
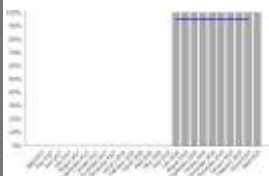





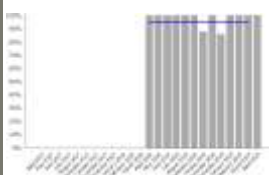





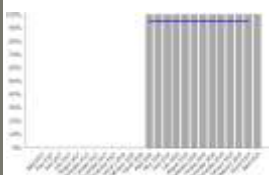




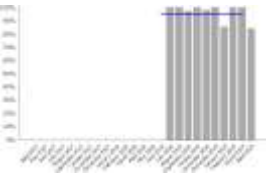
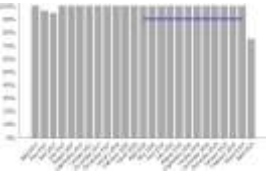
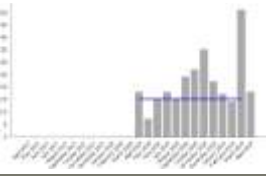
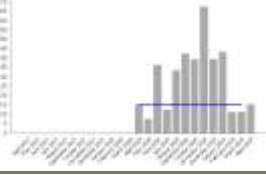
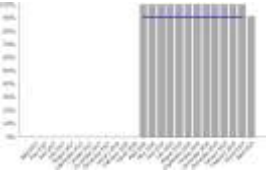


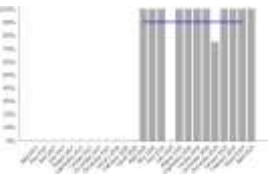
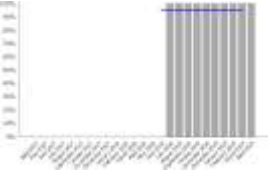
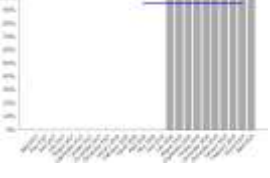
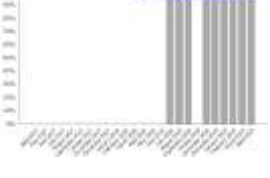
Licensing Performance Report - Tunbridge Wells – Portfolio

APPENDIX A

Generated on: 04 June 2019


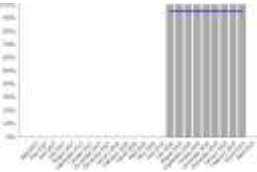





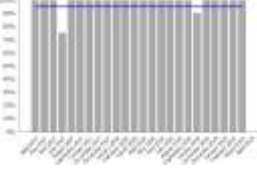





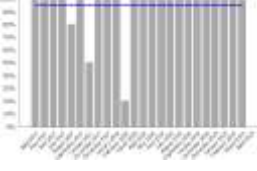





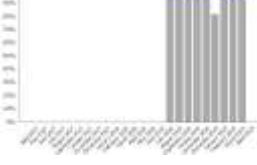




Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline - Tunbridge Wells	100%	95%			100%		100%		100%		100%	
The percentage of valid personal licences processed within 2 weeks (Hub Team) - Tunbridge Wells	98%	95%			100%		100%		90.91%		100%	
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%	

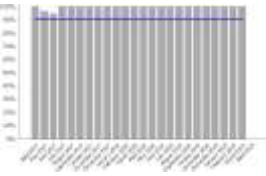
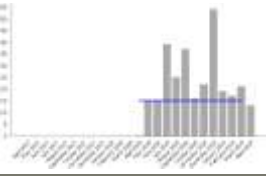
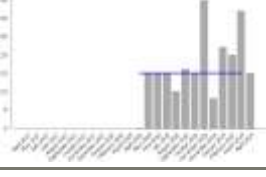
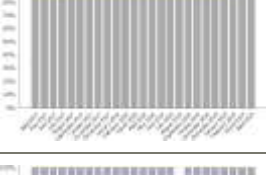
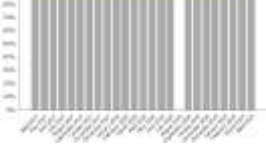
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of valid temporary event notices processed within one working day of receipt - Tunbridge Wells	98%	95%	✔		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%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Premises compliance - Tunbridge Wells	Average 66	45 per quarter	✔		40	✘	57	✔	84	✔	82	✔
Taxi Compliance - Tunbridge Wells	Average 89	45 per quarter	✔		58	✔	87	✔	145	✔	65	✔
Percentage of Dual driver licenses issued within 10 days of validation - Tunbridge Wells	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔

