

### Statement of Aim

The Licensing Service aims to ensure that premises selling alcohol or providing regulated entertainment, special treatments and late night refreshment are licensed, safe and do not cause annoyance to neighbours.

#### We will achieve this aim by:

- ensuring that pubs, restaurants, cinemas, theatres, music and dancing venues, indoor sports venues, night cafes, special treatment premises and outdoor festivals selling alcohol or providing regulated entertainment are properly licensed
- dealing with licence applications competently and efficiently and ensuring that applicants, interested parties and responsible authorities are kept informed about the progress of an application
- monitoring licensed premises and events for compliance with licence conditions
- promoting good standards of management in licensed premises through the provision of advice, support and training
- investigating complaints about premises which are unsafe or causing annoyance to nearby residents and working with licensees to implement solutions
- working with others to promote the licensing objectives and policies contained in Islington's statement of licensing policy
- working with the Safer Islington Partnership to reduce the incidence on alcohol induced crime and disorder associated with licensed premises

#### When you contact us for advice and assistance we will:

- direct you to the most appropriate person and if they are not available, pass your details onto them
- tell you whether we are able to deal with your request for advice or assistance. If we are not able to help you, we will explain why
- send you relevant application forms, information and leaflets within five working days
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten days

#### When we visit your business we will:

- show you our council identification and authorisation
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit
- leave or send on to you a customer survey form



## Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome comments about the Service

## If we take enforcement action we will:

- put legal requirements and advice clearly and simply. We will confirm these in writing within ten working days of our enforcement visit
- ensure that our letters explain what action is required, why it is necessary and clearly distinguish between legal requirements and good practice
- provide you with an opportunity to discuss the matter with an officer or make representations to the Street Markets and Licensing Committee before formal enforcement action is taken, unless immediate action is required
- provide an explanation of why immediate action is required at the time and confirm in writing within ten working days of our enforcement visit

## Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- if you want to visit us at our office, please call ahead so we can make sure that an officer is available to see you
- please respond to customer survey forms that we send
- join the Islington Business Partnership for easy access to regulatory advice and business support

## Contact

**Tel: 020 7527 3031**

**Fax: 020 7527 3057**

**Email: [licensing@islington.gov.uk](mailto:licensing@islington.gov.uk)**

**Web: [www.islington.gov.uk](http://www.islington.gov.uk)**

**Licensing Team  
Public Protection Division  
Islington Council  
222 Upper Street  
London N1 1XR**

Any complaints or comments about the service should in the first instance be made to the Service Manager using the above address.

Islington Council has signed up to the Government's Enforcement Concordat which sets down the principles of better enforcement". Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

