

Licensing Committee

No Specific Ward Relevance

2nd November 2009

LICENSING - SERVICE STANDARDS

(Report of the Head of Environment)

1. Summary of Proposals

To seek endorsement on Licensing's written Service Standards; which once adopted will indicate to customers the level of service they can expect. Licensing Service Standards will then be published on Redditch Borough Council's website.

2. Recommendations

The Committee is asked to **RESOLVE** that
the Licensing Services Standards, as detailed in Appendix 1, be
approved and published.

3. Financial, Legal, Policy Risk and Sustainability Implications

Financial

3.1 The cost of producing the Licensing Services Standards has been met within existing budgets.

Legal

3.2 There are no legal implications identified with this report.

Policy

3.3 The proposed adoption of the standards will bring written standards for all staff working in Licensing.

Risk

3.4 There are no envisaged risks with adopting Licensing Service Standards.

Sustainability / Environmental

3.5 None.

Report

4. Background

- 4.1 Licensing sits in Environmental Health in the Environment and Planning Directorate. Licensing is responsible for the regulation and enforcement of various Acts including the Licensing Act 2003, the Gambling Act 2005 and Hackney Carriage and Private Hire Licensing. The Licensing Team also deal with Animal Boarding, Pet Shops, Sex Shops, Scrap Metal Dealers and Motor Salvage Operators.
- 4.2 The needs of customers using the Licensing Services are varied and wide ranging. At present, there are no public written standards that indicate the level of service that customers can expect from the service.

5. Key Issues

- 5.1 There is no statutory requirement for the Council to publish Licensing Service Standards. However, best practice encourages the publication of such standards.
- 5.2 The proposed Licensing Service Standards (as attached in Appendix 1) sets out a comprehensive set of standards that Licensing shall endeavour to maintain. The Service already strives to meet a significant amount of these standards as well as various statutory deadlines on a daily basis. These standards represent the Service's commitment to attaining high standards of performance.
- 5.3 Licensing Service Standards have been prepared in line with other corporate documents relating to customer service. In particular, the Council's Charter for our customers – our promise to you', then Customer Services Handbook and the Complaints handling Policy.' have been used as resources to ensure consistency between the Service's approach to customer service and Council wide standards and procedures.

6. Other Implications

Asset Management	-	None
Community Safety	-	None
Human Resources	-	None
Social Exclusion	-	None

7. **Lessons Learnt**

7.1 This is the first report on this issue.

8. **Background Papers**

Redditch Borough Council Charter for our Customers – Our Promise to You.

Customer Services Handbook (Intranet)

Complaints Handling Policy (Intranet)

9. **Consultation**

9.1 This report has been prepared in consultation with relevant Borough Council Officers.

10. **Author of Report**

The author of this report is Sue Garratt (Licensing Manager) who can be contacted on extension 3032 (email: sue.garratt@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix 1 - Licensing Service Standards