

Salford City Council

Environment Directorate

Commercial Services

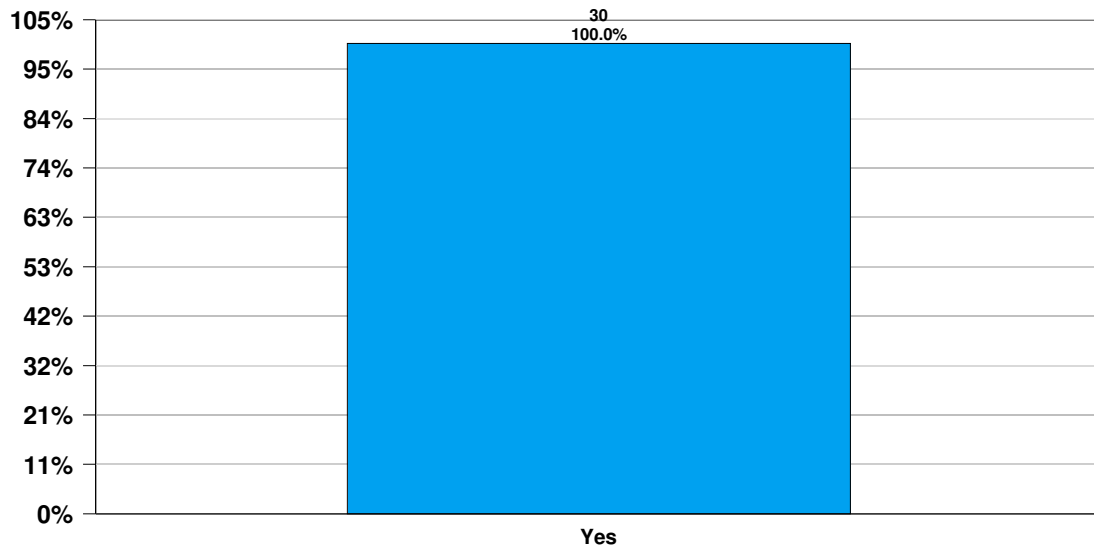
**Licence/Consent Survey
April 2004 – March 2005**

Survey Results

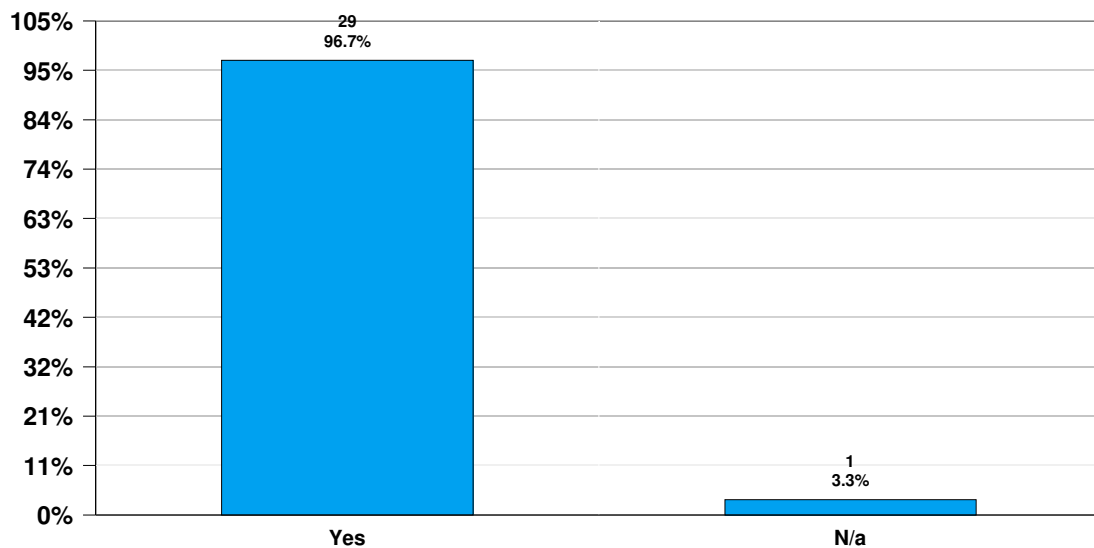
*Produced By:
Business Consultancy Unit*

