase efficiency in the delivery of the service to Internal and external customers.</p>
--

- | |
|---|
| <ul style="list-style-type: none"> • Reviewed account codes and reduced these by a third to make it easier for finance and customer services. • Overhauling and streamlining the uniform database system to improve efficiencies - ongoing. • Moving applications to paperless licensing where possible. i.e lotteries and charity collections. • Merged 10 animal licensing application forms into 1 form in time for the 2016/2017 renewal period |
|---|

The team have Introduced policy and procedure changes that provide clarity for businesses that need to apply for licenses.