

Service Standards

Health, Safety and Licensing

Health & Safety

The Health & Safety Team regulate employers and premises to meet the requirements placed upon them by health and safety legislation. We investigate failures to meet the required standards as they occur and require that serious failures are notified to the council.

We aim to:

- Assess all enquiries and complaints about occupational health & safety regarding allocated workplaces within 1 working day of receipt. We will then respond by telephone or in writing (or appointment if necessary) within the following timescales:
 - Urgent requests where there is a serious and imminent risk of injury will be responded to within 1 working day.
 - Non-urgent service requests will be responded to within 7 working days.
- Investigate and visit workplace fatalities within 1 working day, unless there is a compelling reason not to do so.
- Investigate non-fatal workplace accidents where these are serious or show a pattern of poor health and safety management. We will begin investigations within 7 working days of enquiry.
- Assess and register skin piercers that meet the legal standard within 10 working days of receipt of application.

Licensing

The Licensing Team deal with registering and licensing the sale of alcohol, public entertainment, cinemas, theatres, small lotteries, gaming machines, premises used for gambling such as betting shops, bingo halls, amusement arcades and premises which sell hot food after 11pm.

We aim to:

- Provide trade and civil advice, guidance and information on licensing issues within 1 working day.
- Visit all premises within 4 working days following receipt of a new application, or an application to vary an existing licence to ensure that the application has been correctly advertised.
- Carry out late night and early morning visits at least twice per month to problem premises and work with the Police wherever possible to investigate whether licence conditions are being adhered to.
- Assess all requests for service that relate to licensed activity in Newham within 24 hours. Those of an urgent nature or those that present a risk to public safety will be responded to within the 24 hour period by making arrangements to investigate.
- Process unopposed applications for premises and personal licences within 5 working days of the expiry of any statutory consultation period.