Commercial Services Licence/Consent Survey April 2004 – March 2005

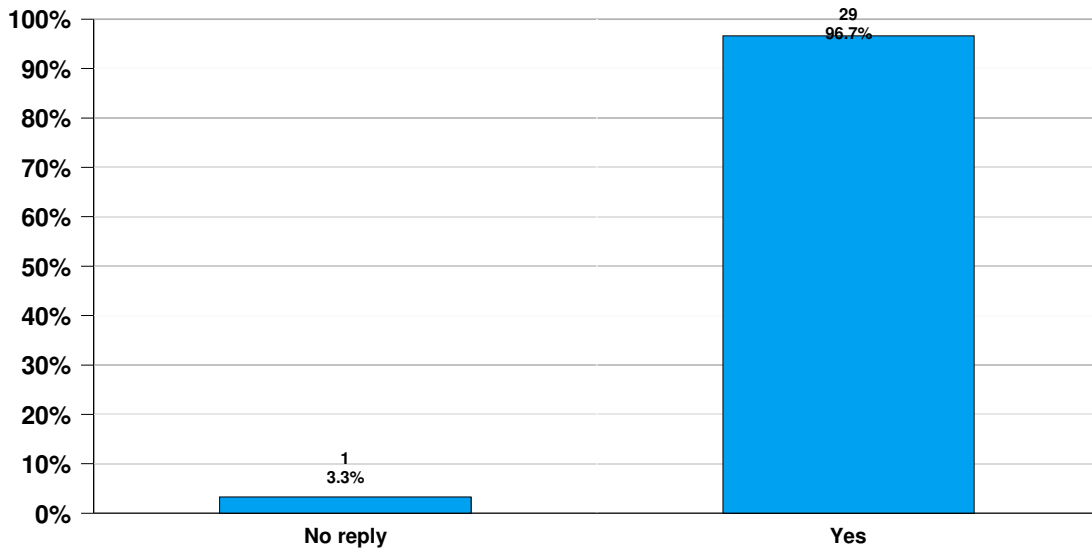
Q1. Did you find the application forms and notes clear?



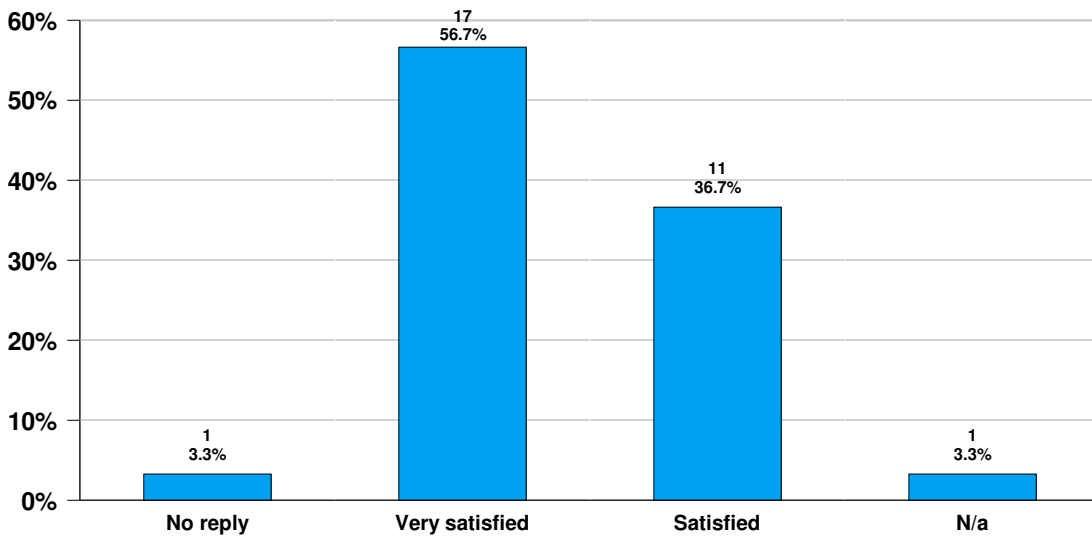
Q2. Did you find that the time of day the visit to assess your business was convenient.



