

LicenceFLO

Reports



LicenceFLO comes with its own reporting module to enable users to design their own reports. However to make life easier, it also comes with a suite of reports. Here are some examples of reporting configurations:

Applications

- Total number of applications either open, pending or closed
- Number of applications either open, pending or closed for each type of licence
- Total number of new applications received within a given period of time
- Number of new applications received within a given period of time for specified types of licences
- Overall percentage of total applications resulting in a licence being issued within a specified period
- Percentage of applications resulting in a licence being issued within a defined period for specified types of licences
- Overall percentage of total applications resulting in an application being refused within a specified period
- Percentage of applications resulting in an application being refused within a defined period for specified types of licences
- Overall average time to process an application for a given time period
- Average time to process an application for a given period, based upon the specified types of licence applications
- List of applications that have been pending for more than a specified number of days
- List of all applications that have been completed within a given time period
- List of all applications for a specific type of licence, completed within a defined period

Objections (to an Application)

- Number of objections and petitions handled by the department within a given period
- Percentage or number of objections resulting in the refusal of a licence for a given period, based upon a specific type of licence application
- Average time taken to handle an objection
- List of objections currently pending
- List of objections that have been open for a specified period of time

Licences

- Total number of current/valid licences
- Number of current/valid licences for a specific type of licence
- List of all licences due for renewal / expiry date within a given time period
- List of licences due for renewal within a given time scale, for specified types of licences
- List of all licences with enforcement activity underway at present
- List of licences with enforcement activity underway for specified types of licences
- List of licences revoked within a given time frame

Complaints

- Total number of complaints lodged for a specific licence
- Total number of complaints lodged for a specific type of licence within a specified time frame
- Total number &/or list of complaints lodged against a given licensee
- Total number &/or list of complaints lodged against a given premises
- Number of complaints being processed at any given time for a specific type of licence
- Average time to conclude a complaint based upon each type of licence
- Average time to conclude a complaint based upon a specific licensing / enforcement officer
- Number of complaints responded to within a given time frame

Enforcements

- Total number of inspections carried out within a given time period
- Number of inspections of a given licences premises or item within a specified time frame
- Percentage of inspections that result in a defined outcome (e.g. revoke licence)

Licensee

- Number of current licensees by type of licence
- List of licensees whose public liability insurance is due for renewal within a specified time period
- List of licensees whose CRB records require updating within a given time period
- List of licensees whose medical test validity expires within a given time frame.



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