

## Licensing - Maidstone - Monthly Performance - 2020/21

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 2020	100%	90%		1	1
May 2020	100%	90%		1	1
June 2020	100%	90%		3	3
July 2020	100%	90%		1	1
August 2020	100%	90%		1	1
September 2020	100%	90%		1	1
October 2020	100%	90%		4	4
November 2020	100%	90%		2	2
December 2020	100%	90%		1	1
January 2021	100%	90%		6	6
February 2021	100%	90%		4	4
March 2021	100%	90%		5	5

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 2020	100%	90%		4	4
May 2020	100%	90%		3	3
June 2020	100%	90%		3	3
July 2020	100%	90%		2	2
August 2020	100%	90%		2	2
September 2020	100%	90%		1	1
October 2020	100%	90%		1	1

November 2020	87.5%	90%	✓	7	8
December 2020	100%	90%	✓	6	6
January 2021	100%	90%	✓	8	8
February 2021	100%	90%	✓	6	6
March 2021	100%	90%	✓	7	7

<b>Code</b>	LIC 008				
<b>Short Name</b>	Percentage of PHO licences issued within 10 days				
	Value	Target	Status	Issued in 10 days	Total number issued
April 2020	100%	90%	✓	1	1
May 2020	100%	90%	✓	3	3
June 2020	100%	90%	✓	1	1
July 2020	100%	90%	✓	1	1
August 2020	100%	90%	✓	1	1
September 2020	100%	90%	✓	1	1
October 2020	100%	90%	✓	1	1
November 2020	100%	90%	✓	1	1
December 2020	100%	90%	✓	2	2
January 2021	100%	90%	✓	1	1
February 2021	100%	90%	✓	1	1
March 2021	100%	90%	✓	1	1

<b>Code</b>	LIC 010				
<b>Short Name</b>	Premises compliance				
	Value	Target	Status	Numerator	Denominator
April 2020	15	7	✓		
May 2020	21	7	✓		
June 2020	7	7	✓		
July 2020	7	7	✓		
August 2020	8	7	✓		
September 2020	9	7	✓		
October 2020	12	7	✓		

November 2020	11	7	✓		
December 2020	8	7	✓		
January 2021	7	7	✓		
February 2021	8	7	✓		
March 2021	10	7	✓		

<b>Code</b>	LIC 017				
<b>Short Name</b>	The percentage of renewal invitations sent out by deadline				
	Value	Target	Status	No. sent within deadlines	No. of renewal invitations
April 2020	100.00%	95.00%	✓	37	37
May 2020	95.45%	95.00%	✓	21	22
June 2020	97.87%	95.00%	✓	46	47
July 2020	100.00%	95.00%	✓	38	38
August 2020	95.92%	95.00%	✓	47	49
September 2020	100.00%	95.00%	✓	48	48
October 2020	98.75%	95.00%	✓	79	80
November 2020	98.28%	95.00%	✓	57	58
December 2020	100.00%	95.00%	✓	31	31
January 2021	100.00%	95.00%	✓	56	56
February 2021	100.00%	95.00%	✓	55	55
March 2021	100.00%	95.00%	✓	34	34

<b>Code</b>	LIC 018				
<b>Short Name</b>	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 2020	100.00%	95.00%	✓	1	1
May 2020	100.00%	95.00%	✓	7	7
June 2020	100.00%	95.00%	✓	5	5

July 2020	100.00%	95.00%		8	8
August 2020	100.00%	95.00%		8	8
September 2020	100.00%	95.00%		9	9
October 2020	100.00%	95.00%		2	2
November 2020	100.00%	95.00%		8	8
December 2020	100.00%	95.00%		2	2
January 2021	100.00%	95.00%		1	1
February 2021	100.00%	95.00%		2	2
March 2021	100.00%	95.00%		7	7

