
REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	3rd MARCH 2016	CATEGORY: DELEGATED/ RECOMMENDED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	EMMA McHUGH (EXT: 5716) emma.mchugh@south-derbys.gov.uk	DOC:
SUBJECT:	KEY PERFORMANCE INDICATORS – LICENSING DEPARTMENT	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: EDS

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 two quarters are:

Private Hire Licensing

Type of Licence Application	August to October 2015	November 2015 to January 2016
Private Hire Vehicles (5 days)	98%	90%
Private Hire Drivers (10 days)	94%	96%
Private Hire Operators (5 days)	100%	91%

Licensing Act 2003

Type of Licence Application	August to October 2015	November 2015 to January 2016
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Personal licence (10 days).	100%	100%
Grant of premises licence (15 days after grant)	100%	100%
Variation of designated (15 days after grant)	100%	100%
Transfer of premises licence holder (15 days after grant)	100%	100%
Variation of premises licence (15 days after grant)	100%	100%
Minor variation of premises licence (15 days after grant)	100%	100%
Temporary event notice (1 day)	100%	100%

Enforcement

Type of Application	August to October 2015	November 2015 to January 2016
Acknowledgement of complaint within 2 days	100%	100%
Letter detailing works required within 10 days	100%	100%
Notify complainant of outcome of investigation within 10 days	100%	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.