

Environment Directorate

Regulatory Services - Licensing Act 2003

Premises Survey
Total Results –
April 2007 to March 2008

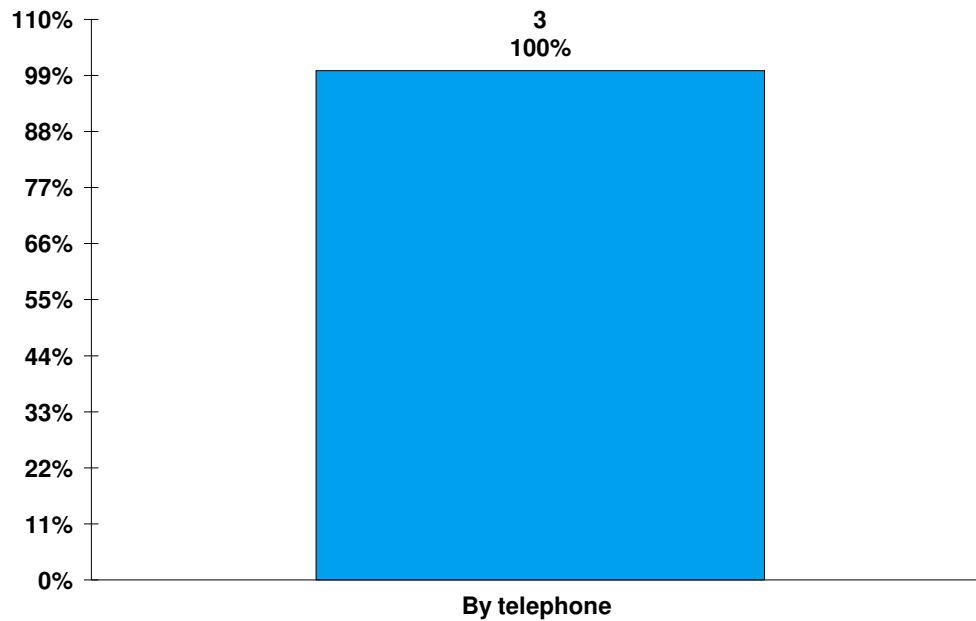


Licensing Act 2003 – Premises Survey: 2007/08

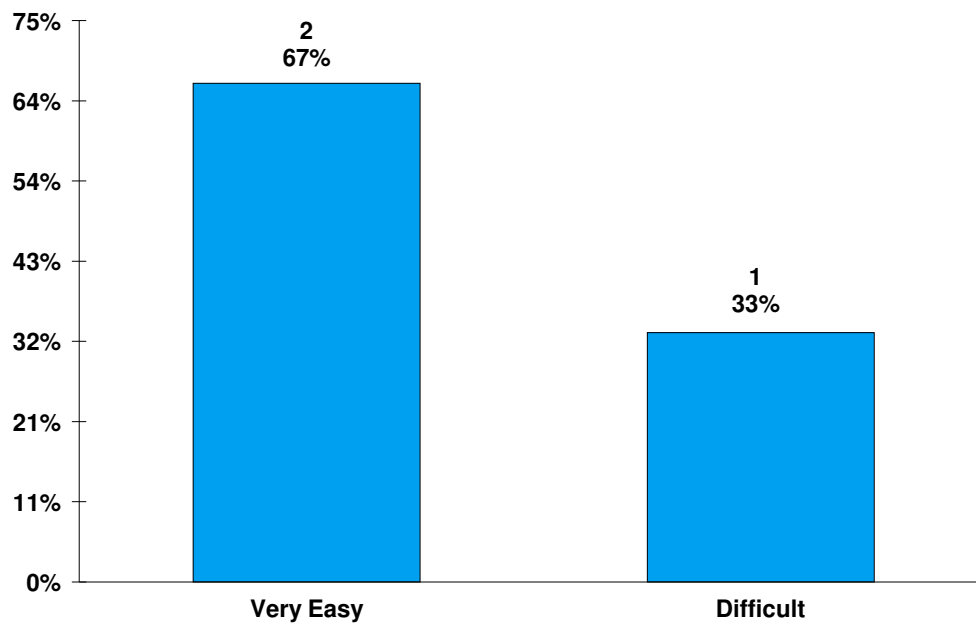
A total of 4 surveys were returned in 2007/08.