<b>Code</b>	LIC 019				
<b>Short Name</b>	Taxi Compliance				
	<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Numerator</b>	<b>Denominator</b>
April 2020	4	15			
May 2020	2	15			
June 2020	1	15			
July 2020	10	15			
August 2020	0	7			
September 2020	19	7			
October 2020	17	7			
November 2020	2	7			
December 2020	9	7			
January 2021	13	7			
February 2021	9	7			
March 2021	7	7			

<b>Code</b>	LIC 020				
<b>Short Name</b>	Where continuation fees not received and action taken within a month of overdue date				
	<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>action within</b>	<b>no of renewal</b>

				month of due date	fees not received
April 2020	100%	100%	✓	1	1
May 2020	100%	100%	✓	1	1
June 2020	100%	100%	✓	21	21
July 2020	100%	100%	✓	5	5
August 2020	100%	100%	✓	1	1
September 2020	100%	100%	✓	1	1
October 2020	100%	100%	✓	71	71
November 2020	100%	100%	✓	35	35
December 2020	100%	100%	✓	8	8
January 2021	100%	100%	✓	6	6
February 2021	100%	100%	✓	11	11
March 2021	100%	100%	✓	22	22

<b>Code</b>	LIC 021
<b>Short Name</b>	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 2020	100%	95%	✓	26	26
May 2020	100%	95%	✓	32	32
June 2020	100%	95%	✓	39	39
July 2020	100%	95%	✓	94	94
August 2020	100%	95%	✓	86	86
September 2020	100%	95%	✓	39	39
October 2020	99.09%	95%	✓	109	110
November 2020	100%	95%	✓	16	16
December 2020	100%	95%	✓	18	18
January 2021	100%	95%	✓	26	26

February 2021	100%	95%		25	25
March 2021	100%	95%		23	23

<b>Code</b>	LIC 022				
<b>Short Name</b>	The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)				
	Value	Target	Status	No issued within 10 days	Total no licenses issued
April 2020	100.00%	90.00%		3	3
May 2020	100.00%	90.00%		5	5
June 2020	100.00%	90.00%		3	3
July 2020	100.00%	90.00%		3	3
August 2020	100.00%	90.00%		3	3
September 2020	100.00%	90.00%		3	3
October 2020	100.00%	90.00%		5	5
November 2020	100.00%	90.00%		3	3
December 2020	100.00%	90.00%		4	4
January 2021	100.00%	90.00%		8	8
February 2021	100.00%	90.00%		5	5
March 2021	100.00%	90.00%		6	6

<b>Code</b>	LIC 023				
<b>Short Name</b>	Percentage of Private Hire Operator licenses issued within 10 days of validations				
	Value	Target	Status	No issued within 10 days	Total no licenses issued
April 2020	100.00%	90.00%		1	1
May 2020	100.00%	90.00%		3	3
June 2020	100.00%	90.00%		1	1
July 2020	100.00%	90.00%		1	1
August 2020	100.00%	90.00%		1	1
September 2020	100.00%	90.00%		1	1
October 2020	100.00%	90.00%		1	1

November 2020	100.00%	90.00%	✓	1	1
December 2020	100.00%	90.00%	✓	2	2
January 2021	100.00%	90.00%	✓	1	1
February 2021	100.00%	90.00%	✓	1	1
March 2021	100.00%	90.00%	✓	1	1

<b>Code</b>	LIC 024				
<b>Short Name</b>	Percentage of Hackney Carriage driver licenses issued within 10 days of validation				
	<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>No issued within 10 days</b>	<b>Total no licenses issued</b>
April 2020	100.00%	90.00%	✓	1	1
May 2020	100.00%	90.00%	✓	1	1
June 2020	100.00%	90.00%	✓	1	1
July 2020	100.00%	90.00%	✓	1	1
August 2020	100.00%	90.00%	✓	1	1
September 2020	100.00%	90.00%	✓	1	1
October 2020	100.00%	90.00%	✓	1	1
November 2020	100.00%	90.00%	✓	1	1
December 2020	100.00%	90.00%	✓	1	1
January 2021	100.00%	90.00%	✓	2	2
February 2021	100.00%	90.00%	✓	1	1
March 2021	100.00%	90.00%	✓	1	1

