

Appendix A – Number of licence valid at date stated

Type	01/04/17	01/04/18	01/04/19	01/04/20	01/04/21
Private Hire Operators	43	43	50	50	28
Private Hire Vehicles	174	169	176	184	107
Private Hire Vehicles (with dispensation)				5	5
Private Hire Drivers	139	153	167	145	94
Dual (Hackney Carriage and Private Hire) Drivers	165	164	157	160	140
Hackney Carriage Vehicles	85	85	77	78	52
Home to School Drivers	11	7	12	20	16
Home to School Vehicles	35	33	33	47	46
Home to school Operator	0	0	0	0	0
Animal Boarding Establishments and dog breeders	5	5	8	10	20
Home Boarders of Dogs	30	34	45	43	39
Riding Establishments	7	6	5	4	6
Performing Animals	4	5	5	0	0
Pet Shops	7	7	6	7	5
Scrap Metal Site	2	2	2	2	2
Scrap Metal Mobile Collectors	7	3	3	6	6
Dermal Personal and Premises Registration				206	216
Personal Licences	1292	1358	1424	1498	1532
Premises Licences	231	234	234	193	179
Premises Licences application (no alcohol)				47	47
Temporary Event Notices	239	271	280	294	26
Club Premises Certificates	21	21	20	18	17
Street Traders	12	17	17	22	23
Street Collections	26	30	33	29	4
House to House Collections	17	29	23	31	22
Lotteries	56	58	65	38	37
Licensed Premises Gaming Machine Permits	13	13	13	13	14
Notification of 2 or less Gaming Machines	30	29	29	29	29
Club Machine Permits	9	8	8	7	6
Club Gaming Permits	0	0	0	9	0
Bingo Premises	1	1	0	0	0
Adult Gaming Centres	1	1	1	0	0
Betting Premises	12	11	10	10	10
TOTALs	2734	2856	2966	3205	2728

Note: for TENs, street collections and house to house collections, the figure given is the total number of notices / applications received within the calendar year

Appendix B – Number of applications received by year, with application outcome

Type	2020/2021					2019/2020				
	Total	I	W	R	P	Total	I	W	R	P
Private Hire Operators						26	25			1
Private Hire Vehicles						219	208			11
Private Hire Drivers						82	66	2		14
Chauffeur Drivers						17	14	2		1
Dual (Hackney Carriage and Private Hire) Drivers						57	54			3
Hackney Carriage Vehicles						86	84			2
Home to School Drivers						25	16			9
Home to School Vehicles						48	47			1
Animal Boarding Establishments						13	12			1
Home Boarders of Dogs						20	16			4
Dog Breeder						0	0			
Riding Establishments						4	4			
Performing Animals						0	0			
Pet Shops						2	2			
Scrap Metal Site						2	2			
Scrap Metal Mobile Collectors						3	3			
Hairdressers						1	1			
Personal Licences						82	77			5
Premises licence - variation						12	12			
Premises licence - minor variation						11	10			1
Premises licence - vary DPS						70	70			
Premises licence - transfer						6	5			1
Premises licence - new						9	6			3
Late Temporary Event Notices						55	48	1		6
Temporary Event Notices						239	233	1		5
Club Premises Certificates						1			1	
Street Traders						42	39			3
Street Collections						29	28			1
House to House Collections						31	29			2
Lotteries						7	7			
Licensed Premises Gaming Machine Permits						0	0			
Gaming Machine Notifications						0	0			
Club Machine Permits						2	2			
Club Gaming Permits						0	0			
Bingo Premises						0	0			
Adult Gaming Centres						0	0			
Betting Premises						0	0			

Key:

I = licences issued, W = applications withdrawn, R = applications refused or rejected, P = applications pending decision, e.g. awaiting documentation before licence issued

Appendix C – penalty points issued by year

Offence	Times points issued		
	2018/2019	2019/2020	2020/2021
Failure to notify conviction/caution/FP	4	1	0
Failure to comply with traffic sign	1	0	0
Private Hire vehicle parked on rank	0	0	0
Failure to display plate or stickers	3	1	0

Licensing Service KPI and key information

KPI	Target	Q1	Q2	Q3	Q4	2019/20	Notes (Comments)
% of premises that have applied for a designated premise supervisor (DPS) variation visited within 28 days of application (reported cumulatively)	75%	2/7 28.6%	1/18 5.6%	1/23 4.4%	6/29 20.7%	10/77 13%	Lots of DPS changes taking place and unable to carry out many inspections. Identified low risk premises such as large supermarkets where staff change regularly
% of licensing applications processed within statutory timescales or 5 days	Base	124/150 82.7%	122/169 72.2%	134/156 85.9%	93/123 75.6%	473/598 79.1%	
% of Temporary Event Notices processed within statutory timescales (3 days)	Base	2/2 100%	5/5 100%	15/15 100%	4/4 100%	26/26 100%	
% of licensing complaints/requests for advice dealt with appropriately within 10 working days (Whole service KPI)	90%	175/200 87.5%	196/200 98%	154/158 97.5%	184/191 96.3%	709/749 94.7%	Q1 was in the very first lockdown period when the service was adjusting to new regulations and restructure to manage the responses across the 3 authorities.

Measure of Volume	Target	Q1	Q2	Q3	Q4	2019/20	Notes (Comments)
Number of licences Revoked/Suspended	N/A	14	3	2	21	40	
Number of Licensing – General Inquiries/advice	N/A	42	42	35	28	147	
Number of Complaints made about those licenced (or unlicensed) by the authority	N/A	14	9	20	17	60	
Number of Contacts directly attributable to the trade making contact	N/A	9	4	4	5	22	
Number of Covid related inquiries	N/A	3	7	3	7	20	
Total Inquiries	N/A	68	62	62	57	249	

Detailed Breakdown of the types of demands

	Recorded Licensing interactions/advice	Covid Advice/Enforcement	General Inquiries and Requests	Requests from the trade for information, meetings, updates	Complaints about licence holders/premises, non-compliance or unlicensed activities
Licensing Area	2020	2020	2020	2020	2020
L - Animal	38	6	21	3	8
L - Premises	55	6	35	3	11
L - Street Trading	41	2	30	1	8
L - Taxi	85	6	36	14	29
L - TEN	11	0	10	0	1
Licensing	19	0	15	1	3
Total	249	20	147	22	60