



East Cambridgeshire
District Council

Licensing Service end of year report 2025 to 2026

Performance measure	Link to Corporate Plan Priority	Target and reporting timescale	Baseline/output from 2024 to 2025	Owners and co-owners	Outcome or output 2025 to 2026
Support the Council's growth agenda and undertake a fees and charges review	Sound financial management	By December annually	Fees reviewed October 2024	Licensing Manager	Fees reviewed November 2025 Completed - Target Met
100% of valid new vehicle licence applications to be ready for collection within 3 working days	Sustainable communities	100%, annually	100% (133 total)	Licensing Manager	100% (2430 total) Completed - Target Met
100% of valid vehicle licence renewal applications to be ready for collection within 3	Sustainable communities	100%, annually	100% (179 total)	Licensing Manager	100% (194 total) Completed - Target Met

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working days, or by the expiry date of the licence (where an applicant submits their application more than 3 working days in advance of their expiry date)					
100% of valid vehicle licence variation applications to be processed by the close of the next working day	Sustainable communities	100%, annually	100% (80 total)	Licensing Manager	100% (399) Completed - Target Met
100% of valid Temporary Event Notices to be processed and determined by the close of the next working day	Sustainable communities	100%, annually	100% (273 total)	Licensing Manager	100% (257 total) Completed - Target Met

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100% of valid personal licences processed within the statutory period	Sustainable communities	100%, annually	100% (38 total)	Licensing Manager	100% (36 total) Completed - Target Met
100% of enquiries responded to within 3 working days	Sustainable communities	100%, annually	100% (1634 CRM enquiries plus unknown number of direct dialled and emailed enquiries).	Licensing Manager	100% (1512 CRMs, plus unknown number of direct calls and emails in total) Completed - Target Met
Ensure website and online options are up to date	Sustainable communities	As identified, annually	Ongoing	Licensing Manager	Up to date, but this is an on-going piece of work due to the nature of the performance measure. Completed - Target Met
Ensure staff are all up to date on latest policies and procedures	Sustainable communities	As identified, annually	Ongoing	Licensing Manager	Up to date, but this is an on-going piece of work due to the

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					nature of the performance measure. Completed - Target Met
100% of complaints received will be responded to within 3 working days	Sustainable communities	100%, annually	100% (10 total)	Licensing Manager	100% (18 total) Completed - Target Met
Inclusivity Service Plan for Taxis and Private Hire – Making transport more inclusive (DfT Best Practice recommendation)	Sustainable communities	Make transport more inclusive Create an ISP for adoption by November 2025	N/A	Licensing Manager	Commenced, but behind schedule due to other priority work entering the department – estimated implementation mid 2026/2027 Target not met

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Ensure all required animal welfare inspections are arranged within the statutory time frame	Sustainable communities	100%, annually	100% (9 total)	Licensing Manager	100% (29 total) Completed - Target Met
Ensure all biennial private hire operator base audits are completed on time	Sustainable communities	100%, annually	100% (18 total)	Licensing Manager	N/A - Non-routine inspection year Completed - Target Met
100% of staff appraisals undertaken by the corporate deadlines	Sound financial management	100%, annually	100% (3 total)	Licensing Manager	100% (9 total) Completed - Target Met
Ensure all training requirements are met by the specific deadline	Sound financial management	100%, annually	Ongoing	Licensing Manager	Up to date, but this is an on-going piece of work due to the nature of the performance measure. On-going

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Work towards providing a full complement of online forms and paperless solutions	Cleaner, greener East Cambridgeshire	As identified, annually	Up to date, but this is an on-going piece of work due to the nature of the performance measure.	Licensing Manager	Up to date, but this is an on-going piece of work due to the nature of the performance measure. On-going
Reduce paper use through the customer journey where possible by using IT solutions	Cleaner, greener East Cambridgeshire	5% reduction in paper usage, annually	4,357 prints	Licensing Manager	3,704 prints, representing a reduction of 15% Completed – Target Exceeded