

Licensing - Maidstone - Monthly Performance - 2023/24













Code	LIC 006				
Short Name	Length of time from validation to issue of HC and dual driver licences (Percentage within 10 days)				
	Value	Target	Status	Issued within 10 days	Total number issued
April 2023	100%	90%		3	3
May 2023	100%	90%		2	2
June 2023	100%	90%		3	3
July 2023	100%	90%		2	2
August 2023	100%	90%		2	2
September 2023	100%	90%		5	5
October 2023	100%	90%		1	1
November 2023	100%	90%		2	2
December 2023	100%	90%		4	4
January 2024	100%	90%		3	3
February 2024	100%	90%		4	4
March 2024	100%	90%		3	3

Code	LIC 007				
Short Name	Length of time from validation to issue of PH driver licence (Percentage issued within 10 days)				
	Value	Target	Status	Issued within 10 days	Total number issued
April 2023	100%	90%		8	8
May 2023	90%	90%		9	10
June 2023	100%	90%		5	5
July 2023	100%	90%		13	13
August 2023	100%	90%		7	7
September 2023	100%	90%		13	13
October 2023	100%	90%		10	10
November 2023	100%	90%		4	4
December 2023	100%	90%		16	16
January 2024	100%	90%		14	14
February 2024	100%	90%		13	13

March 2024	100%			14	14
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Code LIC 008

Short Name Percentage of PHO licences issued within 10 days

	Value	Target	Status	Issued in 10 days	Total number issued
April 2023	100%	90%		1	1
May 2023	100%	90%		3	3
June 2023	100%	90%		1	1
July 2023	100%	90%		2	2
August 2023	100%	90%		1	1
September 2023	100%	90%		1	1
October 2023	100%	90%		2	2
November 2023	100%	90%		3	3
December 2023	100%	90%		1	1
January 2024	100%	90%		1	1
February 2024	100%	90%		1	1
March 2024	100%	90%		1	1

Code LIC 010

Short Name Premises compliance

	Value	Target	Status	Numerator	Denominator
April 2023	13	15			
May 2023	13	15			
June 2023	15	15			
July 2023	7	15			
August 2023	16	15			
September 2023	13	15			
October 2023	39	15			
November 2023	19	15			
December 2023	33	15			
January 2024	12	15			
February 2024	14	15			
March 2024	15	15			

Code	LIC 017				
Short Name	The percentage of renewal invitations sent out by deadline				
	Value	Target	Status	No. sent within deadlines	No. of renewal invitations
April 2023	100%	95%		55	55
May 2023	100%	95%		27	27
June 2023	100%	95%		44	44
July 2023	100%	95%		45	45
August 2023	100%	95%		53	53
September 2023	100%	95%		42	42
October 2023	100%	95%		68	68
November 2023	100%	95%		36	36
December 2023	100%	95%		50	50
January 2024	100%	95%		59	59
February 2024	100%	95%		63	63
March 2024	100%	95%		50	50













Code	LIC 018				
Short Name	The percentage of valid temporary event notices processed within one working day of receipt				
	Value	Target	Status	No. processed in one working day	Total no. event notices received
April 2023	90%	95%		26	29
May 2023	92%	95%		32	35
June 2023	90%	95%		35	39
July 2023	90%	95%		36	40
August 2023	95%	95%		36	38
September 2023	98%	95%		40	41
October 2023	100%	95%		57	57
November 2023	100%	95%		44	44
December 2023	100%	95%		5	5
January 2024	100%	95%		20	20
February 2024	95%	95%		16	17
March 2024	100%	95%		29	29













Code	LIC 019				
Short Name	Taxi Compliance Taxi Compliance (Licensing officers at Sevenoaks, Tunbridge Wells and Maidstone)				
	Value	Target	Status	Numerator	Denominator
April 2023	41	15			
May 2023	70	15			
June 2023	44	15			
July 2023	50	15			
August 2023	52	15			
September 2023	42	15			
October 2023	60	15			
November 2023	50	15			
December 2023	39	15			
January 2024	41	15			
February 2024	69	15			
March 2024	36	15			

Code	LIC 020				
Short Name	Where continuation fees not received and action taken within a month of overdue date				
	Value	Target	Status	action within month of due date	no of renewal fees not received
April 2023	100%	95%		4	4
May 2023	100%	95%		5	5
June 2023	100%	95%		3	3
July 2023	100%	95%		1	1
August 2023	100%	95%		2	2
September 2023	100%	95%		23	23
October 2023	100%	95%		20	20
November 2023	100%	95%		26	26
December 2023	100%	95%		6	6
January 2024	100%	95%		6	6
February 2024	100%	95%		9	9
March 2024	100%	95%		13	13

Code	LIC 021				
Short Name	Percentage of continuation fees invoices issued 1 month in advance of fee being due				
	Value	Target	Status	No of invoices sent by due date	No of invoices due
April 2023	100%	95%		36	36
May 2023	100%	95%		38	38
June 2023	100%	95%		102	102
July 2023	100%	95%		102	102
August 2023	100%	95%		58	58
September 2023	100%	95%		39	39
October 2023	100%	95%		27	27
November 2023	100%	95%		25	25
December 2023	100%	95%		30	30
January 2024	100%	95%		30	30
February 2024	100%	95%		27	27
March 2024	100%	95%		32	32

Code	LIC 026				
Short Name	Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)				
	Value	Target	Status	No. processed within 2 months	Total applications received
April 2023	100%	95%		2	2
May 2023	100%	95%		5	5
June 2023	100%	95%		1	1
July 2023	100%	95%		3	3
August 2023	100%	95%		1	1
September 2023	100%	95%		2	2
October 2023	100%	95%		3	3
November 2023	100%	95%		5	5
December 2023	100%	95%		4	4
January 2024	100%	95%		2	2
February 2024	100%	95%		1	1
March 2024	100%	95%		5	5

Code	LIC 027				
Short Name	The percentage of valid personal licences processed within 2 weeks (Hub Team)				
	Value	Target	Status	No. processed within two weeks	Total number of licences
April 2023	88%	95%		7	8
May 2023	100%	95%		7	7
June 2023	100%	95%		4	4
July 2023	100%	95%		7	7
August 2023	100%	95%		4	4
September 2023	100%	95%		6	6
October 2023	92%	95%		11	12
November 2023	100%	95%		10	10
December 2023	100%	95%		1	1
January 2024	100%	95%		5	5
February 2024	100%	95%		11	11
March 2024	100%	95%		11	11

Code	LIC 028				
Short Name	Action after suspension - Licensing officers resolve by 31 March				
	Value	Target	Status	Number resolved	Number needed resolving
April 2023	100%	95%		5	5
May 2023	100%	95%		3	3
June 2023	100%	95%		3	3
July 2023	100%	95%		2	2
August 2023	100%	95%		1	1
September 2023	100%	95%		3	3
October 2023	100%	95%		33	33
November 2023	100%	95%		3	3
December 2023	100%	95%		3	3
January 2024	100%	95%		5	5
February 2024	100%	95%		5	5
March 2024	100%	95%		4	4