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## **Licensing Service**

### **2018/19 Annual Report**

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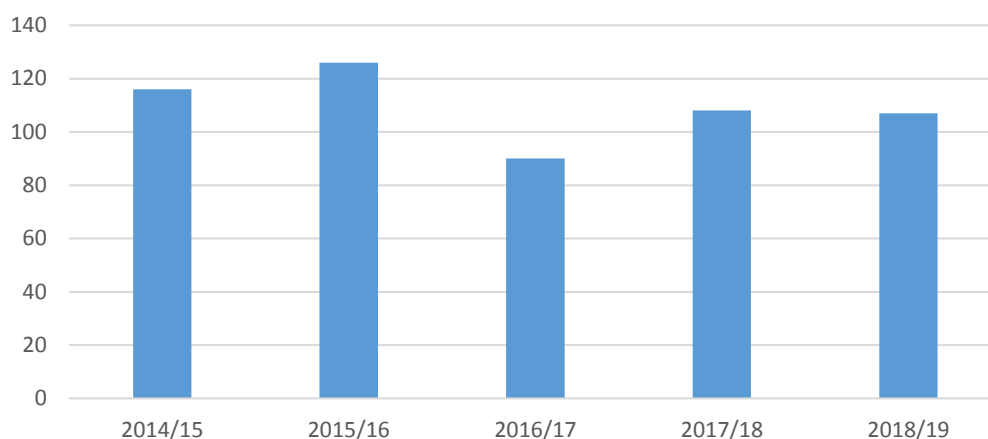
# 1. Introduction

- 1.1 The purpose of this document is to report on the activities and performance of the Service during the 2018/19 municipal year and to show aims and targets for the forthcoming year. The Licensing Service has presented an annual report to the Licensing Committee each year since 2009.
- 1.2 Responsibility for discharging many of the Council's licensing functions lies with the Licensing Service. The Service is also responsible for the development and review of alcohol and entertainment licensing, gambling and sex establishment policies as well as providing guidance and assistance on the various licensing, registration and permitting processes. The enforcement of licensing legislation is shared with other regulatory partners.
- 1.3 Officers conduct pro-active inspections to premises to ensure compliance with authorisations and advise businesses of their responsibilities. The enforcement/compliance functions also involve investigations into complaints of alleged unauthorised activity as well as targeted night visits in order to witness and resolve allegations. Formal enforcement actions are taken when merited.
- 1.4 Officers also fulfil the responsible authority role on behalf of the Licensing Authority as defined under the Licensing Act 2003 and the Gambling Act 2005. This entails reviewing new and variation applications and considering making representations having regard to the Council's Licensing Policy and Gambling Statement of Principles.

## 2. Licensing Act 2003

### Premises licences granted

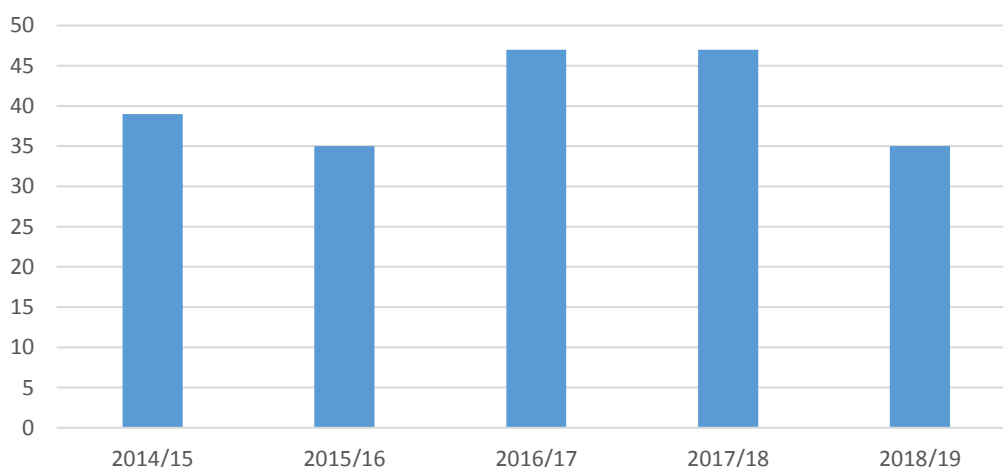
- 2.1 A premises licence authorises a premises to be used for the sale or supply of alcohol, the provision of regulated entertainment, or the provision of late night refreshment, under the Licensing Act 2003.



