

---

|                                |  |   |
|--------------------------------|--|---|
| <b>REPORT TO:</b>              | <b>ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE</b>  | <b>AGENDA ITEM: 7</b>                   |
| <b>DATE OF MEETING:</b>        | <b>1<sup>ST</sup> OCTOBER 2015</b>   | <b>CATEGORY: DELEGATED/ RECOMMENDED</b> |
| <b>REPORT FROM:</b>            | <b>CHIEF EXECUTIVE</b>   | <b>OPEN</b>                             |
| <b>MEMBERS' CONTACT POINT:</b> | <b>EMMA McHUGH (EXT: 5716)</b><br><a href="mailto:emma.mchugh@south-derbys.gov.uk">emma.mchugh@south-derbys.gov.uk</a> | <b>DOC:</b>                             |
| <b>SUBJECT:</b>                | <b>KEY PERFORMANCE INDICATORS – LICENSING DEPARTMENT</b>   | <b>REF:</b>                             |
| <b>WARD(S) AFFECTED:</b>       | <b>ALL</b>   | <b>TERMS OF REFERENCE: EDS</b>          |

---

**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 quarter from May 2015 to July 2015 are:

**Private Hire Licensing**

|   |     |
|---|-----|
| Private Hire Vehicles – application to license a vehicle as a private hire vehicle includes depot test, insurance, MOT, logbook and road tax (5 days)   | 98% |
| Private Hire Drivers – application to license a 'fit and proper' individual as a private hire driver includes criminal record check, knowledge test, medical, eye test, driving history check and DVSA practical driving test (10 days) | 97% |
| Private Hire Operators – application to license company or individual(s) to   |     |

|   |      |
|---|------|
| accept bookings and to give bookings to licensed drivers and vehicles includes insurance and planning permission check (5 days) | 100% |
|---|------|

### Licensing Act 2003

|   |      |
|---|------|
| <p>Personal licence – application to license individual to authorise the sale of alcohol and to act as designate premises supervisor (10 days).</p> <p>Due to changes to the legislation in April 2015, where a personal licence now lasts indefinitely, the Licensing Department received a large volume of applications in a short period of time</p> | 71%  |
| Grant of premises licence – application to authorise licensable activities at a premises including sale of alcohol, regulated entertainment and/or late night refreshment (15 days after grant)   | 100% |
| Variation of designated premises supervisor – application to change the individual who authorises the sale of alcohol on a premises licence (15 days after grant)   | 100% |
| Transfer of premises licence holder – application to transfer the premises licence from one person/company to another (15 days after grant)   | 100% |
| Variation of premises licence – application to vary the premises licence to change the permitted licensable activities and/or times (15 days after grant)   | 100% |
| Minor variation of premises licence – application to make minor changes to a premises licence i.e. change of plan (15 days after grant)   | 100% |
| Temporary event notice – notice to authorise licensable activities for a limited period (1 day)   | 100% |

### Enforcement

|   |      |
|---|------|
| 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.