



## Licensing Service half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Support the Council's growth agenda and undertake a fees and charges review	By December 2024, annually	Target On Track - Fees review report to Licensing committee on 20 November 2024
Annual review of risk to ensure that the councils statutory and legislative requirements are fully met	By March, annually	On Going - On-going
100% of enquiries, complaints and inspections to be actioned within required timelines	100%, annually	Target On Track - 100%, 79 inspections, 6 complaints, 350 enquiries
Service request module to be populated to ensure compliance with enforcement audit	By September 2024	Target Off Track - Work on populating this module has commenced but has not yet been completed due to resource issues. External input was required. Estimated completion date Jan 2025.
100% of valid vehicle licence variation applications to be processed the close of the next working day	100%, annually	Target On Track - 100%, 21 vehicle variations have been received and processed

Performance measure	Target and reporting timescale	Half year update
Reduce paper use through the customer journey where possible by using IT solutions	By March, annually	Target Exceeded - 2023 to 2024 comparison - 1,140 fewer pages printed (3,407 down to 2,267), 498 fewer jobs printed (1,227 down to 729). 33% reduction in pages printed