

APPENDIX A

Key Performance Indicators - Maidstone Borough Council																		
Service Area	Measure Code	Measure Description	Target 2017/18	Unit Type		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	average
Licensing	LIC 001	Valid Personal Licences Processed within two weeks	95%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	LIC 002	Valid Temporary Event Notices Processed within 72 Hours	95%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	LIC 003	Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) applications for Licensing Act 2003.	95%	%		100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.92%
Licensing	LIC 004	Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days	90%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	83.33%	67.00%	95.86%
Licensing	LIC 005	Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days	90%	%		96.88%	100.00%	100.00%	100.00%	100.00%	91.30%	100.00%	96.00%	100.00%	95.00%	66.67%	82.00%	93.99%
Licensing	LIC 006	Length of time from validation to issue of HC driver & dual licence (MPI) - target 10 working	90%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	75.00%	97.92%
Licensing	LIC 007	Length of time from validation to issue of PH driver licence (MPI) - target 10 working days	90%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	LIC 008	Length of time from validation to issue of PHO licence (MPI) - target 10 working days	90%	%		100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.92%
Licensing	LIC 009	Enforcement checks completed (one per Taxi Vehicle)	15	Number		13	7	3	7	5	25	6	12	3	30	16	17	12
Licensing	LIC 010	Number of due monthly premises licensing enforcement visits	15	Number		13	15	3	18	18	18	16	18	16	17	7	19	15
Licensing	LIC 011	Percentage of applications outstanding for more than one month	<10%	%		8.77%		8.89%	10.71%	7.69%	5.88%	0.00%	8.89%	18.18%	16.13%	2.63%	18.00%	8.77%

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Key Performance Indicators - Partnership					Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	average	
Service Area	Measure	Description	Target 2017/18	Unit Type														
Licensing		Valid Personal Licences Processed within two weeks	95%	%		100.00%	100.00%	100.00%	96.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.72%	
Licensing		Valid Temporary Event Notices Processed within 72 Hours	95%	%		100.00%	100.00%	98.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	
Licensing		Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) applications for Licensing Act 2003.	95%	%		100.00%	100.00%	100.00%	100.00%	88.89%	100.00%	90.91%	100.00%	100.00%	100.00%	91.67%	97.62%	
Licensing		Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days	90%	%		100.00%	95.35%	100.00%	100.00%	100.00%	92.31%	100.00%	97.67%	100.00%	100.00%	97.50%	76.00%	96.60%
Licensing		Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days	90%	%		93.91%	95.92%	100.00%	97.50%	100.00%	94.44%	98.08%	97.87%	100.00%	93.00%	77.78%	76.00%	93.91%
Licensing		Length of time from validation to issue of HC & dual driver licence (MPI) - target 10 working days	90%	%		100.00%	96.15%	96.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.00%		98.60%
Licensing		Length of time from validation to issue of PH driver licence (MPI) - target 10 working days	90%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing		Length of time from validation to issue of PHO licence (MPI) - target 10 working days	90%	%		100.00%	100.00%	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	67.00%	96.42%
Licensing		Taxi Compliance checks completed (one per Taxi Vehicle)	35	Number		32	28	16	31	45	37	16	25	42	60	27	32	33
Licensing		Premises compliance monthly visits	50	Number		61	24	31	49	34	72	32	84	24	57	58	110	53
Licensing		Percentage of applications outstanding for more than one month	<10%	%		6.17%	10.00%	13.19%	13.51%	14.93%	13.56%	6.33%	11.96%	24.30%	11.54%	13.11%	27.27%	13.82%