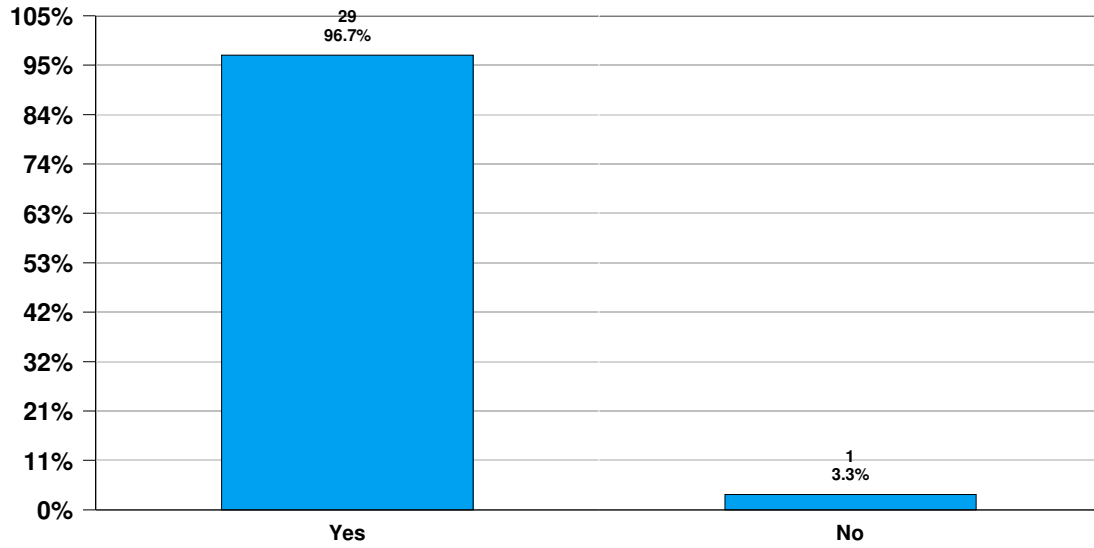
Q3. Did you find the Directorate employees helpful?



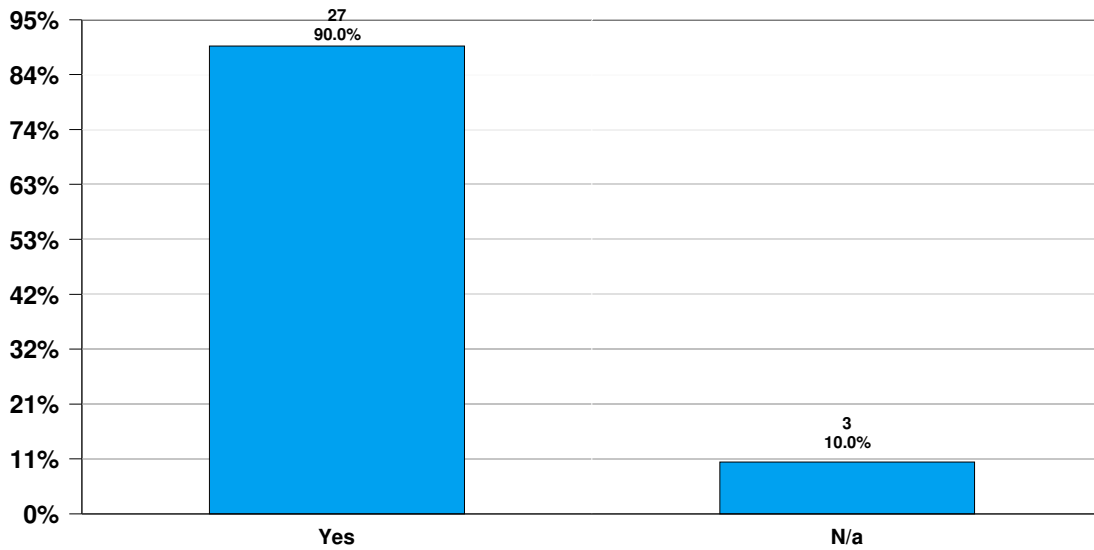
Q4. How satisfied were you with the Directorate's explanation of what you needed to do to meet the licence / consent conditions?



