



# Oadby & Wigston

## BOROUGH COUNCIL

### **Customer Service Standards - Licensing**

#### **Service Overview**

Our Licensing Team is the point of contact for:

- The Sale and Supply of Alcohol; Provision of Regulated Entertainment; Late Night Refreshments under the Licensing Act 2003
- Lotteries & Street Collections are issued under Section 5 of the Police, Factories, & c. (Miscellaneous Provisions) Act 1916, as amended by the Local Government Act 1972
- Hackney Carriages & Private Hire Driving Licenses under the Local Government (Miscellaneous Provisions) Act 1976
- Dog breeding, riding establishments, dangerous wild animals, zoos, animal boarding, pet shops, game licensing under the Animal Welfare Regulations 2018.

As a Regulatory Service we aim to put the customer at the forefront of everything we do. We are committed to achieving the highest possible standard of customer service and aim to provide services that are accessible, efficient and reliable. We ensure that our staff are highly trained and up to date to resolve as many enquiries as possible at first point of contact

#### **Our Customers Promise**

We will:

- Be professional and treat all customers fairly and equally
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable and well trained
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

#### **Our Customer Groups**

Our customer groups include: Residents of the Borough, persons from outside the area who wish to operate or work within the Borough; these include individuals and businesses.

### **Our Partners**

We work in partnership with both internal and external partners. External partners include Police, Fire Brigade, County Council, Motor industry bodies and the Gambling Commission.

Our internal partners include the Customer Service Team, Environmental Health, Planning and Finance.

### **Access**

Customers can access our service by in the following ways:

#### **Phone**

By calling our Customer Service line on 0116 288 8961 (see our website for opening hours)

#### **Online**

By completing our online forms and submissions via our website, [www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk) access 24/7 and [www.gov.uk](http://www.gov.uk) website for a variety of licensing submissions

#### **Email**

By emailing our Licensing Team on [Licensing@oadby-wigston.gov.uk](mailto:Licensing@oadby-wigston.gov.uk) access 24/7

### **Our Standards**

#### **Hackney Carriages & Private Hire Taxi Licence**

| <b>When you</b>  | <b>We will</b>  | <b>Timescale/Target</b> |
|--|---|-------------------------|
| Submit an application for a new driver's licence                           | Process your application (after all documents received) | Within 4 working days   |
| Submit an application to renew your driver's licence                       | Process your application (after all documents received) | Before expiry           |
| Submit an application for a new vehicle licence (Hackney/private hire)     | Process your application (after all documents received) | Within 4 working days   |
| Submit an application to renew your vehicle licence (Hackney/private hire) | Process your application (after all documents received) | Before expiry           |