



# **SERVICE STANDARDS**

## **Licensing**

**This document can be made available in large print,  
Braille, tape format or in other languages upon request**

**APRIL 2007**



# SERVICE PLAN – Licensing (phase 1, customer perspective)

## THE SERVICE

Most functions within the Licensing Unit have a regulatory role, which is designed to ensure that the environment in which we live is as safe as it can be.

The Unit is responsible for various functions including animal welfare licensing, private hire and hackney carriage licensing, the licensing of caravan sites, charity licensing and entertainment and liquor licensing. We administer the Council's Harbour Mooring allocations and waiting list in conjunction with the Liveability Team.

We work with statutory authorities, in-house departments, other consultees and the public to ensure functions are carried out to a high standard within the law and safely.

In addition, we aim to meet the Council's responsibilities set out in the Crime and Disorder Act 1998, Human Rights Act 1998 and all other relevant acts.

The Unit provides guidance to applicants on current legislation and procedures.

## THE STANDARD OF SERVICE YOU CAN EXPECT FROM US

We are committed to providing a high standard of service to all residents in West Somerset.

We will:

- Respond to general correspondence and simple enquiries within 1 working day of receipt. If the subject is complex, we will let you know who is dealing with the query, and when to expect a response. By response we mean that the person who will deal with the enquiry will make their initial contact by a phone call, email or a visit. You will be advised of the action we will take, when and by whom. If we cannot help you will be given an explanation of the reason for that opinion.
- Acknowledge receipt of fully completed applications within 1 working day, or write giving details of why the application cannot be accepted within 2 working days.
- Determine and issue all licence applications within statutorily prescribed time scales. The issue of licences and approvals will occur once all the relevant checks have been carried out.
- Provide guidance on the information needed to process applications and we will provide an update on progress if needed. The latter will usually be by way of informal telephone discussion.
- Where an application is required to be presented to committee, all interested parties will be advised in writing of the decision of the committee within 5 working days of the date of the hearing giving full reasons for the decision.
- Provide assistance and advice to help applicants comply with legislation and guidance.
- Inspect premises according to the risk the premises pose and make interim visits where necessary.
- Undertake impromptu inspections of Hackney Carriage Ranks and Hackney Carriage/Private Hire vehicles to ensure vehicle safety and compliance with the regulations.
- Take enforcement action against any unlicensed operation or where licence conditions are not met, in accordance with our Enforcement Policy.

## SERVICE PLAN – Licensing (phase 1, customer perspective)

- In the case of complaints against licence holders or licensed premises we will acknowledge receipt within 3 working days and keep you informed as to progress throughout any required investigations.
- Update statutory registers on the Council's website on a weekly basis.
- Respond to all reasonable requests for talks or presentations and will advise people through printed information and promotional activities.
- Be courteous, helpful, fair and polite at all times.
- Observe privacy and confidentiality in all matters.
- Be helpful and responsive and keep you informed at all times.
- Let you know what we can provide, who to contact and how to contact them.
- Work with other organisations such as the Police, Fire Brigade and Trading Standards, to ensure compliance with statutory requirements

## YOU CAN HELP BY

- Completing application forms accurately and ensuring all documentation is included in the application.
- Wherever possible, making an appointment to see an officer, to ensure that person is available.
- Keeping us informed of any changes in your personal circumstances that may affect any service we provide to you.
- Attending any appointment on time, or let us know if you cannot do so.
- Ensuring that you read fully all the information that we provide. It is to your benefit.
- Being patient, there will be times when we are exceptionally busy. We will, however, endeavour to keep waiting times to a minimum.
- Being courteous and respectful towards us.
- Provide the information we need when we ask for it.

## YOUR RIGHT TO EQUAL TREATMENT

West Somerset Council is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

### Your right to complain

Things can go wrong, and we can make mistakes. If you are dissatisfied with something the Council has done, that you think is wrong or unjust, you should let us know and we will try to put things right to your satisfaction.

#### You can:

- Complete a comments, compliments and complaints form available from council offices or online at [www.westsomersetonline.gov.uk](http://www.westsomersetonline.gov.uk)
- Write to West Somerset Council, Customer Services, West Somerset House, Killick Way, Williton, Taunton TA4 4QA
- Email us on [customerservices@westsomerset.gov.uk](mailto:customerservices@westsomerset.gov.uk)

## Further Information

For any further information visit the West Somerset Council website at [www.westsomersetonline.gov.uk](http://www.westsomersetonline.gov.uk) or telephone 01643 703704.

# WEST SOMERSET COUNCIL - FEEDBACK



## Would you like to help us improve our services?

Here at West Somerset we really want to know what you – our customers think of the service that we provide for you. We aim to provide a high-quality service but there is always room for improvement. We therefore would be grateful if you could spend a few moments completing this questionnaire.

	Phone	Email	Letter	Website	Personal Visit	Other (please specify)
1. How did you make your enquiry						

2. What service did you require eg housing, benefits

	Yes	No
3. Did we meet the standards you were expecting		
If no, please provide details of where we have gone wrong		

## Service Provided

4. How would you rate the following.....
- Ease of contact with us
  - Courtesy and helpfulness of the staff
  - Keeping you informed about the progress of your enquiry
  - How would you rate the service overall

	Excellent	Good	Fair	Poor
Ease of contact with us				
Courtesy and helpfulness of the staff				
Keeping you informed about the progress of your enquiry				
How would you rate the service overall				

## Were you kept informed?

5. How would you rate the following.....
- The information meets my needs
  - The information was provided when I expected it
  - The information was clear and well presented

	Strongly agree	Agree	Disagree	Strongly disagree
The information meets my needs				
The information was provided when I expected it				
The information was clear and well presented				

6. Is there anything we could do to improve our service?

### Equal Opportunities

WSC is committed to providing an equal service to all members of the public. The following includes questions on age, ethnicity and disability and are optional. By completing these sections you will be providing additional information that WSC will find useful in improving its services. The information is strictly confidential and will only be used for statistical and monitoring purposes. We will not make it available to third parties in accordance with the Data Protection Act (1988).

#### Are you?

Male  Female  Transgender

#### Age

0 – 15  16 – 24  25 – 34  35 – 49  50 – 64  65 – 79  80+

#### Ethnic Origin

##### White

British  Irish  Other White

##### Mixed

White & Black Caribbean  White & African  Black  Other Asian  Mixed

##### Romany

Romany  Gypsy  Traveller of Irish heritage  Traveller of European Heritage  Traveller of other Heritage

##### Asian

Asian or Asian British  Indian  Pakistani  Bangladeshi  Other Asian

##### Black

Black or Black British  Caribbean  African  Other Black

##### Chinese

Chinese or other Ethnic group  Chinese  Other ethnic group

If other in any category above, please specify:

#### Disability

Do you consider yourself to have a disability? Yes  No

This form may be completed anonymously. However, please provide some contact details if you would like a reply.

Name: .....

Address: .....

.....

Telephone: ..... Email: .....

Preferred method of contact: .....