# **Licensing Performance Report - Maidstone**

### **APPENDIX A**

Chart Nama	Current	Current	Status	Performance Data	Q1 2018	8/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	8/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
Length of time from validation to issue of HC and dual driver licences (Percentage within 10 days)	100%	90%	<b>②</b>	100% 100% 100% 100% 100% 100% 100% 100%	100%		100%	<b>②</b>	100%		100%	
Length of time from validation to issue of PH driver licence (Percentage issued within 10 days)	94%	90%	•	1000- 900- 700- 900- 900- 900- 900- 900-	100%	<b>&gt;</b>	96.67%	<b>②</b>	97.3%	<b>&gt;</b>	80%	
Percentage of PHO licences issued within 10 days	100%	90%	<b>&gt;</b>	100% 100% 100% 100% 100% 100% 100% 100%	100%	<b>&gt;</b>	100%	<b>②</b>	100%		100%	<b>&gt;</b>
Premises compliance	Average 50	45 per quarter	<b>&gt;</b>	39 25 25 26 27 28 29 29 20 20 20 20 20 20 20 20 20 20 20 20 20	32		48	<b>②</b>	62	<b>&gt;</b>	57	

Short Name	Current	Current	Status	Performance Data	Q1 2018	8/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	3/19
SHOLL Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline	100%	95%		100 000 h 100 000 h	100%		100%		100%		100%	
The percentage of valid temporary event notices processed within one working day of receipt	99%	95%	<b>②</b>	100 cms. 50 cms.	96%	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>
Taxi Compliance	Average 62	45 per quarter	<b>②</b>	00 50 50 50 50 50 50 50 50 50 50 50 50 5	75		52		68		53	
Where continuation fees not received and action taken within a month of overdue date	100%	95%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	
Percentage of continuation fees invoices issued 1 month in advance of fee being due	100%	100%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	

Short Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)	100%	90%	<b>②</b>	100 0004, 60 0006, 60 0006, 70 0006, 60 0006, 60 0006, 60 0006, 60 0006, 90 0006, 90 0006, 90 0006,	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>
Percentage of Private Hire Operator licenses issued within 10 days of validations	100%	90%	<b>②</b>	100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	100%	90%	<b>②</b>	100.00%, 50.00%, 70.00%, 70.00%, 60.00%, 50.00%, 70.00	100.00	<b>②</b>	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	100.00	<b>②</b>
Percentage of dual driver licenses issued within 10 days of validation	100.00%	90%		30 cms, 00 cms	100.00		100.00	<b>Ø</b>	100.00		100.00	<b>②</b>
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date	100%	95%		300% 300% 300% 300% 300% 300% 300% 300%	100%		100%		100%		100%	

Short Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
of validation to issue date)												
The percentage of valid personal licences processed within 2 weeks (Hub Team)	98%	95%	<b>&gt;</b>	100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%	100.00	<b>&gt;</b>	100.00	<b>&gt;</b>	92.31%	<u> </u>	100.00	
Action after suspension - Licensing officers resolve by 31 March	100%	95%	<b>Ø</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	<b>②</b>	100%	<b>&gt;</b>

## **Licensing Performance Report - Sevenoaks**

Short Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline	100%	95%		100   100	100%		100%		100%		100%	
The percentage of valid personal licences processed within 2 weeks (Hub Team)	100%	95%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%	<b>&gt;</b>	93.75%		100%	
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	100%	95%		1900 1900 1900 1900 1900 1900 1900 1900	100%		100%		100%		100%	<b>⊘</b>
The percentage of valid temporary event notices processed within one working day of receipt	98%	95%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	99%	<b>&gt;</b>	97.12%	<b>②</b>	98.85%	<b>②</b>

Short Name	Current	Current	Status	Performance Data	Q1 2018	8/19	Q2 201	8/19	Q3 201	8/19	Q4 201	8/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)	100%	90%	<b>②</b>	190% 190% 190% 190% 190% 190% 190% 190%	100%		100%		100%		100%	
Premises compliance	Average 70	45 per quarter		55 6 6 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	30		101	<b>&gt;</b>	92	<b>②</b>	57	
Taxi Compliance	Average 51	45 per quarter	<b>&gt;</b>	25 25 25 25 25 25 5	30		41		58	<b>②</b>	74	•
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	100%	90%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	<b>②</b>
Percentage of Private Hire driver licenses issued within 10 days of validations	100%	90%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%		100%	<b>&gt;</b>	100%	<b>②</b>

Chart Nama	Current	Current		Performance Data	Q1 2018	3/19	Q2 2018	3/19	Q3 201	8/19	Q4 201	8/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
Percentage of Private Hire Operator licenses issued within 10 days of validations	100%	90%	<b>Ø</b>	100% 50% 50% 50% 50% 50% 50% 50% 50% 50%	100%	<b>Ø</b>	100%		100%	<b>⊘</b>	100%	<b>②</b>
Percentage of continuation fees invoices issued 1 month in advance of fee being due	100%	95%		1000- 1000-	100%	<b>&gt;</b>	100%		100%		100%	<b>②</b>
Where continuation fees not received and action taken within a month of overdue date	100%	95%	<b>Ø</b>	1000- 100- 100- 100- 100- 100- 100- 100	100%	<b>&gt;</b>	100%	<b>&gt;</b>	100%	<b>②</b>	100%	<b>②</b>
Action after suspension – Licensing officers resolve by 31 March	98%	95%		1000- 1000-	97%	<b>&gt;</b>	96.43%		100%		100%	<b>②</b>

