

Measure of Volume	2021/22	Notes (Comments)
Number of Visits to Licenced Premises (including DPS Checks and LLO visits)	230	
Number of Taxi / PH Checks	45	
Number of Operator Checks	20	
Number of Taxi Rank Checks	38	
Number of Visits to Animal Establishments	50	
Number of Licensing – General Inquiries/advice	115	
Number of Complaints made about those licenced (or unlicensed) by the authority	84	
Number of Contacts directly attributable to the trade making contact	68	
Number of COVID related inquiries	9	
Total Inquiries	310	

KPI	Target	Q1	Q2	Q3	Q4	2021/22	Notes (Comments)
% of licensing applications processed within statutory timescales or 5 days	Base	90/149 (60%)	165/226 (73%)	179/225 (80%)	193/231 (84%)	627/831 (75%)	
% of Temporary Event Notices processed within statutory timescales (3 days)	Base	70/79 (89%)	106/116 (91%)	82/89 (92%)	82/87 (94%)	340/371 (92%)	
% of licensing complaints/requests for advice dealt with appropriately within 10 working days (Whole service KPI)	90%	67/93 (72%)	88/145 (61%)	46/80 (80%)	57/72 (79%)	258/390 (66%)	

Detailed Breakdown of the types of demands on the service in 2021/22 compared to 2020/2

	Recorded Licensing interactions		General Enquiries and Requests		Requests from the trade for information, meetings, updates		Complaints about licence holders/premises, non-compliance or unlicensed activities	
Licensing Area	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22
L - Animal	36	29	20	19	5	5	11	5
L - Premises	73	100	52	66	1	13	20	21
L - Street Trading	25	14	12	4	2	6	11	4
L - Taxi	86	78	45	12	14	35	27	31
L - TEN	3	8	3	8	0	0	0	0
Licensing	42	0	34	0	2	0	6	0
Total	265	229	166	109	24	59	75	61