1. Premises licences issued

- 2.2 Fig. 1 highlights the numbers of new licences granted. The number of new licences granted with the previous year. Statistically the trend had been upwards over the last five years.

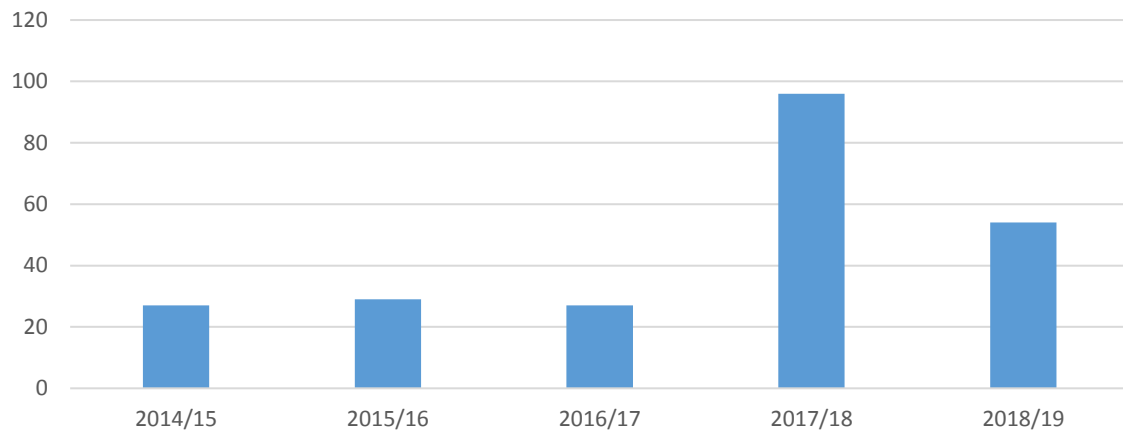
### Variations of existing premises licences/certificates



2. Variations of existing premises licences/certificates

- 2.3 Fig. 2 highlights that the number of full variations of licences/certificates in the year was less than the previous year. However, the overall trend was comparable to previous years.

