

## Licensing Service Standards

### (la) Alcohol & Entertainment

1) Upon receipt, the application will be assessed for completeness. If incomplete, they will be returned to the applicant unless simple amendment/addition is needed, in which case, they will be kept in abeyance pending negotiation and agreement with and amendment by the applicant.

2) Where an application is accepted, then:

- Details will be entered on to EH computer systems and a Licence number generated;
- Licence fee will be receipted;
- Checks will be made to ensure statutory consultees properly informed by applicant;
- Proper receipt of application confirmed to applicant and public consultation process commenced via issue of Public Notice.
- Presentation of "contentious" applications will be made to an appropriate Licensing Committee within 20 days of end of statutory consultation period;
- Representation(s) to be in line with agreed hearing process and all those entitled to make representations advised appropriately;
- Licences will be issued within 10 days of hearing or Officer decision on non-contentious cases.

### (lb) Caravan Sites

- 1) Once a completed application form has been received for a new/transfer/variation of licence with the complete and satisfactory supporting documents and accompanied by the relevant fee:
  - a) For residential sites the Council aims to determine the application within 3 months.
  - b) For non-residential caravan sites we will issue the licence within 2 months.
- 2) Caravan Sites will be subject to inspection to ensure conditions are complied with.

### (lc) Street Trading Consents

1) Non-contentious applications will be issued in line with the appropriate procedure and in liaison with other Departments and agencies.

2) All others will be dealt with as follows:

a) *On receipt of an application, we will send out consultation within 7 working days;*

b) *On receipt of an incomplete application, we will return within 5 working days all documentation together with explicit instructions on what is required to complete the application;*

c) *We will arrange for submission of complete applications to the next available Licensing & Enforcement Committee where appropriate;*

d) *If the application is from premises which have not recently held a Licence or which are due to be inspected as based on our risk assessment system, we will visit the premises ideally at least 14 working days before the relevant Committee meeting and not less than 7 working days before, and in the case of outdoor events or provisional Licences, prior to event commencing;*

e) *Prepare the Licence as soon as possible and not less than within 5 working days of confirmation of a decision by the Licensing & Enforcement Committee or Authorised Officer and issue on the day the decision is confirmed. For those Licences where the event is scheduled soon after the decision, at least before the event commences.*

f) *In the case of a deferred decision requiring negotiation of conditions to the Licence, the Licence will be issued as above when the negotiation is complete and progress on the negotiations will be reviewed not less than every 28 working days.*

g) *If the Licence is refused, if possible, inform the applicant of decision and options for action (including appeal procedure) within 2 working days and in every case confirm the decision in writing within 14 calendar days.*

h) *[MOP: HoEH to choose a Licence file from the previous six months and carry out a systems check to see that the above Service Standards are being achieved and where they are not, to take corrective action to secure compliance].*

#### (ld)Skin Piercing Registrations

1) On receipt of a Skin Piercing application, we will:

a) *Process the application and issue the Licence within 21 working days, if non-contentious.*

b) *If the application is for premises, inspect the area to be used.*

c) *If contentious, negotiate with the applicant and resolve all issues within 21 working days. If the matter is not resolved in this time, the application will be refused.*

*[MOP: HoEH to choose a registration file from the previous six months and carry out a systems check to see that the above Service Standards are being achieved and where they are not to take corrective action to secure compliance].*

#### (le)Taxi Licensing

1) We will enforce Taxi Licensing Provisions by:

a) *Proactive surveys of vehicles in the area to select vehicles for "interim inspections". [MOP: HoEH budget checks].*

b) *Participation in joint initiatives with other partners in enforcement (e.g. Cabby Day). [MOP: HoEH response to requests for participation].*

c) *Active consultation with the trade. [MOP: HoEH annual liaison meeting with associated consultation].*

#### (lf)Animal Welfare Licensing

1) We will consider new applications for Licences for riding establishments, pet shops, animal boarding establishments, and dog breeding establishments by:

a) *Inspecting the premises, (Where required, with a Veterinary Surgeon). [MOP: ideally within 7 working days, but certainly within 3 weeks, of the application].*

b) *Issuing a Licence if the licensee and premises meet the appropriate requirements [MOP: within 14 working days].*

c) *Where the premises do not meet the appropriate requirements, we will discuss the non-compliance with the applicant and explain their rights and duties and our expectations. Up to 2 hours' free advice will be provided.*

d) *Where appropriate, a Provisional Licence will be issued within 14 working days of (c). If necessary the Licence will be referred to the Licensing & Enforcement Committee with a recommendation for refusal. If the Licence is refused, the appeal provisions will be explained in writing.*

- 2) We will make unannounced inspections of licensed premises on a risk basis at least once a year. Contraventions of Licence Conditions will be brought to the attention of the licensee verbally and in writing and their co-operation sought to rectify them. Contraventions will be considered in line with the Enforcement Policy.
- 3) Renewals of Licences will be issued routinely unless the previous inspection indicates likely contraventions of the Licence conditions, in which case an inspection of the premises will be undertaken before the Licence is renewed and the above points will apply.
- 4) If complaints are received about licensed premises, the general service standard for complaints will apply.
- 5) If unlicensed premises come to our attention, we will request them to apply for a Licence and evidence will be taken and this will be considered in line with the Enforcement Policy.

(lg)Charity and Gaming Licensing

- 1) We will consider new applications for Licences for Amusements with Prizes, Lotteries, Street Collections and House-to-House Collections by:
  - a) *Consulting the Police in the case of Amusements with Prizes, (additionally Parish Councils and Ward Councillors in the case of Arcades) [MOP: ideally within 3 working days, but certainly within 7 days, of the application].*
  - b) *Issuing a Licence if the applicant and/or premises meet the appropriate requirements [MOP: Ideally within 14 working days certainly within 28 working days]. Licences will be issued in accordance with the relevant delegated authority, although the Licensing and Enforcement Committee will generally consider Street Collections in January.*
  - c) *Where the application does not meet the appropriate requirements, we will discuss our concerns with the applicant and explain their rights and duties and our expectations. On receipt of an incomplete application we will return within 5 working days all documentation together with explicit instructions on what is required to complete the application*
  - d) *If necessary the application will be referred to the Licensing & Enforcement Committee with a recommendation for refusal. If the Licence is refused, the appeal provisions will be explained in writing.*
  - e) *We will investigate complaints about non-compliance. Contraventions of Licence Conditions will be brought to the attention of the licensee verbally and in writing and their co-operation sought to rectify them. Contraventions will be considered in line with the Enforcement Policy.*
  - f) *Renewals of Amusement with Prizes Licences will be issued routinely unless a complaint has been received about the premises. Invitations for Street Collection Permit applications will be sent out in November to those organisations holding a collection that year, provided that the organisation has made an appropriate return*
  - g) *If complaints are received about licences, the service standard set out in 3 will apply.*
  - h) *If unlicensed activities come to our attention, we will request an application for a Licence and evidence will be taken and this will be considered in line with the Enforcement Policy.*