<b>Code</b>	LIC 025				
<b>Short Name</b>	Percentage of dual driver licenses issued within 10 days of validation				
	<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>No issued within 10 days</b>	<b>Total no licenses issued</b>
April 2020	100.00%	90.00%	✓	1	1
May 2020	100.00%	90.00%	✓	1	1
June 2020	100.00%	90.00%	✓	1	1

July 2020	100.00%	90.00%	✓	1	1
August 2020	100.00%	90.00%	✓	1	1
September 2020	100.00%	90.00%	✓	1	1
October 2020	100.00%	90.00%	✓	3	3
November 2020	100.00%	90.00%	✓	1	1
December 2020	100.00%	90.00%	✓	1	1
January 2021	100.00%	90.00%	✓	5	5
February 2021	100.00%	90.00%	✓	3	3
March 2021	100.00%	90.00%	✓	4	4

<b>Code</b>	LIC 026				
<b>Short Name</b>	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 2020	100%	95%	✓	1	1
May 2020	100%	95%	✓	2	2
June 2020	100%	95%	✓	2	2
July 2020	100%	95%	✓	2	2
August 2020	100%	95%	✓	4	4
September 2020	100%	95%	✓	4	4
October 2020	100%	95%	✓	3	3
November 2020	100%	95%	✓	5	5
December 2020	100%	95%	✓	6	6
January 2021	100%	95%	✓	3	3
February 2021	100%	95%	✓	6	6
March 2021	100%	95%	✓	1	1

<b>Code</b>	LIC 027				
<b>Short Name</b>	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 2020	100.00%	95.00%	✓	5	5
May 2020	100.00%	95.00%	✓	1	1
June 2020	100.00%	95.00%	✓	5	5
July 2020	100.00%	95.00%	✓	9	9
August 2020	100.00%	95.00%	✓	4	4
September 2020	100.00%	95.00%	✓	7	7
October 2020	85.71%	95.00%		6	7
November 2020	88.89%	95.00%		8	9
December 2020	100.00%	95.00%	✓	1	1
January 2021	100.00%	95.00%	✓	6	6
February 2021	100.00%	95.00%	✓	9	9
March 2021	100.00%	95.00%	✓	8	8









Code	LIC 028				
Short Name	Action after suspension - Licensing officers resolve by 31 March				
	Value	Target	Status	Number resolved	Number needed resolving
April 2020	100%	95%	✓	1	1
May 2020	100%	95%	✓	1	1
June 2020	100%	95%	✓	1	1
July 2020	100%	95%	✓	1	1
August 2020	100%	95%	✓	1	1
September 2020	100%	95%	✓	1	1
October 2020	100%	95%	✓	1	1
November 2020	100%	95%	✓	1	1
December 2020	100%	95%	✓	1	1
January 2021	100%	95%	✓	1	1













February 2021	100%	95%		5	5
March 2021	100%	95%		8	8


## Licensing - Tunbridge Wells - Monthly Performance - 2020/21

<b>Code</b>		LPI_LIC 001(TW)				
<b>Short Name</b>		The percentage of renewal invitations sent out by deadline - Tunbridge Wells				
	Value	Target	Status	No. sent within deadlines	No. of renewal invitations	Annual
April 2020	98.77%	95%	✓	80	81	95%
May 2020	100%	95%	✓	77	77	95%
June 2020	100%	95%	✓	83	83	95%
July 2020	95.95%	95%	✓	71	74	95%
August 2020	100%	95%	✓	30	30	95%
September 2020	100%	95%	✓	82	82	95%
October 2020	98.65%	95%	✓	73	74	95%
November 2020	97.78%	95%	✓	44	45	95%
December 2020	95%	95%	✓	57	60	95%
January 2021	100%	95%	✓	72	72	95%
February 2021	100%	95%	✓	52	52	95%
March 2021	98.04%	95%	✓	50	51	95%

