

Second Quarter Performance against the Licensing Performance Management Framework.

Performance Measures	Target	Q2	Q3	Q4	Comments
Outcome 1. All licence holders are “fit and proper” to hold licences.					
% of applications that are determined only after all required checks have been undertaken.	100%	100%			Target has been met in full.
% of complaints / information referrals where the initial response meets service standards (response within 3 working days).	100%	80%			<p>During a management review of complaints received, it became apparent that only 1 of the 10 complaints that were reviewed during the first 6 months of the year were found not to comply with the service target of an initial response within 3 working days.</p> <p>This incident was due to the temporary absence of a Licensing Enforcement Officer due to annual leave.</p>
% of complaints / service requests where no formal action has been taken that have been appropriately investigated.	100%	100%			Target has been met in full.

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Outcome 2. Decision makers make high quality judgements that protect the public from risk of harm.					
% of case hearing information provided to Committee Services by to the agreed deadline.	100%	83%			There were six case hearings during the first half of 2017/18. Reports for five of these hearings were provided within the required timescale. The reports for one hearing were provided one day after the deadline.
% of Licensing Board members that have received training in the role.	100%	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. A training session has been arranged for 1st November 2017, and all Board members have been encouraged to attend.</p>

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% of Licensing Board decisions that are made in accordance with the Council's policy.	100%	100%			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%			Target has been met in full.

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Outcome 3. The licensing service make maximum use their statutory powers (where appropriate) to disrupt criminal activity (including CSE and related activity).					
Attendance of licensing team at weekly CSE intelligence meetings (chaired by South Yorkshire Police).	80%	76%			<p>There were 26 meetings held within the first half of 2017/18, the Licensing Manager attended 20 of these. Apologies were given due to annual leave (one occasion), attendance for a medical appointment (one occasion), attendance at an LGA seminar where the Licensing Manager was presenting on the issue of Taxi Cameras (one occasion) and attendance on training courses (two occasions).</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 Licensing Manager as appropriate. In addition, the meeting is attended by other RMBC officers, and information would be fed back to the Licensing Manager by them as an additional safeguard.</p>

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Circulation of key contacts to partners for use in cases of referrals and for data sharing.	Once every six months	Completed			Target has been met.
Number of multiagency operations undertaken	4 (annually)	2			<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>Two operations were undertaken in the first six month of the year – both of these related to unlawful parking of licensed vehicles and involved Licensing Officers, South Yorkshire Police and RMBC Parking Services.</p>

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Number of proactive operations undertaken	6 (annually)	3			<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 first six months of the year – two were in relation to Operator compliance with licence conditions, and one was in relation to the taxi camera compliance requirement.</p>

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Outcome 4. The licensing team consistently provides high quality processing of licensing applications.					
<p>% of applications that are processed in accordance with the licensing policy.</p>	<p>100%</p>	<p>96%</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 first six months of 2017/18:</p> <p>226 driver licenses were determined, all but 9 were determined within 3 working days of all necessary checks being completed.</p> <p>631 vehicle licences / intermediate plates were determined, all of which were determined within 3 working days.</p> <p>31 Private Hire Operator Licences were determined, all of which were determined within 3 working days.</p>

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<p>% of licensing records that contain all required information in a secure but accessible format.</p>	<p>100%</p>	<p>60%</p>			<p>Management have reviewed 20 driver and vehicle records within the first six months of 2017/18. Eight instances were identified of officers failing to record information on Lalpac (all during the first quarter of the year). These matters were addressed with the individual officers concerned (who were recently appointed to the Council) and amendments made to the recording process. Recording of enforcement actions is now much improved and will be monitored by team and service management to ensure that the standard is maintained.</p>

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Outcome 5. The Council's private hire and hackney carriage licensing policy will be effectively implemented.					
<p>% of licensed vehicles that have a taxi camera fitted in accordance with the Council's policy.</p>	<p>100%</p>	<p>100%</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>

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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%			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 first six months of the year. Any licence holders that fail to maintain their subscription will be required to undertake another DBS check and subscribe to the update service.

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<p>% of licence holders that demonstrate adherence to the requirements of the Council's policy.</p>	<p>Figures for each sub-indicator:</p> <p>1) 100%</p> <p>2) 100%</p>	<p>Figures for each sub-indicator:</p> <p>1) 100%</p> <p>2) 87%</p>			<p>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:</p> <p>1) % of drivers that have completed the Council's safeguarding awareness course.</p> <p>100% of drivers have completed the Council's safeguarding training.</p> <p>2) % of drivers that have obtained the BTEC / NVQ qualification.</p> <p>87% of drivers (875) have obtained the BTEC / NVQ qualification. An additional 9% have confirmed that they have paid for and booked onto a suitable training course. This means that 96% of drivers have either provided evidence of compliance with the BTEC requirement, or have taken satisfactory steps to obtain the qualification.</p>