



Licensing Service half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Support the Council's growth agenda and undertake a fees and charges review	By December 2025, annually	Target On Track - Fees review report to Licensing committee by 10 December 2025
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%, 23 inspections, 5 complaints, 438 enquiries
100% of licence applications, registrations and notices to be determined, and inspections conducted within the terms of the controlling legislation	100%, annually	Target On Track - 100%, a total of 3379 applications have been received and processed within legislative timeframes
Reduce paper use through the customer journey where possible by using IT solutions	By March, annually	On Going - On-going – Unfortunately, official 6 month comparison figures are not available due to separating licensing from environmental services in October 2024, however, the department has more than doubled in size in the first six months of 2025/2026 and

Performance measure

**Target
and
reporting
timescale**

Half year update

indications are that paper use has not grown in line with this, suggesting further reductions have been achieved.