<b>Code</b>		LPI_LIC 002(TW)				
<b>Short Name</b>		The percentage of valid personal licences processed within 2 weeks (Hub Team) - Tunbridge Wells				
	Value	Target	Status	No. processed within two weeks	Total number of licences	Annual
April 2020	100%	95%	✓	6	6	95%
May 2020	100%	95%	✓	1	1	95%
June 2020	100%	95%	✓	3	3	95%
July 2020	100%	95%	✓	3	3	95%

August 2020	100%	95%		3	3	95%
September 2020	100%	95%		5	5	95%
October 2020	66.67%	95%		4	6	95%
November 2020	88.89%	95%		8	9	95%
December 2020	100%	95%		6	6	95%
January 2021	100%	95%		2	2	95%
February 2021	100%	95%		5	5	95%
March 2021	100%	95%		3	3	95%


<b>Code</b>	LPI_LIC 003(TW)					
<b>Short Name</b>	Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) - Tunbridge Wells					
	Value	Target	Status	No. processed within 2 months	Total applications received	Annual
April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		3	3	95%
July 2020	100%	95%		3	3	95%
August 2020	100%	95%		3	3	95%
September 2020	100%	95%		5	5	95%
October 2020	100%	95%		5	5	95%
November 2020	100%	95%		4	4	95%
December 2020	100%	95%		3	3	95%
January 2021	100%	95%		1	1	95%
February 2021	100%	95%		3	3	95%
March 2021	100%	95%		2	2	95%













<b>Code</b>	LPI_LIC 004(TW)					
<b>Short Name</b>	The percentage of valid temporary event notices processed within one working day of receipt - Tunbridge Wells					
	Value	Target	Status	No. processed in one working day	Total no. event notices received	Annual
April 2020	100%	95%		3	3	95%








May 2020	100%	95%	✓	5	5	95%
June 2020	100%	95%	✓	4	4	95%
July 2020	100%	95%	✓	4	4	95%
August 2020	94.74%	95%	⚠	18	19	95%
September 2020	100%	95%	✓	8	8	95%
October 2020	100%	95%	✓	12	12	95%
November 2020	100%	95%	✓	6	6	95%
December 2020	100%	95%	✓	5	5	95%
January 2021	100%	95%	✓	1	1	95%
February 2021	100%	95%	✓	1	1	95%
March 2021	100%	95%	✓	3	3	95%

<b>Code</b>	LPI_LIC 005(TW)
<b>Short Name</b>	The percentage of driver and operator licenses issued within 10 days of validation (Hub Team) - Tunbridge Wells

	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual
April 2020	100%	90%	✓	11	11	90%
May 2020	100%	90%	✓	9	9	90%
June 2020	84.62%	90%	⚠	11	13	90%
July 2020	100%	90%	✓	8	8	90%
August 2020	100%	90%	✓	4	4	90%
September 2020	100%	90%	✓	5	5	90%
October 2020	100%	90%	✓	8	8	90%
November 2020	100%	90%	✓	4	4	90%
December 2020	100%	90%	✓	7	7	90%
January 2021	100%	90%	✓	7	7	90%

February 2021	100%	90%		4	4	90%
March 2021	100%	90%		9	9	90%

<b>Code</b>	MPI_LIC 003(TW)					
<b>Short Name</b>	Premises compliance - Tunbridge Wells					
	Value	Target	Status	Numerator	Denominator	Annual
April 2020	0	15				180
May 2020	19	15				180
June 2020	30	15				180
July 2020	48	15				180
August 2020	26	15				180
September 2020	23	15				180
October 2020	42	15				180
November 2020	36	15				180
December 2020	31	15				180
January 2021	13	15				180
February 2021	9	15				180
March 2021	18	15				180

<b>Code</b>	MPI_LIC 004(TW)					
<b>Short Name</b>	Taxi Compliance - Tunbridge Wells					
	Value	Target	Status	Numerator	Denominator	Annual
April 2020	12	15				180
May 2020	2	15				180
June 2020	30	15				180
July 2020	16	15				180
August 2020	17	15				180
September 2020	42	15				180
October	55	15				180

