

Performance against the Licensing Performance Management Framework (Q1 – Q3 2021/22)

Performance Measures	Target	Outturn	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%	94%	Team / Service Management have reviewed 50 cases over the year and have identified that one had not been responded to within the required target time. The failure to respond within the required timescale was due to enforcement officer absence (either due to annual leave or sickness).
% of complaints / service requests where no formal action has been taken that have been appropriately investigated.	100%	100%	<p>Team / Service Management have reviewed 40 cases over the first six months of the year and have confirmed that all of them have been investigated appropriately.</p> <p>All enforcement cases are reviewed by a senior officer prior to being “closed off” – there is therefore a high level of confidence that investigations are undertaken to an appropriate standard.</p>

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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%	100%	The Licensing Board Sub-Committee has met 8 times during the 2021/22 financial year to date. Reports for all of these hearings were provided within the required timescale.
% of Licensing Board members that have received training in the role.	100%	100%	The Licensing Board consists of 20 Councillors; all Councillors have attended the required training.
% 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%	78%	<p>There have been 36 meetings so far this financial year, and the Licensing Manager attended 29 of these. The reasons for non-attendance are as follows:</p> <ul style="list-style-type: none"> • Annual leave (5 occasions) • Meeting conflict (1 occasions) • Training (1 occasion) <p>The Chair of the meeting 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. It has been confirmed that an RMBC officer attended on all of the occasions that the Licensing Manager did not – where appropriate this officer provided an update to the Licensing Manager following the meeting.</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)	3	<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 have been three multi agency operations, two operations have been conducted with the Police and Security Industry Authority, and one with Wolverhampton City Council.</p>
Number of proactive operations undertaken	6 (annually)	6	<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>Two operations were undertaken in relation to vehicle and driver compliance with licence conditions, and one in relation to the operations of Private Hire Operators.</p> <p>Officers also undertook two late night enforcement operations and too part in Operation Duxford (lead by South Yorkshire Police).</p>

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Outcome 4. The licensing team consistently provides high quality processing of licensing applications.			
% of applications that are processed in accordance with the licensing policy.	100%	90%	<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>During the 2021/22 year so far:</p> <p>315 driver licenses were issued, all but 23 were determined within 3 working days of all necessary checks being completed.</p> <p>663 vehicle licences were issued, with 592 of these being determined within 3 working days.</p> <p>27 Private Hire Operator Licences were issued, all but 3 of which were determined within 3 working days.</p>
% of licensing records that contain all required information in a secure but accessible format.	100%	100%	<p>Management have reviewed 30 driver and vehicle records throughout the year. No instances were identified where officers had failed to record information on Lalpac.</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>% of driver licence holders that are required to have maintained a subscription to the DBS online update service and have done so.</p>	<p>100%</p>	<p>100%</p>	<p>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 year. Any licence holders that fail to maintain their subscription will be required to undertake another DBS check and subscribe to the update service.</p>

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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: 1) 100% 2) 100%</p>	<p>Figures for each sub-indicator: 1) 100% 2) 100%</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. 100% of drivers have attended the Council's Safeguarding Awareness Course.</p> <p>2) % of drivers that have obtained the BTEC / NVQ qualification. 100% of drivers have demonstrated that they obtained the BTEC / NVQ qualification (either by provision of the certificate or via confirmation from the training provider that they have passed the course).</p>