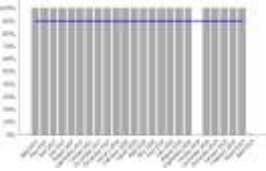
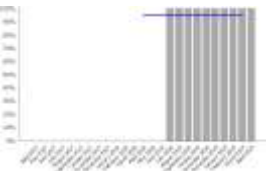
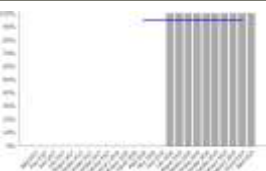
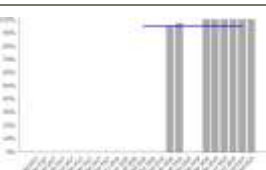
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
Percentage of Private Hire Operator licenses issued within 10 days of validations - Tunbridge Wells	98%	90%	✓		100%	✓	100%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

Licensing Performance Report - Sevenoaks – Portfolio

Generated on: 04 June 2019


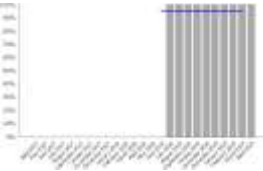





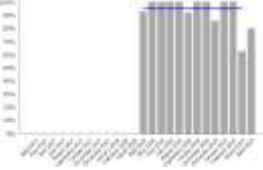





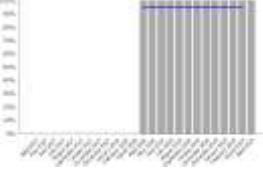




Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline	100%	95%			100%		100%		100%		100%	
The percentage of valid personal licences processed within 2 weeks (Hub Team)	100%	95%			100%		100%		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%			100%		100%		100%		100%	
The percentage of valid temporary event notices processed within one working day of	98%	95%			100%		99%		97.12%		98.85%	

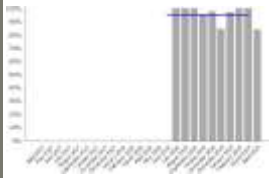
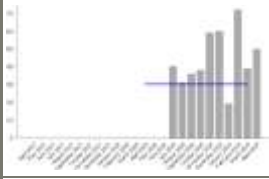
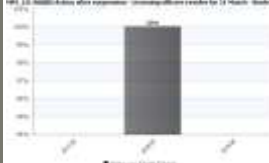
Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
receipt												
The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Premises compliance	Average 70	45 per quarter	✔		30	✘	101	✔	92	✔	57	✔
Taxi Compliance	Average 51	45 per quarter	✔		30	✘	41	⚠	58	✔	74	✔
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Percentage of Private Hire driver licenses issued within 10 days of validations	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
Percentage of Private Hire Operator licenses issued within 10 days of validations	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Percentage of continuation fees invoices issued 1 month in advance of fee being due	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Where continuation fees not received and action taken within a month of overdue date	100%	95%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Action after suspension – Licensing officers resolve by 31 March	98%	95%	✔		97%	✔	96.43%	✔	100%	✔	100%	✔