## **Licensing Performance Report - Bexley**

Short Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 2018	/19	Q3 2018	3/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline - Bexley	100%	95%	<b>Ø</b>	100% 100% 100% 100% 100% 100% 100% 100%	100%		100%	<b>②</b>	100%		100%	<b>Ø</b>
The percentage of valid personal licences processed within 2 weeks (Hub Team) - Bexley	94%	95%	_	1900, 900, 900, 900, 900, 900, 900, 900,	97.22%	<b>②</b>	97.06%	<b>②</b>	93.1%		86.96%	<u> </u>
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) - Bexley	100%	95%	<b>⊘</b>	1000. - 900. - 9	100%		100%		100%		100%	

Chart Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 201	8/19	Q3 201	8/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of valid temporary event notices processed within one working day of receipt - Bexley	95%	95%	<b>Ø</b>	190% 190% 190% 190% 190% 190% 190% 190%	100%	<b>&gt;</b>	100%		95.2%		98.88%	<b>②</b>
Premises compliance - Bexley	Average 121	90 per quarter		20 20 30 30 30 30	90		107		157		130	
Action after suspension - Licensing officers resolve by 31 March - Bexley	100%	95%	<b>Ø</b>	P\$1,1K 00003 Atton after superssion - Licensing affices residue by 31 March - Boday 1100	95% (B	exley do	their ow	n – no H	ub Team	involven	nent)	

## **Licensing Performance Report - Tunbridge Wells**

Short Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline - Tunbridge Wells	100%	95%	<b>②</b>	100 m m m m m m m m m m m m m m m m m m	100%	<b>②</b>	100%	<b>Ø</b>	100%	<b>②</b>	100%	
The percentage of valid personal licences processed within 2 weeks (Hub Team) - Tunbridge Wells	98%	95%	<b>⊘</b>	100% 100% 100% 100% 100% 100% 100% 100%	100%	<b>&gt;</b>	100%	<b>&gt;</b>	90.91%		100%	<b>&gt;</b>
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) - Tunbridge Wells	100%	95%		100% 100% 100% 100% 100% 100% 100% 100%	100%		100%		100%		100%	

Chart Name	Current	Current	Status	Performance Data	Q1 2018	3/19	Q2 2018	3/19	Q3 2018	3/19	Q4 2018	3/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
The percentage of valid temporary event notices processed within one working day of receipt - Tunbridge Wells	98%	95%		1000 to 1000 t	100%		98.68%		98.97%		95.83%	
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team) - Tunbridge Wells	100%	90%		1000 1000 1000 1000 1000 1000 1000 100	100%		100%		100%		100%	
Premises compliance - Tunbridge Wells	Average 66	45 per quarter		50 60 50 50 50 50 50 50 50 50 50 50 50 50 50	40		57		84		82	
Taxi Compliance - Tunbridge Wells	Average 89	45 per quarter	<b>&gt;</b>	79 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	58	<b>&gt;</b>	87	<b>②</b>	145	<b>②</b>	65	<b>&gt;</b>
Percentage of Dual driver licenses issued within 10 days of validation - Tunbridge Wells	100%	90%	<b>Ø</b>	2005 2005 2005 2006 2006 2006 2006 2006	100%	<b>&gt;</b>	100%	<b>Ø</b>	100%	<b>Ø</b>	100%	<b>②</b>

Short Name	Current	Current	Status		Q1 2018	3/19	Q2 2018	3/19	Q3 2018	3/19	Q4 201	8/19
Short Name	Value	Target	Status	Trend Chart	Value	Status	Value	Status	Value	Status	Value	Status
Percentage of Private Hire Operator licenses issued within 10 days of validations - Tunbridge Wells	98%	90%	<b>②</b>	100% 100% 100% 100% 100% 100% 100% 100%	100%	<b>&gt;</b>	100%		92.86%	<b>&gt;</b>	100%	<b>②</b>
Percentage of continuation fees invoices issued 1 month in advance of fee being due - Tunbridge Wells	100%	90%		1000 1000 1000 1000 1000 1000 1000 100	100%	<b>&gt;</b>	100%		100%	<b>&gt;</b>	100%	<b>②</b>
Where continuation fees not received and action taken within a month of overdue date - Tunbridge Wells	100%	95%	<b>②</b>	190% 190% 190% 190% 190% 190% 190% 190%	100%	<b>②</b>	100%		100%	<b>②</b>	100%	<b>②</b>
Action after suspension - Licensing officers resolve by 31 March - Tunbridge Wells	100%	95%	<b>②</b>	1000 1000 1000 1000 1000 1000 1000 100	98%	<b>&gt;</b>	100%		100%	<b>&gt;</b>	100%	<b>②</b>