

All Authorities - Licensing - Percentage of renewal invitations sent out by deadline

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
SEVENOAKS	100%	95%	✔	100%	95%	✔	95.45%	95%	✔	100%	95%	✔	98.61%	95%	✔
MAIDSTONE	99.10%	95%	✔	100.00%	95%	✔	99.33%	95%	✔	100.00%	95%	✔	99.65%	95%	✔
BEXLEY	100%	95%	✔	100%	95%	✔	100%	95%	✔	100%	95%	✔	100%	95%	✔
TUNBRIDGE WELLS	100%	95%	✔	98.4%	95%	✔	91.53%	95%	⚠	100%	95%	✔	96.9%	95%	✔

All Authorities - Number of renewals

Authority **Sevenoaks**

	No. sent within deadlines	No. of renewal invitations
Q1 2021/22	147	147
Q2 2021/22	164	164
Q3 2021/22	231	242
Q4 2021/22	236	236
2021/22	778	789

Authority **Maidstone**

	No. sent within deadlines	No. of renewal invitations
Q1 2021/22	110	111
Q2 2021/22	115	115
Q3 2021/22	149	150
Q4 2021/22	192	192
2021/22	566	568





















Authority **Bexley**

	No. sent within deadlines	No. of renewal invitations
Q1 2021/22	57	57
Q2 2021/22	46	46
Q3 2021/22	62	62
Q4 2021/22	75	75
2021/22	240	240

Authority **Tunbridge Wells**

	No. sent within deadlines	No. of renewal invitations
Q1 2021/22	150	150
Q2 2021/22	184	187
Q3 2021/22	227	248
Q4 2021/22	190	190
2021/22	751	775

All Authorities - Licensing - Percentage of valid personal licenses processed within 14 working days

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
MAIDSTONE	96.55%	95%		94.74%	95%		100.00%	95%		100.00%	95%		97.75%	95%	
SEVENOAKS	100%	95%		95.45%	95%		100%	95%		100%	95%		98.44%	95%	
BEXLEY	96.3%	95%		96.67%	95%		100%	95%		100%	95%		98.41%	95%	
TUNBRIDGE WELLS	100%	95%		100%	95%		100%	95%		92.31%	95%		98.39%	95%	

All Authorities - Number of valid personal licences processed in 14 days

Authority SEVENOAKS

	No. processed within two weeks	Total number of licences
Q1 2021/22	12	12
Q2 2021/22	21	22
Q3 2021/22	18	18
Q4 2021/22	12	12
2021/22	63	64

Authority MAIDSTONE

	No. processed within two weeks	Total number of licences
Q1 2021/22	28	29
Q2 2021/22	18	19
Q3 2021/22	22	22
Q4 2021/22	19	19
2021/22	87	89





















Authority BEXLEY

	No. processed within two weeks	Total number of licences
Q1 2021/22	26	27
Q2 2021/22	29	30
Q3 2021/22	40	40
Q4 2021/22	29	29
2021/22	124	126

Authority TUNBRIDGE WELLS

	No. processed within two weeks	Total number of licences
Q1 2021/22	19	19
Q2 2021/22	16	16
Q3 2021/22	14	14
Q4 2021/22	12	13
2021/22	61	62

All Authorities - Licensing - Percentage of unopposed applications for new and variation of premises licences processed within two calendar months

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
MAIDSTONE	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
SEVENOAKS	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
BEXLEY	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
TUNBRIDGE WELLS	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	

Code	LPI_LIC 03(s) number of unopposed applications for new and variation of premises licences processed within two calendar months
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	No. processed within 2 months	Total applications received
Q1 2021/22	4	4
Q2 2021/22	6	6
Q3 2021/22	7	7
Q4 2021/22	5	5
2021/22	22	22

Code	LIC 026
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	No. processed within 2 months	Total applications received
Q1 2021/22	9	9
Q2 2021/22	23	23
Q3 2021/22	15	15
Q4 2021/22	15	15
2021/22	62	62





















Code	LPI_LIC 03(B)
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	No. processed within 2 months	Total applications received
Q1 2021/22	11	11
Q2 2021/22	12	12
Q3 2021/22	11	11
Q4 2021/22	8	8
2021/22	42	42

Code	LPI_LIC 03(TW)
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	No. processed within 2 months	Total applications received
Q1 2021/22	12	12
Q2 2021/22	15	15
Q3 2021/22	14	14
Q4 2021/22	6	6
2021/22	47	47

All Authorities - Licensing - Percentage of valid temporary event notices processed within one working day of receipt

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
SEVENOAKS	95.45%	95%		100%	95%		97.83%	95%		100%	95%		98.66%	95%	
MAIDSTONE	96.08%	95%		100.00%	95%		95.88%	95%		100.00%	95%		98.10%	95%	
BEXLEY	100%	95%		100%	95%		97.25%	95%		100%	95%		98.99%	95%	
TUNBRIDGE WELLS	95.83%	95%		98.68%	95%		98.85%	95%		100%	95%		98.6%	95%	