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Key Performance Indicators - Sevenoaks District Council																		
Service Area	Measure Code	Measure Description	Target 2017/18	Unit Type		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	average
Licensing	LPI_LIC_002	Valid Personal Licences Processed within two weeks	95%	%	g	100.00%	100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.92%
Licensing	LPI_LIC_001	Valid Temporary Event Notices Processed within 72 Hours	95%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	LPI_LIC_003	Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) applications for Licensing Act 2003.	95%	%		100.00%	100.00%	100.00%	100.00%	80.00%	100.00%	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.16%
Licensing	MPI_LIC_012	Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days	90%	%		100.00%	92.59%	100.00%	100.00%	100.00%	92.86%	100.00%	100.00%	100.00%	100.00%	100.00%	71.00%	96.37%
Licensing	MPI_LIC_013	Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days	90%	%		90.91%	88.89%	100.00%	80.00%	100.00%	90.91%	100.00%	100.00%	100.00%	100.00%	100.00%	71.00%	93.48%
Licensing	MPI_LIC_005i	Length of time from validation to issue of HC driver licence (MPI) - target 10 working days	90%	%		100.00%	95.24%	88.89%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.68%
Licensing	MPI_LIC_005j	Length of time from validation to issue of PH driver licence (MPI) - target 10 working days	90%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	MPI_LIC_005k	Length of time from validation to issue of PHO licence (MPI) - target 10 working days	90%	%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	MPI_LIC_017	Enforcement checks completed (one per Taxi Vehicle)	10/month	Number		10	11	4	0	10	1	10	10	0	10	10	12	7
Licensing	Data_Lic_003	Number of due monthly premises licensing enforcement visits	20/month	Number		20	0	9	8	5	1	7	10	0	9	8	40	10
Licensing	LPI_LIC_004	Percentage of applications outstanding for more than one month	<10%	%		2.38%	10.00%	10.00%	6.67%	25.00%	0.00%	10.00%	19.04%	19.23%	5.71%	20.00%	28.57%	13.05%

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Key Performance Indicators - Tunbridge Wells Borough Council																	
Service Area	Measure Code	Measure Description	Target 2017/18	Unit Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	average
Licensing	MI Licensing 02	Valid Personal Licences Processed within two weeks	95%	%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	MI Licensing 03	Valid Temporary Event Notices Processed within 72 Hours	95%	%	100.00%	100.00%	96.15%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.70%
Licensing	MI Licensing 05	Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) applications for Licensing Act 2003.	95%	%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	100.00%	95.80%
Licensing	MI Licensing 11	Length of time from validation to issue of HC vehicle licence (MPI) - target 5 working days	90%	%	100.00%	100.00%	100.00%	100.00%	100.00%	80.00%	100.00%	94.74%	100.00%	100.00%	100.00%	86.00%	96.78%
Licensing	MI Licensing 12	Length of time from validation to issue of PH vehicle licence (MPI) - target 5 working days	90%	%	94.50%	100.00%	100.00%	100.00%	100.00%	100.00%	94.74%	100.00%	100.00%	80.00%	83.33%	76.00%	94.50%
Licensing	MI Licensing 13	Length of time from validation to issue of Dual driver licence (MPI) - target 10 working days	90%	%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing	MI Licensing 14	Length of time from validation to issue of PHO licence (MPI) - target 10 working days	90%	%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	95.83%
Licensing	MI Licensing 18	Enforcement checks completed (one per Taxi Vehicle)	10	Number	9	10	9	24	30	11	0	3	39	20	1	3	13
Licensing	MI Licensing 01	Number of due monthly premises licensing enforcement visits	15	Number	22	9	9	23	1	25	9	20	0	17	22	31	16
Licensing	MI Licensing 19	Percentage of applications outstanding for more than one month	<10%	%	10.00%		4.00%	0.00%	0.00%	7.69%	0.00%	4.17%	23.53%	6.25%	12.90%	15.79%	7.02%

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KEY PERFORMANCE INDICATORS - LONDON BOROUGH OF BEXLEY																		
Service Area	Measure Code	Measure Description	Target 2017/18	Unit Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	average	
Licensing		Valid Personal Licences Processed within two weeks	95%	%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Licensing		Valid Temporary Event Notices Processed within 72 Hours	95%	%	100.00%	100.00%	98.31%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.84%
Licensing		Length of time to process an application from date of validation to issue date for new and variation of premises (not DPS) applications for Licensing Act 2003.	95%	%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Licensing		Number of due monthly premises licensing enforcement visits	30	Number	6	0	10	0	10	28		36	8	14.00	21.00	20	13	
Licensing		Percentage of applications outstanding for more than one month	<10%	%	6.67%		27.50%	31.58%	13.89%	35.29%	21.43%	16.67%	32.50%	13.79%	21.74%	37.93%	23.26%	