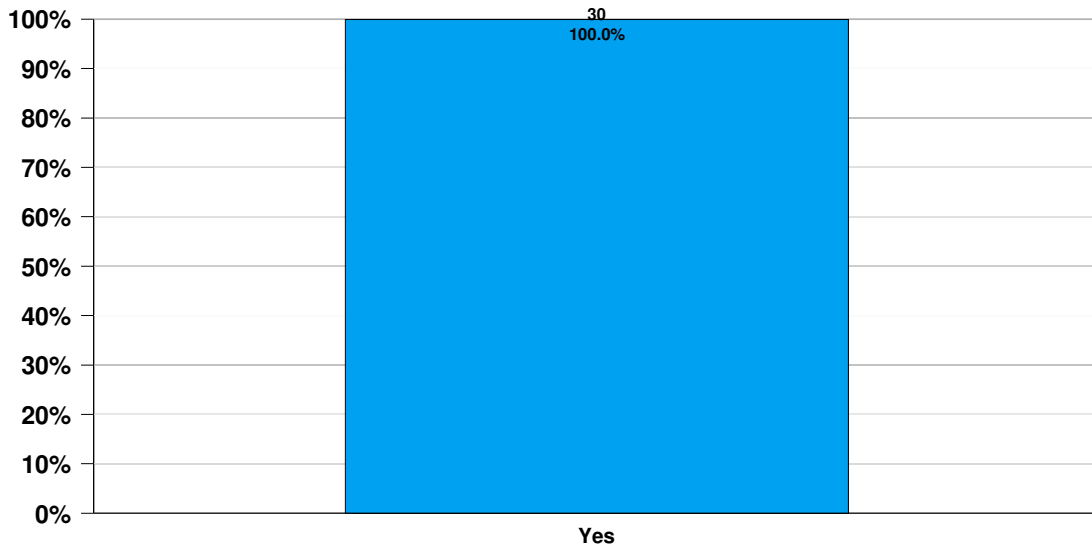
Q5. Was the distinction clearly made between legal requirements and recommendations?



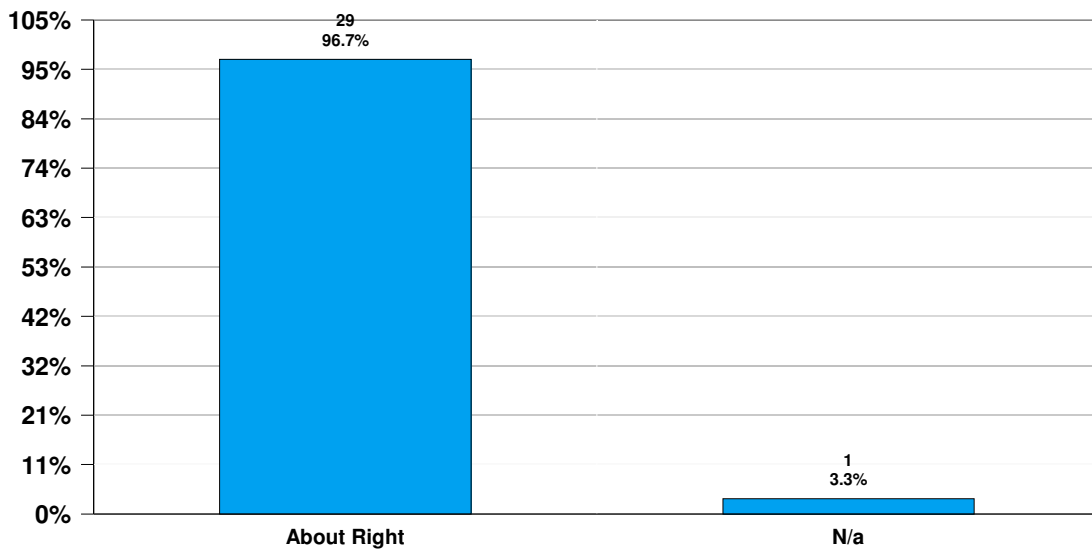
Q6. Did the guidance leaflets provided explain all that you needed to know?