2020						
November 2020	23	15	✓			180
December 2020	37	15	✓			180
January 2021	28	15	✓			180
February 2021	27	15	✓			180
March 2021	48	15	✓			180

<b>Code</b>	MPI_LIC 005d(TW)
<b>Short Name</b>	Percentage of Dual driver licenses issued within 10 days of validation - Tunbridge Wells

	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual
April 2020	100%	90%	✓	6	6	90%
May 2020	100%	90%	✓	4	4	90%
June 2020	88.89%	90%	⚠	8	9	90%
July 2020	90%	90%	✓	9	10	90%
August 2020	100%	90%	✓	9	9	90%
September 2020	100%	90%	✓	2	2	90%
October 2020	100%	90%	✓	15	15	90%
November 2020	100%	90%	✓	4	4	90%
December 2020	100%	90%	✓	6	6	90%
January 2021	100%	90%	✓	6	6	90%
February 2021	100%	90%	✓	3	3	90%
March 2021	100%	90%	✓	6	6	90%

<b>Code</b>	MPI_LIC 005c(TW)
<b>Short Name</b>	Percentage of Private Hire Operator licenses issued within 10 days of validations - Tunbridge Wells

	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual
April 2020	100%	90%	✓	2	2	90%
May 2020	100%	90%	✓	1	1	90%
June 2020	100%	90%	✓	1	1	90%
July 2020	100%	90%	✓	4	4	90%
August 2020	100%	90%	✓	1	1	90%
September 2020	100%	90%	✓	2	2	90%
October 2020	100%	90%	✓	1	1	90%
November 2020	100%	90%	✓	6	6	90%
December 2020	100%	90%	✓	1	1	90%
January 2021	100%	90%	✓	1	1	90%
February 2021	100%	90%	✓	1	1	90%
March 2021	100%	90%	✓	3	3	90%

<b>Code</b>	MPI_LIC 006(TW)
<b>Short Name</b>	Percentage of continuation fees invoices issued 1 month in advance of fee being due - Tunbridge Wells

	Value	Target	Status	No of invoices sent by due date	No of invoices due	Annual
April 2020	100%	95%	✓	18	18	95%
May 2020	100%	95%	✓	19	19	95%
June 2020	100%	95%	✓	43	43	95%
July 2020	100%	95%	✓	76	76	95%
August 2020	100%	95%	✓	73	73	95%
September 2020	100%	95%	✓	17	17	95%
October 2020	100%	95%	✓	11	11	95%
November 2020	100%	95%	✓	10	10	95%















December 2020	100%	95%		12	12	95%
January 2021	100%	95%		19	19	95%
February 2021	100%	95%		7	7	95%
March 2021	100%	95%		21	21	95%

<b>Code</b>	MPI_LIC 007(TW)					
<b>Short Name</b>	Where continuation fees not received and action taken within a month of overdue date - Tunbridge Wells					

	Value	Target	Status	action within month of due date	no of renewal fees not received	Annual
April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		34	34	95%
July 2020	100%	95%		41	41	95%
August 2020	100%	95%		1	1	95%
September 2020	100%	95%		1	1	95%
October 2020	100%	95%		69	69	95%
November 2020	100%	95%		44	44	95%
December 2020	100%	95%		11	11	95%
January 2021	100%	95%		7	7	95%
February 2021	100%	95%		11	11	95%
March 2021	100%	95%		4	4	95%

<b>Code</b>	MPI_LIC 008(TW)					
<b>Short Name</b>	Action after suspension - Licensing officers resolve by 31 March - Tunbridge Wells					

	Value	Target	Status	Number resolved	Number needed resolving	Annual
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April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		1	1	95%
July 2020	100%	95%		1	1	95%
August 2020	100%	95%		1	1	95%
September 2020	100%	95%		1	1	95%
October 2020	100%	95%		1	1	95%
November 2020	100%	95%		1	1	95%
December 2020	100%	95%		1	1	95%
January 2021	100%	95%		1	1	95%
February 2021	100%	95%		3	3	95%
March 2021	100%	95%		1	1	95%