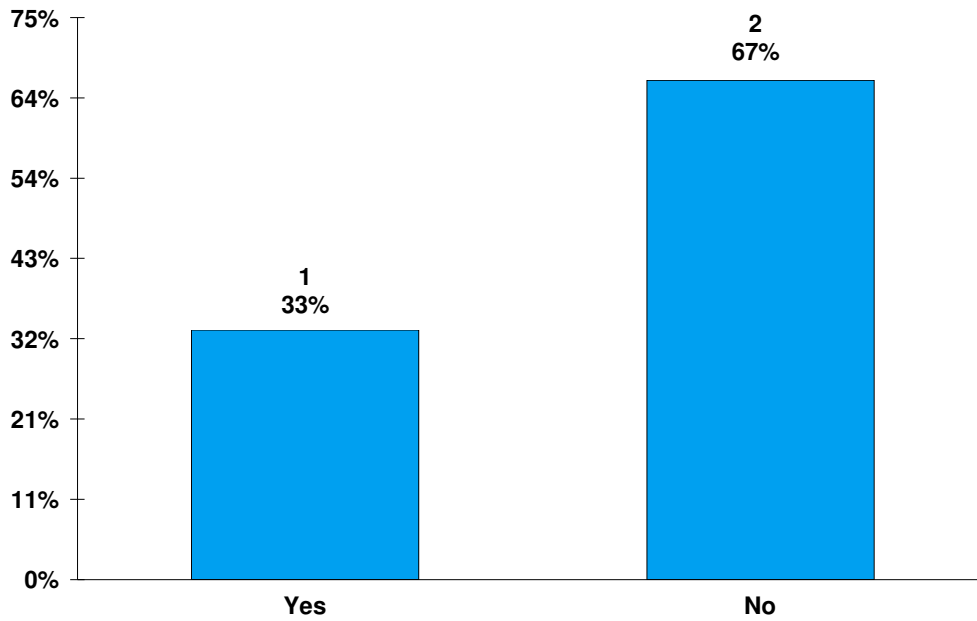
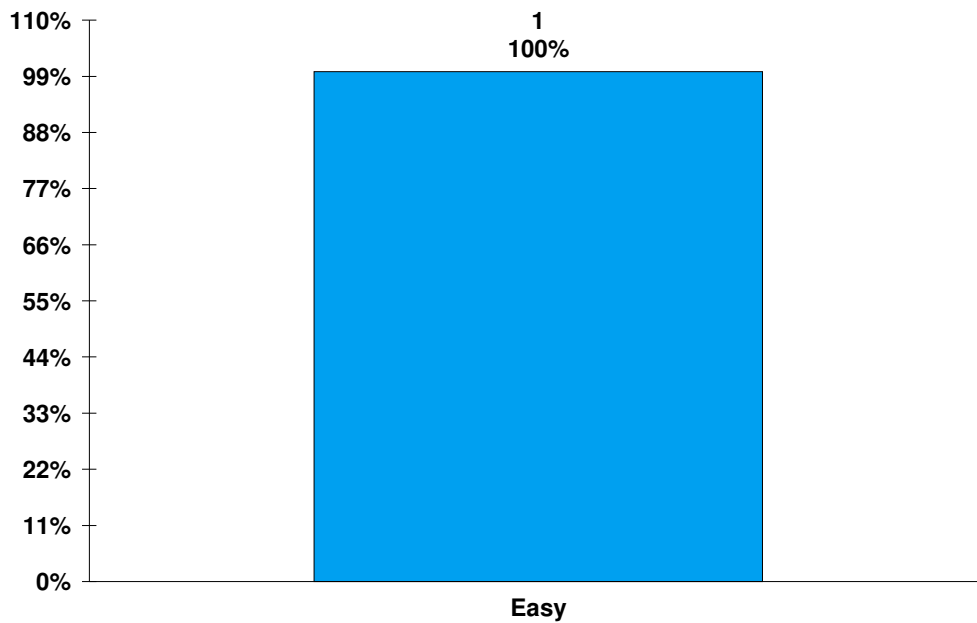
The results are as follows:

