













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








Code: LPI\_LIC 001(s)




Short Name: The percentage of renewal invitations sent out by deadline

Month	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)

Month	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%




Code: LPI\_LIC 003(s)










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)

Month	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%

Code: LPI\_LIC 004(s)













Short Name: The percentage of valid temporary event notices processed within one working day of receipt

Month	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%

Code: LPI\_LIC 005(s)

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

Month	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













Month	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

Month	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

Month	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:













Short Name: Percentage of Private Hire driver licenses issued within 10 days of validations

Month	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

Month	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

Month	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

Month	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

Month	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













Month	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%

## 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












Code: LIC 008

Short Name: 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

Code: LIC 010













Short Name: 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			
------------	----	---	---	--	--








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 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

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 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






Code: LIC 019








Short Name: Taxi Compliance

	Value	Target	Status	Numerator	Denominator
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			

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 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


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 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

Code: LIC 022

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
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

Code: LIC 023

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
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

Code: LIC 024

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
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

Code: LIC 025

Short Name: Percentage of dual driver licenses issued within 10 days of validation

	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%	✓	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

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 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

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 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

Code: LPI\_LIC 001(TW)













Short Name: 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%

Code: LPI\_LIC 002(TW)

Short Name: 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%

Code: LPI\_LIC 003(TW)

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) - 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%

Code: LPI\_LIC 004(TW)













Short Name: 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%







Code: LPI\_LIC 005(TW)







Short Name: 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%

Code: MPI\_LIC 003(TW)













Short Name: 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


Code: MPI\_LIC 004(TW)

Short Name: 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 2020	55	15				180
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

Code: MPI\_LIC 005d(TW)

Short Name: 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%

Code: MPI\_LIC 005c(TW)

Short Name: 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%

Code: MPI\_LIC 006(TW)






Short Name: 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%

Code: MPI\_LIC 007(TW)













Short Name: 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%

Code: MPI\_LIC 008(TW)

Short Name: Action after suspension - Licensing officers resolve by 31 March - Tunbridge Wells

	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%		1	1	95%
January 2021	100%	95%		1	1	95%
February 2021	100%	95%		3	3	95%
March 2021	100%	95%		1	1	95%