## Licensing - Sevenoaks - Monthly Performance - 2020/21

Code	LPI_LIC 001(s)					
Short Name	The percentage of renewal invitations sent out by deadline					
	Value	Target	Status	No. sent within deadlines	No. of renewal invitations	Annual
April 2020	100%	95%		61	61	95%
May 2020	100%	95%		55	55	95%
June 2020	98.72%	95%		77	78	95%
July 2020	100%	95%		77	77	95%
August 2020	100%	95%		68	68	95%
September 2020	100%	95%		63	63	95%
October 2020	99.08%	95%		108	109	95%
November 2020	100%	95%		66	66	95%
December 2020	100%	95%		29	29	95%
January 2021	100%	95%		72	72	95%
February 2021	100%	95%		60	60	95%
March 2021	98.48%	95%		65	66	95%

Code	LPI_LIC 002(s)					
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	Annual
April 2020	100%	95%		4	4	95%
May 2020	100%	95%		3	3	95%
June 2020	66.67%	95%		2	3	95%
July 2020	100%	95%		2	2	95%
August 2020	100%	95%		1	1	95%
September 2020	100%	95%		3	3	95%
October 2020	100%	95%		5	5	95%
November 2020	88.89%	95%		8	9	95%
December 2020	100%	95%		3	3	95%
January 2021	100%	95%		1	1	95%

February 2021	100%	95%		6	6	95%
March 2021	100%	95%		3	3	95%













<b>Code</b>	LPI_LIC 003(s)					
<b>Short Name</b>	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	Annual
April 2020	100%	95%		3	3	95%
May 2020	100%	95%		2	2	95%
June 2020	100%	95%		1	1	95%
July 2020	100%	95%		2	2	95%
August 2020	100%	95%		4	4	95%
September 2020	100%	95%		3	3	95%
October 2020	100%	95%		1	1	95%
November 2020	100%	95%		4	4	95%
December 2020	100%	95%		1	1	95%
January 2021	100%	95%		3	3	95%
February 2021	100%	95%		1	1	95%
March 2021	100%	95%		2	2	95%

<b>Code</b>	LPI_LIC 004(s)					
<b>Short Name</b>	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	Annual
April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		5	5	95%
July 2020	90%	95%		9	10	95%
August 2020	100%	95%		7	7	95%
September 2020	100%	95%		2	2	95%
October 2020	100%	95%		8	8	95%
November 2020	100%	95%		6	6	95%
December 2020	100%	95%		4	4	95%
January 2021	100%	95%		1	1	95%
February 2021	100%	95%		4	4	95%

March 2021	100%	95%		9	9	95%
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**Code** LPI\_LIC 005(s)

**Short Name** The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)

	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual
April 2020	100%	90%		11	11	90%
May 2020	100%	90%		9	9	90%
June 2020	84.62%	90%		11	13	90%
July 2020	100%	90%		8	8	90%
August 2020	100%	90%		4	4	90%
September 2020	100%	90%		5	5	90%
October 2020	100%	90%		8	8	90%
November 2020	100%	90%		4	4	90%
December 2020	100%	90%		8	8	90%
January 2021	100%	90%		6	6	90%
February 2021	100%	90%		5	5	90%
March 2021	100%	90%		5	5	90%

**Code** MPI\_LIC 003(s)

**Short Name** Premises compliance













	Value	Target	Status	Numerator	Denominator	Annual
April 2020	0	15				180
May 2020	3	15				180
June 2020	11	15				180
July 2020	47	15				180
August 2020	12	15				180
September 2020	9	15				180
October 2020	22	15				180
November 2020	19	15				180
December 2020	24	15				180
January 2021	5	15				180
February 2021	4	15				180
March 2021	19	15				180