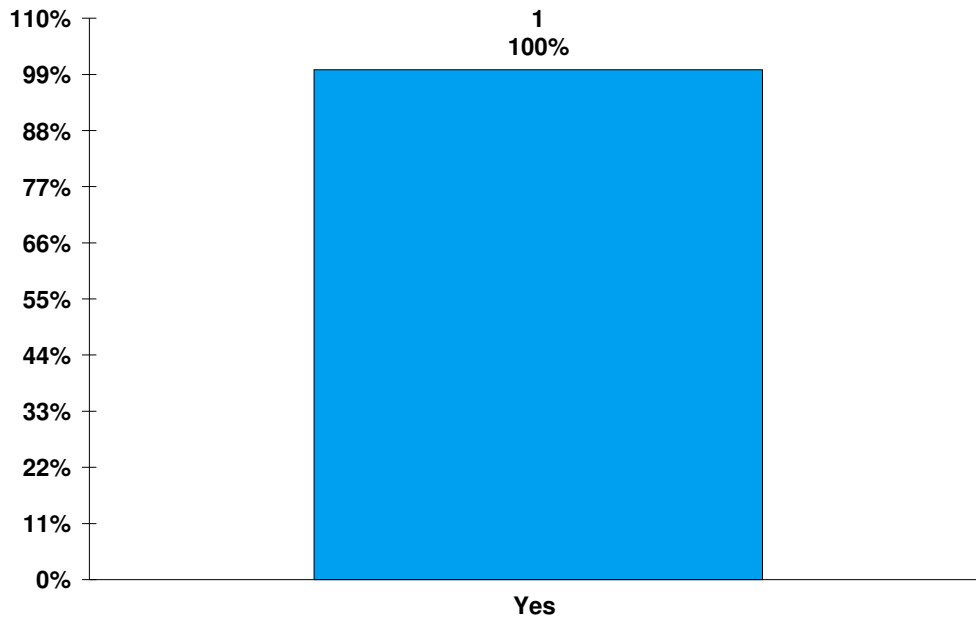
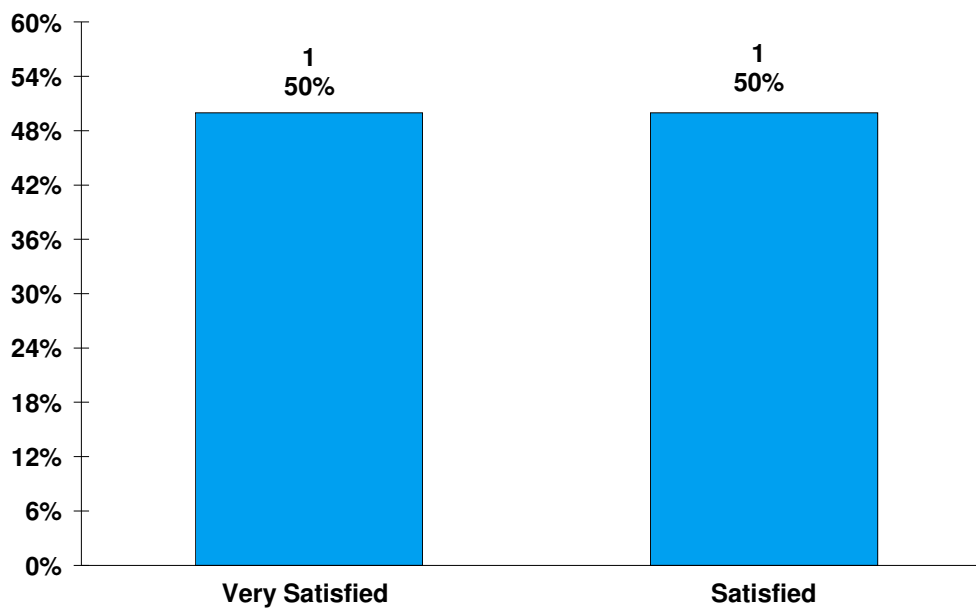
Q1. How did you contact the service?