Licensing Performance Report - Bexley – Portfolio

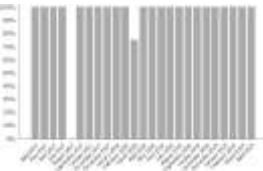
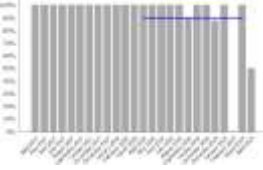
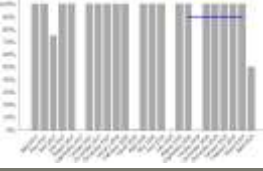
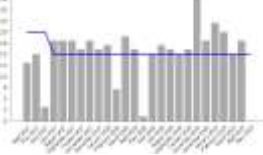
Generated on: 04 June 2019

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of renewal invitations sent out by deadline - Bexley	100%	95%			100%		100%		100%		100%	
The percentage of valid personal licences processed within 2 weeks (Hub Team) - Bexley	94%	95%			97.22%		97.06%		93.1%		86.96%	
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%			100%		100%		100%		100%	


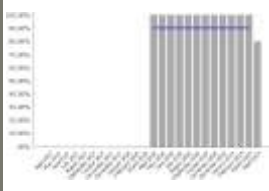





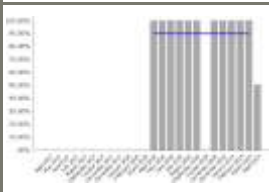





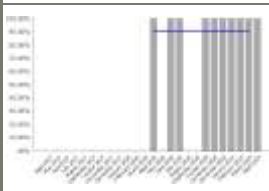





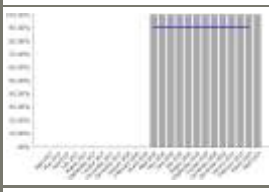





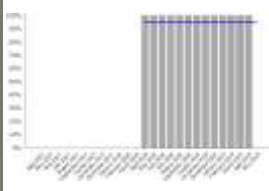




Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					Value	Status	Value	Status	Value	Status	Value	Status
The percentage of valid temporary event notices processed within one working day of receipt - Bexley	95%	95%	✓		100%	✓	100%	✓	95.2%	✓	98.88%	✓
Premises compliance - Bexley	Average 121	90 per quarter	✓		90	✓	107	✓	157	✓	130	✓
Action after suspension - Licensing officers resolve by 31 March - Bexley	100%	95%	✓		95% (Bexley do their own - no Hub Team involvement)							


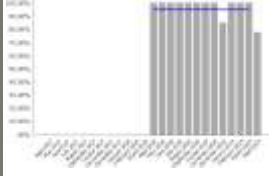





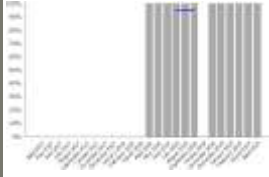



Licensing Performance Report - Maidstone - Portfolio

Generated on: 04 June 2019

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					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%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Length of time from validation to issue of PH driver licence (Percentage issued within 10 days)	94%	90%	✔		100%	✔	96.67%	✔	97.3%	✔	80%	✘
Percentage of PHO licences issued within 10 days	100%	90%	✔		100%	✔	100%	✔	100%	✔	100%	✔
Premises compliance	Average 50	45 per quarter	✔		32	✘	48	✔	62	✔	57	✔

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

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					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%			100.00 %		100.00 %		100.00 %		100.00 %	
Percentage of Private Hire Operator licenses issued within 10 days of validations	100%	90%			100.00 %		100.00 %		100.00 %		100.00 %	
Percentage of Hackney Carriage driver licenses issued within 10 days of validation	100%	90%			100.00 %		100.00 %		100.00 %		100.00 %	
Percentage of dual driver licenses issued within 10 days of validation	100.00%	90%			100.00 %		100.00 %		100.00 %		100.00 %	
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date	100%	95%			100%		100%		100%		100%	

Short Name	Current Value	Current Target	Status	Performance Data Trend Chart	Q1 2018/19		Q2 2018/19		Q3 2018/19		Q4 2018/19	
					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%			100.00%		100.00%		92.31%		100.00%	
Action after suspension - Licensing officers resolve by 31 March	100%	95%			100%		100%		100%		100%	