**Code** MPI\_LIC 004(s)

Short Name	Taxi Compliance					
	Value	Target	Status	Numerator	Denominator	Annual
April 2020	11	15				180
May 2020	2	15				180
June 2020	7	15				180
July 2020	6	15				180
August 2020	6	15				180
September 2020	19	15				180
October 2020	17	15				180
November 2020	20	15				180
December 2020	19	15				180
January 2021	13	15				180
February 2021	4	15				180
March 2021	12	15				180













Code	MPI_LIC 005a(s)					
Short Name	Percentage of Hackney Carriage driver licenses issued within 10 days of validation					
	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual
April 2020	100%	90%		8	8	90%
May 2020	100%	90%		7	7	90%
June 2020	88.89%	90%		8	9	90%
July 2020	100%	90%		6	6	90%
August 2020	100%	90%		1	1	90%
September 2020	100%	90%		2	2	90%
October 2020	100%	90%		5	5	90%
November 2020	100%	90%		2	2	90%
December 2020	100%	90%		2	2	90%
January 2021	100%	90%		4	4	90%
February 2021	100%	90%		2	2	90%
March 2021	100%	90%		3	3	90%

Code	MPI_LIC 005b(s)					
Short Name	Percentage of Private Hire driver licenses issued within 10 days of validations					
	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual

April 2020	100%	90%		1	1	90%
May 2020	100%	90%		1	1	90%
June 2020	66.67%	90%		2	3	90%
July 2020	100%	90%		1	1	90%
August 2020	100%	90%		2	2	90%
September 2020	100%	90%		2	2	90%
October 2020	100%	90%		2	2	90%
November 2020	100%	90%		1	1	90%
December 2020	100%	90%		3	3	90%
January 2021	100%	90%		1	1	90%
February 2021	100%	90%		2	2	90%
March 2021	100%	90%		1	1	90%



**Code** MPI\_LIC 005c(s)











**Short Name** Percentage of Private Hire Operator licenses issued within 10 days of validations

	Value	Target	Status	No issued within 10 days	Total no licenses issued	Annual
April 2020	100%	90%		2	2	90%
May 2020	100%	90%		1	1	90%
June 2020	100%	90%		1	1	90%
July 2020	100%	90%		1	1	90%
August 2020	100%	90%		1	1	90%
September 2020	100%	90%		1	1	90%
October 2020	100%	90%		1	1	90%
November 2020	100%	90%		1	1	90%
December 2020	100%	90%		3	3	90%
January 2021	100%	90%		1	1	90%
February 2021	100%	90%		1	1	90%
March 2021	100%	90%		1	1	90%

**Code** MPI\_LIC 006(s)













**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	Annual
April 2020	100%	95%		6	6	95%
May 2020	100%	95%		11	11	95%

June 2020	100%	95%		55	55	95%
July 2020	100%	95%		109	109	95%
August 2020	100%	95%		55	55	95%
September 2020	100%	95%		14	14	95%
October 2020	100%	95%		8	8	95%
November 2020	100%	95%		5	5	95%
December 2020	100%	95%		12	12	95%
January 2021	100%	95%		19	19	95%
February 2021	100%	95%		11	11	95%
March 2021	100%	95%		16	16	95%




**Code** MPI\_LIC 007(s)

**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	Annual
April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		10	10	95%
July 2020	100%	95%		21	21	95%
August 2020	100%	95%		1	1	95%
September 2020	100%	95%		1	1	95%
October 2020	100%	95%		58	58	95%
November 2020	100%	95%		36	36	95%
December 2020	100%	95%		1	1	95%
January 2021	100%	95%		7	7	95%
February 2021	100%	95%		2	2	95%
March 2021	100%	95%		7	7	95%

**Code** MPI\_LIC 008(s)













**Short Name** Action after suspension - Licensing officers resolve by 31 March













	Value	Target	Status	Number resolved	Number needed resolving	Annual
April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		1	1	95%



July 2020	100%	95%		1	1	95%
August 2020	100%	95%		1	1	95%
September 2020	100%	95%		1	1	95%
October 2020	100%	95%		1	1	95%
November 2020	100%	95%		1	1	95%
December 2020	100%	95%		11	11	95%
January 2021	100%	95%		1	1	95%
February 2021	100%	95%		3	3	95%
March 2021	100%	95%		2	2	95%