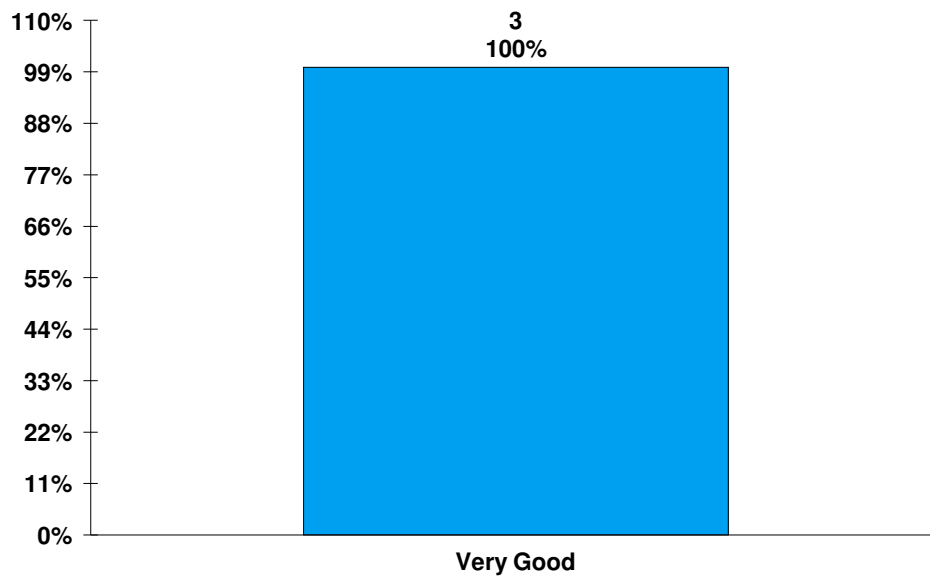
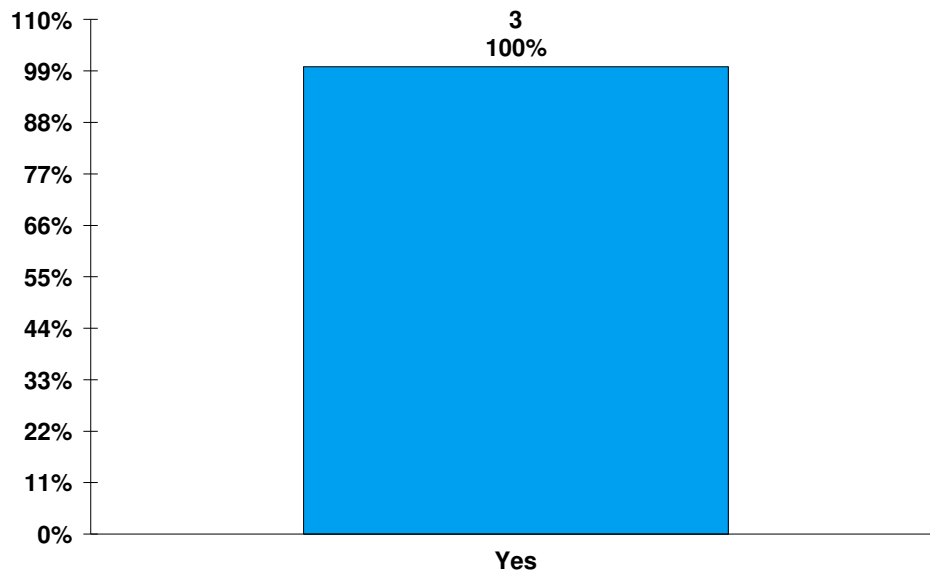


Q2. How easy was it to contact us?

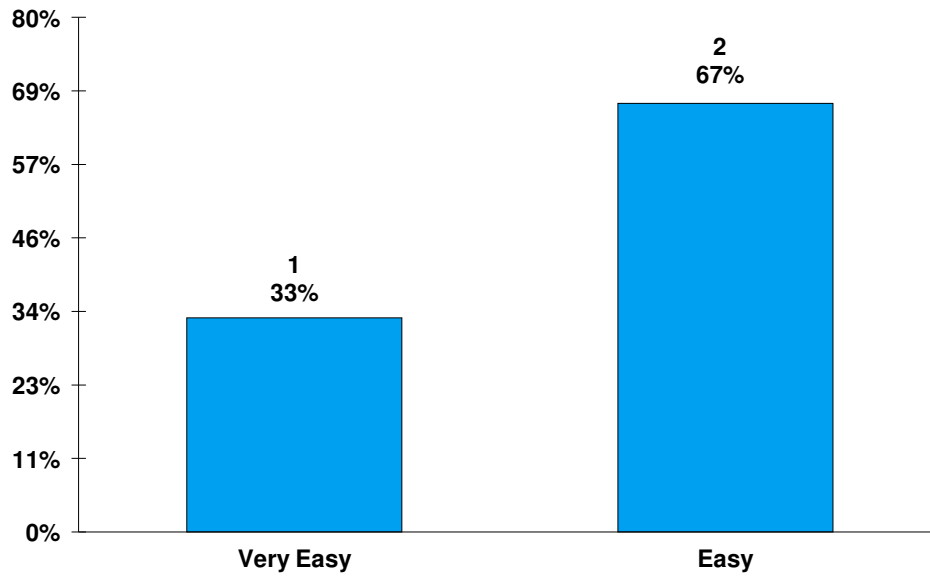


Q3. Is this a new application?**Q4. How easy was it to complete the application form?**

