

proposed time allocations:

Application for licence - inevitable

total licences 25

Action:	Time	Officer	Variable
Advice	30 minutes	Licensing Officer	
Review completed application	30 minutes	Licensing Officer	
Inspect premises	60 minutes	Licensing Officer	
Risk score	30 minutes	Licensing Officer	
Review outcome of application	30 minutes	Licensing Officer	
			Based on data available from pet shop licences
Vet inspection to include travel time, inspection and preparing report	150 minutes	Specialist vet	Currently only part of the pet shop fee, arranged/procured by applicant in all other applications
			Average annual inspection cost for pet shops is £.

Risk 25/25 100% apply 100% of cost element to licence fee

Issuing of licence – likelihood high

Action:	Time:	Officer:	Variable:
Prepare licence	30 minutes		
Recover fee	-	online	Could be done in person / minimal time impact
Issue licence	30 minutes	Licensing Officer	Often hand delivered

Risk 24/25 100% apply 100% of cost element to licence fee

Refusal of Licence – likelihood low

Action:	Time:	Officer:	Variable:
Document reason for refusal	30 Minutes	Licensing Officer	n/a
Advice applicant over phone	15 minutes	Licensing Officer	n/a
Prepare and send letter explaining the refusal and the process of appeal	30 minutes	Licensing Officer	n/a

Risk 1./25 4% apply 4% of cost element to licence fee

Appeal of Star Rating – likelihood of occurrence unknown – expect 1 in 15 to appeal

Action:	Time:	Officer:	Variable:
Official appeal of start rating received and reviewed by Service Manager	60 minutes	PPASB & Licensing Service Manager	Could be AD
Outcome of review letter prepared and sent to applicant	30 minutes	PPASB & Licensing Service Manager	Could be AD

Risk 2./25 8% apply 8% of cost element to licence fee

Appeal of Licence refusal via committee – likelihood low as not occurred in previous years

Action:	Time:	Officer:	Variable:
Appeal received and logged	30 minutes	Licensing Officer	
Report Prepared by Licensing Officer	180 minutes	Licensing Officer	Could take considerably longer
Legal services manager consulted on report	30 minutes	Legal Services Manager	
Legal Services time allocation for hosting committee	90 minutes	Legal Services Officer	Could be Legal Services Manager
Democratic Services Time Allocation	90 minutes of meeting to discuss agenda producing and writing up	Democratic Services Officer	Could be Manager
Committee pre meet	30 minutes		
Committee meeting	60 minutes		

Risk 1./25 4% apply 4% of cost element to licence fee

Investigation of complaints/enforcement – average of 12 complaints per annum taking on average 150 minutes to resolve.

Action:	Time:	Officer:	Variable:
Complaint received and reviewed	30 minutes	Licensing Officer	
Visit required	120 minutes	Licensing Officer	most likely option totalling 150mins on average
Subsequent visits	60 minutes	Licensing Officer	
Review of licence / suspension	240minutes	Licensing officer / legal services officer	Low risk as not previously been necessary

Risk 12./25 48% apply 48% of cost element to licence fee