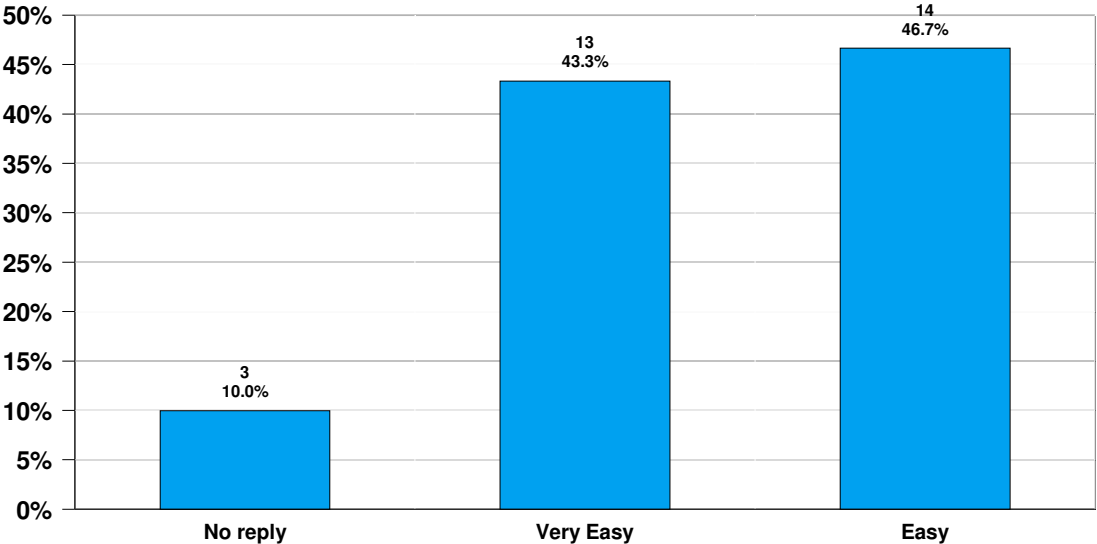
Q7. Were you given the opportunity to ask questions?



Q8. Did you find that the time taken to undertake the inspection was?



Q9. How do you find it to contact the Directorate for advice and information?



**Public Protection – Commercial Services
Licence/Consent Survey
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Question	Suggestions & Comments	Comments action taken	Completion date
10	Satisfied	Not applicable	
10	Let college students know about needing a licence if they are planning to set up a business on their own.	To send info to local colleges re licensing	
10	The arrangement is fine.	Not applicable	
10	The process is straight forward	Not applicable	
10	Cut the £100 fee	FSA butchers fee to be abolished 1.1.06	1.1.06
10	Scrap the fee	Other fees kept low in comparison with other GM Authorities	
10	Cut the cost of the licence	Other fees kept low in comparison with other GM Authorities	
10	Make sure shop owners are working to a qualification	Assessed as part of every licensing inspection	
10	Cheaper	Other fees kept low in comparison with	

		other GM Authorities	
10	When consent is given, hand over licence at the same time and save cost on postage, with hold licence if premises fail in examination	Have considered but easier to send out as visits often done outside office / office hours	
10	The system as it stands is sufficient	Not Action required	
10	I have always found the system, efficient straightforward and accurate.	Not Action required	
11	The suggestions and advice I have received from the inspectors has always been good.	Not Action required	
11	Any help regarding health and safety are always welcome	Not Action required	
11	I would really appreciate some advice on cooling my shop	Not Action required	