

# Commitments towards our Vision

## Licensing Services 2018-2019-Six month update



East Cambridgeshire  
District Council

| Performance Measure  | Link to Corporate Plan Priority  | Target and reporting timescale (i.e. 6 monthly or annually)   | Baseline from previous year/output from previous year | Owner and co-owners   | Status (at 6 month stage) | Outcome or output (at 6 month stage)        |
|--|--|---|---|---|---------------------------|---|
| <b>Maximise income from fees and charges</b><br><br><b>To approve applications for licences, permits and registrations within specified timescales</b> | A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer | To support the Council's growth agenda and undertake a fees and charges review  | Completed- as part of the annual review.              | Stewart Broome- Senior Licensing Officer  |                           | Completed and presented to Cttee 10/10/2018 |
|  |  | 95% of valid new licensed vehicle applications to be processed within 48 hours  | 100% (22 total)                                       | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% (26 total)                             |
|  |  | 100% of valid licensed vehicle renewal applications to be processed within 72 hours of receipt, or by the expiry date of the license (where an applicant submits their application more than 72 hours in advance of their expiry date).<br><br>N.B- target reworded from similar target for 2016/2017 | 100% (100 total)                                      | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% (54 total)                             |
|  |  | 100% of valid licensed vehicle variation applications to be processed within 24 hours.  | 100% (26 total)                                       | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% (8 total)                              |
|  |  | 100% of valid Temporary event notices processed within the statutory period.  | 99% (274 total – 2 overdue)                           | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% (200 total)                            |
|  |  | 100% of valid Personal Licences (to sell alcohol) processed with the statutory period   | 100% (52 total)                                       | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% (21 total)                             |

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|--|--|---|---|---|---------------------------|--|
| Investigate complaints relating to licensed premises   |  | 100% of complaints received will be responded to within 72 hours.   | 100% (1 total)  | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% (2 total)   |
| To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees | Making East Cambridgeshire an even better place to live  | Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises. | 100% (48 total)                                       | Stewart Broome- Senior Licensing Officer<br>Caroline Littleboy- Licensing Support Officer<br>Lin Bagwell- Licensing Officer |                           | 100% of those required (5 total) majority of animal welfare renewals take place in 2 <sup>nd</sup> half of year. |
|  |  | Gambling Act 2005 licensing policy – update   | N/A   | Stewart Broome- Senior Licensing Officer  |                           | Completed – awaiting Full Council signoff  |
|  |  | Annual inspection of licensed taxi operator bases.  | 100% (15 total)                                       | Stewart Broome- Senior Licensing Officer<br>Lin Bagwell- Licensing  |                           | N/A - all inspections fall in 2 <sup>nd</sup> half of year   |
| Offer advice and guidance on licensable activities   | A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer | Taxi licensing trade meeting.   | 100% (2 total)  | Stewart Broome- Senior Licensing Officer  |                           | 50% (1 total)  |
| Trained staff and comprehensive understanding of the service by the service delivery Champion  |  | % of Appraisals undertaken  | 100% (2 total)  | Stewart Broome- Senior Licensing Officer  | 0%                        | 0%   |
| Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.                             |  | Service awareness briefings for Service Delivery Champion.  | 100% (4 total)  | Stewart Broome- Senior Licensing Officer  |                           | 50% (2 total)  |
|  |  | To review all website pages to ensure that they meet with the needs of our customers.   | On-going  | Stewart Broome- Senior Licensing Officer  |                           | On-going   |
|  |  | To regularly review risks associated with performance management, including: reputational risk, legal challenges, budgetary control.  | On-going  | Stewart Broome- Senior Licensing Officer  |                           | On-going   |

**Name of Service Delivery Champion: Councillor Sue Austen**

**Comments:**

The results from the first six months of the 18/19 year continue to show that the department is performing incredibly well, with all targets being met or being exceeded. It has been a challenging start to the year due to a number of new implementations, but the hard work of the team has again shone through

