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| REPORT TO: | ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE | AGENDA ITEM: 8 |
| DATE OF MEETING: | 15 th AUGUST 2019 | CATEGORY: DELEGATED/ RECOMMENDED |
| REPORT FROM: | CHIEF EXECUTIVE | OPEN/EXEMPT PARAGRAPH NO: |
| MEMBERS' CONTACT POINT: | EMMA MCHUGH 01283 595716 emma.mchugh@south-derbys.gov.uk | DOC: |
| SUBJECT: | KEY PERFORMANCE INDICATORS – LICENSING DEPARTMENT | REF: |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: |

1. Recommendations

- 1.1 That Members note the performance of the Licensing Department in relation to the Key Performance Indicators

2. Purpose of Report

- 2.1 To provide Members with an update on the Licensing Department and the Key Performance Indicators

3. Detail

- 3.1 As part of the audit of the Licensing Department held in 2014, service standards were put in place with regards to target times for the processing of complete applications and dealing with any complaints received by the Department.
- 3.4 The Licensing Department will provide a quarterly update as to the Department's performance against the service standards. The results for the previous quarter are:

Private Hire Licensing

| Type of Licence Application | February 2019 to July 2019 |
|---------------------------------|----------------------------|
| Private Hire Vehicles (5 days) | 100% |
| Private Hire Drivers (10 days) | 100% |
| Private Hire Operators (5 days) | 100% |

Licensing Act 2003

| Type of Licence Application | November 2018 to January 2019 |
|---|-------------------------------|
| Personal licence (10 days). | 100% |
| Grant of premises licence (15 days after grant) | 100% |
| Variation of designated premises supervisor (15 days after grant) | 100% |
| Transfer of premises licence holder (15 days after grant) | 100% |
| Variation of premises licence (15 days after grant) | 100% |
| Minor variation of premises licence (15 days after grant) | 100% |
| Temporary event notice (1 day) | 100% |

Enforcement

| Type of Application | February 2019 to July 2019 |
|---|----------------------------|
| Acknowledgement of complaint within 2 days | 100% |
| Letter detailing works required within 10 days | 100% |
| Notify complainant of outcome of investigation within 10 days | 100% |

4. **Financial Implications**

- 4.1 There are no financial implications to the Council.

5. **Corporate Implications**

- 5.1 The service standards demonstrate that we support local businesses whilst protecting local residents which contribute directly to the corporate vision to make South Derbyshire a better place to live, work, and visit, and to the theme of sustainable growth and opportunity and safety and security.