All Authorities - Number of temporary event notices

Authority SEVENOAKS

	No. processed in one working day	Total no. event notices received
Q1 2021/22	42	44
Q2 2021/22	86	86
Q3 2021/22	90	92
Q4 2021/22	76	76
2021/22	294	298

Authority MAIDSTONE

	No. processed in one working day	Total no. event notices received
Q1 2021/22	49	51
Q2 2021/22	105	105
Q3 2021/22	93	97
Q4 2021/22	63	63
2021/22	310	316
















Authority BEXLEY

	No. processed in one working day	Total no. event notices received
Q1 2021/22	47	47
Q2 2021/22	72	72
Q3 2021/22	106	109
Q4 2021/22	68	68
2021/22	293	296

Authority TUNBRIDGE WELLS

	No. processed in one working day	Total no. event notices received
Q1 2021/22	46	48
Q2 2021/22	75	76
Q3 2021/22	86	87
Q4 2021/22	75	75
2021/22	282	286

All Authorities - Licensing - Percentage of driver and operator licenses issued within 12 days of validation

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
SEVENOAKS	96%	90%		100%	90%		100%	90%		100%	90%		99.24%	90%	
MAIDSTONE	100.00%	90%		100.00%	90%		95.83%	90%		100.00%	90%		98.73%	90%	
TUNBRIDGE WELLS	100%	90%		88%	90%		100%	90%		97.37%	90%		97.16%	90%	

All Authorities - Number of driver and operator licenses issued

Authority LPI_LIC 05(s)

	No issued within 12 days	Total no licenses issued
Q1 2021/22	24	25
Q2 2021/22	29	29
Q3 2021/22	41	41
Q4 2021/22	36	36
2021/22	130	131

Authority LIC 022

	No issued within 10 days	Total no licenses issued
Q1 2021/22	26	26
Q2 2021/22	16	16
Q3 2021/22	23	24
Q4 2021/22	13	13
2021/22	78	79

Authority LPI_LIC 05(TW)

	No issued within 12 days	Total no licenses issued
Q1 2021/22	22	22
Q2 2021/22	22	25
Q3 2021/22	56	56
Q4 2021/22	37	38
2021/22	137	141


All Authorities - Licensing MPs - Premises compliance

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
SEVENOAKS	65	45	✓	63	45	✓	63	45	✓	72	45	✓	263	180	✓
MAIDSTONE	39	20	✓	28	20	✓	84	20	✓	61	20	✓	212	80	✓
BEXLEY	146	90	✓	157	90	✓	195	90	✓	120	90	✓	618	360	✓
TUNBRIDGE WELLS	35	45	✗	60	45	✓	106	45	✓	40	45	✗	241	180	✓

All Authorities - Licensing MPs - Taxi compliance

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
MAIDSTONE	15	20	✗	4	20	✗	25	20	✓	46	20	✓	90	80	✓
SEVENOAKS	69	45	✓	88	45	✓	99	45	✓	71	45	✓	327	180	✓
TUNBRIDGE WELLS	104	45	✓	98	45	✓	97	45	✓	115	45	✓	414	180	✓

All Authorities - Licensing MPIs - Percentage of Hackney Carriage, Private Hire driver and Driver & Operator licenses issued within 12 days of validation

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
MAIDSTONE HC	100.00%	90%		100.00%	90%		100.00%	90%		100.00%	90%		100.00%	90%	
SEVENOAKS HC	100%	90%		100%	90%		100%	90%		100%	90%		100%	90%	
SEVENOAKS PH	100%	90%		100%	90%		100%	90%		100%	90%		100%	90%	
SEVENOAKS OPERATORS	75%	90%		100%	90%		100%	90%		100%	90%		95.65%	90%	
MAIDSTONE DRIVER/OPERATORS	100.00%	90%		100.00%	90%		95.83%	90%		100.00%	90%		98.73%	90%	
TUNBRIDGE WELLS DUAL DRIVERS	100%	90%		90%	90%		100%	90%		96.88%	90%		97.37%	90%	
TUNBRIDGE WELLS DRIVER/OPERATORS	100%	90%		80%	90%		100%	90%		100%	90%		96.3%	90%	
MAIDSTONE DUAL DRIVER	100%	90%		100%	90%		100%	90%		100%	90%		100%	90%	

All Authorities - Number of Hackney Carriage, Private Hire driver and Driver & Operator licenses issued

Authority SEVENOAKS HACKNEY CARRIAGE & DUAL DRIVERS

	No issued within 12 days	Total no licenses issued
Q1 2021/22	16	16
Q2 2021/22	20	20
Q3 2021/22	17	17
Q4 2021/22	18	18
2021/22	71	71

Authority SEVENOAKS PRIVATE HIRE DRIVERS

	No issued within 12 days	Total no licenses issued
Q1 2021/22	5	5
Q2 2021/22	5	5
Q3 2021/22	17	17
Q4 2021/22	10	10
2021/22	37	37