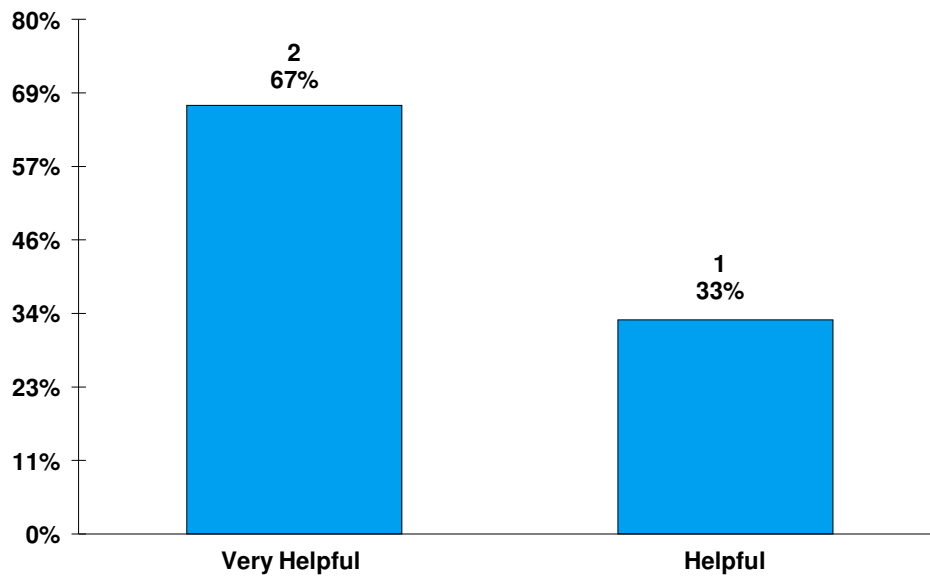
Q5. Did you understand the application form?**Q6. How satisfied were you with the speed your application was dealt with?**

Q7. How informative did you find the staff?**Q8. Did we treat you fairly at all times?**

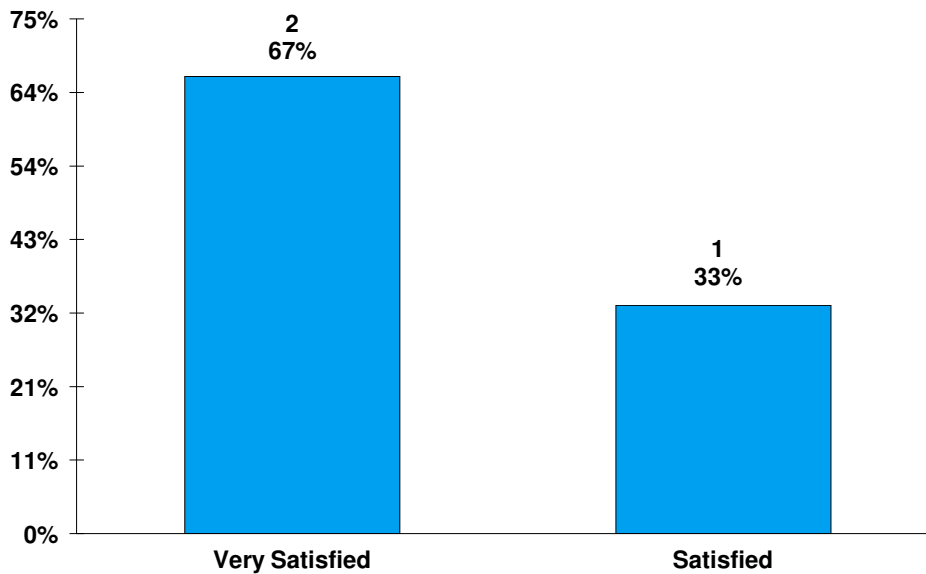
Q9. Did we give you information/advice that was easy to understand?



Q10. How helpful was the advice?



Q11. Overall, how satisfied were you with the service you received?



Q12. Is there any other way you feel this service could be improved, or are there any comments you would like to make?

| Case No. | Comments | Actions taken inc. date |
|----------|--|-------------------------|
| 1 | The only reason for Q2. being difficult was that the website was out-of-date with old telephone numbers. Once I got through to the Licensing Section, the staff were very helpful & gave the current direct dial number, so contacting the section again was no problem. <i>Name & address supplied</i> | |
| 4 | I feel that I have to say that for the licensing offices to be closed from 21 Dec to 2 Jan I think is totally unacceptable. As you probably realise Christmas is the busiest time of the year for licensees and with the complete closure of the licensing offices over the Christmas season it could mean that a pub could be closed for their busiest time. <i>Name & address supplied</i> | <i>Copied to Ronnie</i> |

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