

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 access 24/7 and www.gov.uk website for a variety of licensing submissions

Email

By emailing our Licensing Team on Licensing@oadby-wigston.gov.uk access 24/7

Our Standards

Hackney Carriages & Private Hire Taxi Licence

When you	We will	Timescale/Target
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
Have a licensable activity or business	Process within statutory timescales	100%