Authority SEVENOAKS OPERATORS

	No issued within 12 days	Total no licenses issued
Q1 2021/22	3	4
Q2 2021/22	4	4
Q3 2021/22	7	7
Q4 2021/22	8	8
2021/22	22	23

Authority MAIDSTONE DRIVER & OPERATOR LICENCES

	No issued within 10 days	Total no licenses issued
Q1 2021/22	26	26
Q2 2021/22	16	16
Q3 2021/22	23	24
Q4 2021/22	13	13
2021/22	78	79

Authority MAIDSTONE HACKNEY CARRIAGE DRIVERS

	No issued within 10 days	Total no licenses issued
Q1 2021/22	7	7
Q2 2021/22	5	5
Q3 2021/22	7	7
Q4 2021/22	3	3
2021/22	22	22

Authority MAIDSTONE DUAL DRIVERS

	No issued within 10 days	Total no licenses issued
Q1 2021/22	15	15
Q2 2021/22	8	8
Q3 2021/22	11	11
Q4 2021/22	6	6
2021/22	40	40
















Authority TUNBRIDGE WELLS DRIVERS & OPERATORS

	No issued within 12 days	Total no licenses issued
Q1 2021/22	22	22
Q2 2021/22	22	25
Q3 2021/22	56	56
Q4 2021/22	37	38
2021/22	137	141

Authority TUNBRIDGE WELLS DUAL DRIVERS

	No issued within 10 days	Total no licenses issued
Q1 2021/22	18	18
Q2 2021/22	18	20
Q3 2021/22	44	44
Q4 2021/22	31	32
2021/22	111	114

All Authorities - Percentage of continuation fees invoices issued 1 month in advance of fee being due

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
SEVENOAKS	100%	95%		99.46%	95%		100%	95%		100%	95%		99.75%	95%	
MAIDSTONE	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
TUNBRIDGE WELLS	100%	95%		99.55%	95%		100%	95%		100%	95%		99.79%	95%	

All Authorities - Continuation fees invoices issued

Authority SEVENOAKS

	No of invoices sent by due date	No of invoices due
Q1 2021/22	114	114
Q2 2021/22	184	185
Q3 2021/22	54	54
Q4 2021/22	46	46
2021/22	398	399
















Authority MAIDSTONE

	No of invoices sent by due date	No of invoices due
Q1 2021/22	97	97
Q2 2021/22	254	254
Q3 2021/22	102	102
Q4 2021/22	92	92
2021/22	545	545

Authority TUNBRIDGE WELLS

	No of invoices sent by due date	No of invoices due
Q1 2021/22	123	123
Q2 2021/22	220	221
Q3 2021/22	65	65
Q4 2021/22	76	76
2021/22	484	485

All Authorities - Continuation fees not received and action taken within a month of overdue date

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
SEVENOAKS	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
MAIDSTONE	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
TUNBRIDGE WELLS	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	

All Authorities - Renewal Fees

Authority SEVENOAKS

	no of renewal fees not received	action within month of due date
Q1 2021/22	11	11
Q2 2021/22	17	17
Q3 2021/22	25	25
Q4 2021/22	21	21
2021/22	74	74
















Authority MAIDSTONE

	no of renewal fees not received	action within month of due date
Q1 2021/22	20	20
Q2 2021/22	24	24
Q3 2021/22	51	51
Q4 2021/22	20	20
2021/22	115	115

Authority TUNBRIDGE WELLS

	no of renewal fees not received	action within month of due date
Q1 2021/22	12	12
Q2 2021/22	19	19
Q3 2021/22	39	39
Q4 2021/22	22	22
2021/22	92	92

All Authorities - Action after suspension

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
MAIDSTONE	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
SEVENOAKS	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	
TUNBRIDGE WELLS	100%	95%		100%	95%		100%	95%		100%	95%		100%	95%	

All Authorities - Action after suspension - resolved

Authority SEVENAOKS

	Number resolved	Number needed resolving
Q1 2021/22	7	7
Q2 2021/22	12	12
Q3 2021/22	16	16
Q4 2021/22	8	8
2021/22	43	43






Authority MAIDSTONE

	Number resolved	Number needed resolving
Q1 2021/22	5	5
Q2 2021/22	6	6
Q3 2021/22	15	15
Q4 2021/22	11	11
2021/22	37	37

Authority TUNBRIDGE WELLS

	Number resolved	Number needed resolving
Q1 2021/22	15	15
Q2 2021/22	21	21
Q3 2021/22	23	23
Q4 2021/22	9	9
2021/22	68	68

Bexley - 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)

Authority	Q1 2021/22			Q2 2021/22			Q3 2021/22			Q4 2021/22			2021/22		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
BEXLEY	93.75%	95%		96.15%	95%		100%	95%		100%	95%		96.92%	95%	

Bexley – Special Treatment applications

Authority	MPI_LIC 09(B) bexley
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	No. processed within 2 months	Total applications received
Q1 2021/22	45	48
Q2 2021/22	25	26
Q3 2021/22	26	26
Q4 2021/22	30	30
2021/22	126	130