## Licensing - Bexley - Monthly Performance - 2020/21













Code	LPI_LIC 001(B)					
Short Name	The percentage of renewal invitations sent out by deadline - Bexley					
	Value	Target	Status	No. sent within deadlines	No. of renewal invitations	Annual
April 2020	100%	95%		9	9	95%
May 2020	100%	95%		15	15	95%
June 2020	100%	95%		11	11	95%
July 2020	100%	95%		13	13	95%
August 2020	100%	95%		5	5	95%
September 2020	100%	95%		14	14	95%
October 2020	100%	95%		6	6	95%
November 2020	100%	95%		20	20	95%
December 2020	100%	95%		29	29	95%
January 2021	100%	95%		28	28	95%
February 2021	100%	95%		27	27	95%
March 2021	100%	95%		9	9	95%





Code	LPI_LIC 002(B)					
Short Name	The percentage of valid personal licences processed within 2 weeks (Hub Team) - Bexley					
	Value	Target	Status	No. processed within two weeks	Total number of licences	Annual
April 2020	100%	95%		2	2	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		7	7	95%
July 2020	100%	95%		18	18	95%
August 2020	100%	95%		6	6	95%
September 2020	80%	95%		4	5	95%
October 2020	100%	95%		10	10	95%
November 2020	100%	95%		9	9	95%
December 2020	100%	95%		8	8	95%
January 2021	100%	95%		6	6	95%
February 2021	87.5%	95%		7	8	95%
March 2021	100%	95%		13	13	95%

Code	LPI_LIC 003(B)					
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) - Bexley					
	Value	Target	Status	No. processed within 2 months	Total applications received	Annual
April 2020	100%	95%		2	2	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		1	1	95%
July 2020	100%	95%		3	3	95%
August 2020	100%	95%		3	3	95%
September 2020	100%	95%		1	1	95%
October 2020	100%	95%		6	6	95%
November 2020	100%	95%		5	5	95%
December 2020	100%	95%		5	5	95%
January 2021	100%	95%		1	1	95%
February 2021	100%	95%		1	1	95%
March 2021	100%	95%		2	2	95%

Code	LPI_LIC 004(B)					
Short Name	The percentage of valid temporary event notices processed within one working day of receipt - Bexley					
	Value	Target	Status	No. processed in one working day	Total no. event notices received	Annual
April 2020	100%	95%		1	1	95%
May 2020	100%	95%		1	1	95%
June 2020	100%	95%		7	7	95%
July 2020	100%	95%		12	12	95%
August 2020	100%	95%		11	11	95%
September 2020	100%	95%		11	11	95%
October 2020	100%	95%		12	12	95%
November 2020	100%	95%		8	8	95%
December 2020	100%	95%		5	5	95%
January 2021	100%	95%		6	6	95%
February 2021	100%	95%		7	7	95%
March 2021	100%	95%		5	5	95%

Code	MPI_LIC 003(B)					
Short Name	Premises compliance - Bexley					

	Value	Target	Status	Numerator	Denominator	Annual
April 2020	95	30				360
May 2020	96	30				360
June 2020	125	30				360
July 2020	102	30				360
August 2020	74	30				360
September 2020	55	30				360
October 2020	67	30				360
November 2020	77	30				360
December 2020	31	30				360
January 2021	30	30				360
February 2021	30	30				360
March 2021	10	30				360

Code	MPI_LIC 09(B) NEW KPI INTRODUCED DECEMBER 2020					
Short Name	Percentage of unopposed applications for new and variation of Special treatments licences processed within 2 calendar months (from date of validation to issue date) (LBB & Hub)					
	Value	Target	Status	No. processed within 2 months	Total applications received	Annual
December 2020	100%	95%		14	14	95%
January 2021	100%	95%		9	9	95%
February 2021	100%	95%		11	11	95%
March 2021	91.67%	95%		22	24	95%