



## ENVIRONMENTAL HEALTH, TRADING STANDARDS, LICENSING 2007/08 ANNUAL REPORT

Welcome to our 2007/08 Annual Report.

In this report we summarise the work and achievements of the teams that deliver these services and report the results of how satisfied our customers were with our work. We also include a section on prosecutions which sets out details of cases taken to court (and other formal enforcement action) in accordance with the council's enforcement policy

In each team report we also set out what improvements that we intend to make during 2008/09 many of which are as a direct result of comments from customers.

Each section includes key information on our performance in 2007/08 and details where we are getting better and where we need to focus our activities to make improvements.

Each team report also includes the cost of providing each service in 2007/08. The overall cost to York residents is less than 2p per person per day.

We hope you find this report informative and interesting and we will be pleased to receive any comments on the contents or any other aspect of our work. Please feel free to contact us direct with your views.

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Hearing Loop and Language  
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