

**Third Quarter Performance against the Licensing Performance Management Framework.**

<b>Performance Measures</b>	<b>Target</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Comments</b>
<b>Outcome 1. All licence holders are “fit and proper” to hold licences.</b>					
% of applications that are determined only after all required checks have been undertaken.	100%	100%	100%		Quarter 3 target has been met in full.
% of complaints / information referrals where the initial response meets service standards (response within 3 working days).	100%	80%	90%		<p>During a management review of complaints received, it became apparent that only 1 of the 10 complaints that were reviewed during the third Quarter were found not to comply with the service target of an initial response within 3 working days.</p> <p>This incident was referred to licensing immediately prior to the Christmas / New Year break and was unfortunately not picked up until after the three day response time had passed. There were no safeguarding issues as a result of the delay in responding to this matter.</p>
% of complaints / service requests where no formal action has been taken that have been appropriately investigated.	100%	100%	100%		Quarter 3 target has been met in full.

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<b>Outcome 2. Decision makers make high quality judgements that protect the public from risk of harm.</b>					
% of case hearing information provided to Committee Services by to the agreed deadline.	100%	50%	67%		There were three case hearings during the third Quarter of 2016/17. Reports for two of these hearings were provided within the required timescale. The remaining report was provided one day after the deadline.
% of Licensing Board members that have received training in the role.	100%	81%	86%		<p>The Licensing Board consists of 21 Councillors; all but three of these have attended a training course outlining the role and function of the Licensing Board. The three Councillors that did not attend were Cllrs Hague, Napper and Wilson – they were unable to attend as a result of prior commitments / engagements.</p> <p>Any Councillor that has not attended the training will not be involved in the decision making process until they have attended a training session. It is expected that a further training session will take place in the first Quarter of 2017/18 – however a date is yet to be confirmed.</p>

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% of Licensing Board decisions that are made in accordance with the Council's policy.	100%	100%	100%		Quarter 3 target has been met in full.
% of licensing decisions that are made in accordance with the scheme of delegation to officers and members / commissioners.	100%	100%	100%		Quarter 3 target has been met in full.

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<b>Outcome 3. The licensing service make maximum use their statutory powers (where appropriate) to disrupt criminal activity (including CSE and related activity).</b>					
Attendance of licensing team at weekly CSE intelligence meetings (chaired by South Yorkshire Police).	80%	69%	58%		<p>There were 12 meetings held within the third Quarter of 2016/17, the Business Regulation Manager attended 7 of these. Apologies were given due to annual leave (3 occasions), attendance at an M3 managers meeting and attendance at a Local Government Association Seminar (presenting at the seminar).</p> <p>The Chair of the group has previously confirmed that it would not be appropriate to send a delegate to the meeting in normal circumstances, and that any actions / relevant information will be provided directly to the Business Regulation Manager as appropriate.</p>
Circulation of key contacts to partners for use in cases of referrals and for data sharing.	Once every six months	-	-		<p>It is not clear whether this action was completed during the third Quarter of the year (due to the absence of the Principal Licensing Officer during the whole of Quarter 2), however the Business Regulation Manager will circulate contacts early in the final Quarter of the year.</p>

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Number of multiagency operations undertaken	4 (annually)	3	0 in Q3 3 in total		<p>The target of 4 is an annual target based on one multiagency operation per Quarter. The operations may be proactive or reactive in nature and will include partners such as South Yorkshire Police, Her Majesty’s Revenue and Customs and the Vehicle and Operator Standards Agency.</p> <p>There were no multiagency operations undertaken during the third Quarter of the year.</p>
Number of proactive operations undertaken	6 (annually)	2	3 in Q3 5 in total		<p>The target of 6 is an annual target based on one RMBC lead proactive operation every two months. Operations may involve RMBC in isolation or may be multiagency operations involving RMBC and partners.</p> <p>Three operations were undertaken in the third Quarter – all in relation to the taxi camera compliance requirement.</p>

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<b>Outcome 4. The licensing team consistently provides high quality processing of licensing applications.</b>					
<p>% of applications that are processed in accordance with the licensing policy.</p>	<p>100%</p>	<p>100%</p>	<p>99.8%</p>		<p>Service standards require a licence to be determined within 3 working days of all required checks being completed (the determination will either be for the licence to be issued, or the application referred to a case hearing meeting at a future date).</p> <p>In the third Quarter of 2016:</p> <p>111 driver licenses were determined, all but 7 were determined within 3 working days of all necessary checks being completed.</p> <p>438 vehicle licences / intermediate plates were determined, all of which were determined within 3 working days.</p> <p>Two vehicle licences were issued otherwise than in accordance with the Council's policy. These related to two vehicles that should have been licensed to carry four passengers, but actually received a licence to carry six passengers. These errors were identified prior to the licence taking effect (in one case) and within a month of the licence</p>

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					<p>being issued in the other case. Issuing officers have been reminded of the need to verify that the licence criteria match the paperwork that is provided as part of the application / approval process.</p> <p>11 Private Hire Operator Licences were determined, all of which were determined within 3 working days.</p>
% of licensing records that contain all required information in a secure but accessible format.	100%	90%	100%		<p>Management have reviewed 20 driver and vehicle records within the third Quarter of 2016/17. No instances were identified where data had been recorded inappropriately.</p>

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<b>Outcome 5. The Council's private hire and hackney carriage licensing policy will be effectively implemented.</b>					
<p>% of licensed vehicles that have a taxi camera fitted in accordance with the Council's policy.</p>	<p>100%</p>	<p>96%</p>	<p>98%</p>		<p>This figure represents the number of licensed vehicles that require a camera and have had one installed.</p> <p>Licences (and intermediate plates) are not issued unless a camera system has been fitted into the vehicle.</p> <p>For the purposes of this indicator, those vehicles that have made a commercial commitment to have a camera fitted are counted as though they have had a system fitted.</p> <p>Enforcement action will continue to be taken in relation to any of the 2% that have not had a camera fitted (or made an arrangement to do so) and the deadline for installation has passed.</p> <p>At the time of writing this report, 100% of vehicles had met the appropriate deadline. The 2% of vehicles that have not had a camera fitted were not required to do so until after the end of Quarter 3.</p>



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% of driver licence holders that are required to have maintained a subscription to the DBS online update service and have done so.	100%	100%	100%		This figure indicates the number of eligible licence holders that have subscribed to the DBS online update service. The subscription is an annual subscription; however there are a number of licence holders that have been required to renew their subscription within the third Quarter of the year. Any licence holders that have failed to maintain their subscription will be identified in the final Quarter of the year and action taken as appropriate.
% of licence holders that demonstrate adherence to the requirements of the Council's policy.	Figures for each sub-indicator:  1) 100%  2) 100%	Figures for each sub-indicator:  1) 97%  2) 56%	Figures for each sub-indicator:  1) 98%  2) 62%		Adherence to the policy is demonstrated by compliance levels in relation to four sub-indicators. Two of these sub-indicators are dealt with above, with the remaining two being as follows:  1) % of drivers that have completed the Council's safeguarding awareness course.  98% of drivers have completed the Council's safeguarding training, the remaining 2% of licence holders remain suspended and are not currently driving a licensed vehicle.  2) % of drivers that have obtained the

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					<p>BTEC / NVQ qualification.</p> <p>62% of drivers (682) have obtained the BTEC / NVQ qualification. Those drivers that have not yet made sufficient progress in relation to the obtaining the requirement will be identified and appropriate enforcement action taken in relation their failure to obtain the required qualification – this may include suspension of their licence until such time as they obtain the qualification.</p>