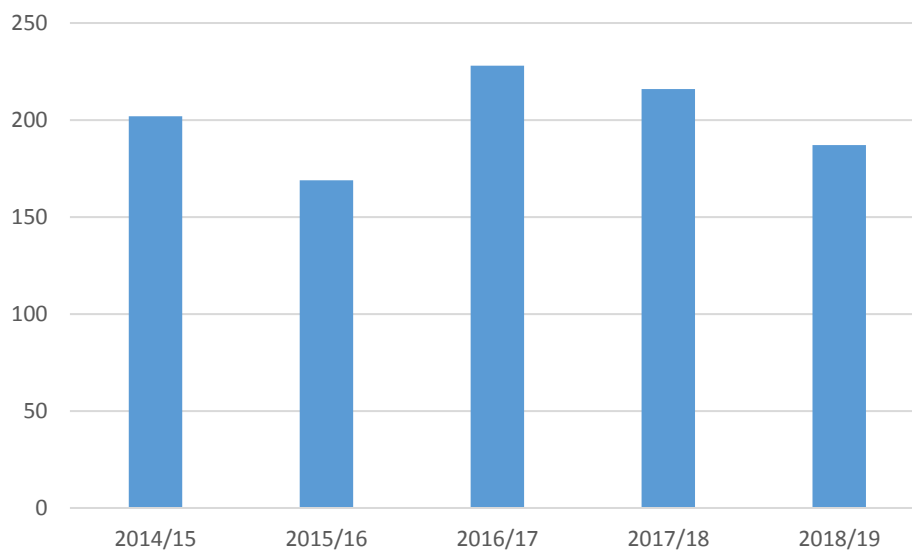
## Minor variations



3. Application for minor variation

- 2.4 The number of minor variation applications has increased when compared with the previous years. The figure remained high in the year which was still due to a significant proportion of the applications being made due to the introduction of the Late Night Levy.

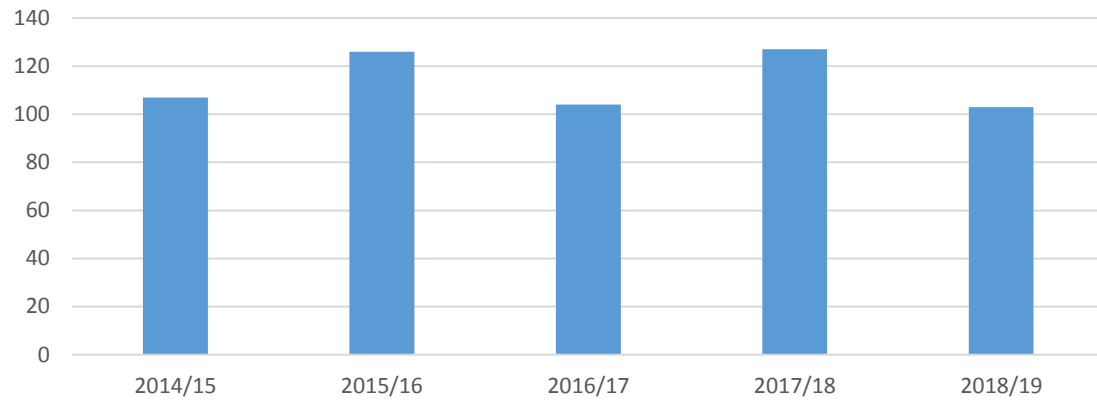
## Variations to specify an individual as DPS



4. Applications to vary licence to specify DPS

- 2.5 Where a premises licences authorises the supply of alcohol, there is a requirement for a personal licence holder to be nominated as the designated premises supervisor. The figure received in 2018/19 is slightly below the recent trend.

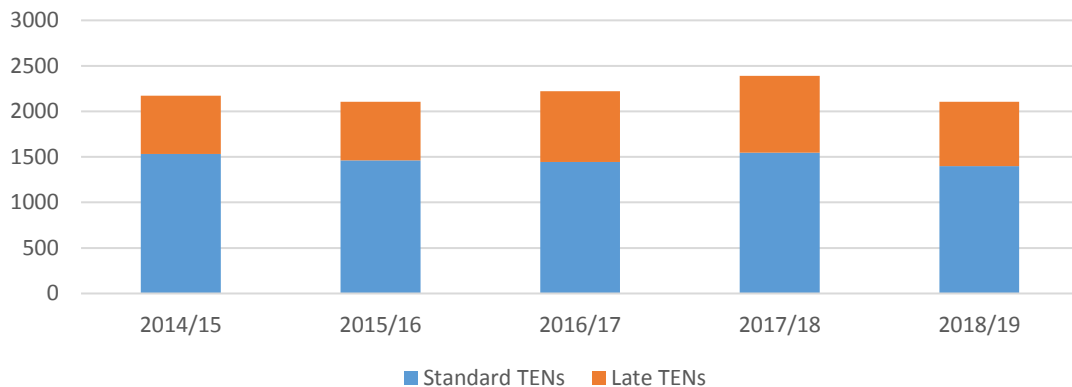
## Transfer of premises licences



5. Transfers of premises licences

- 2.6 The number of licences being transferred between operators has been fairly consistently over the last five years.

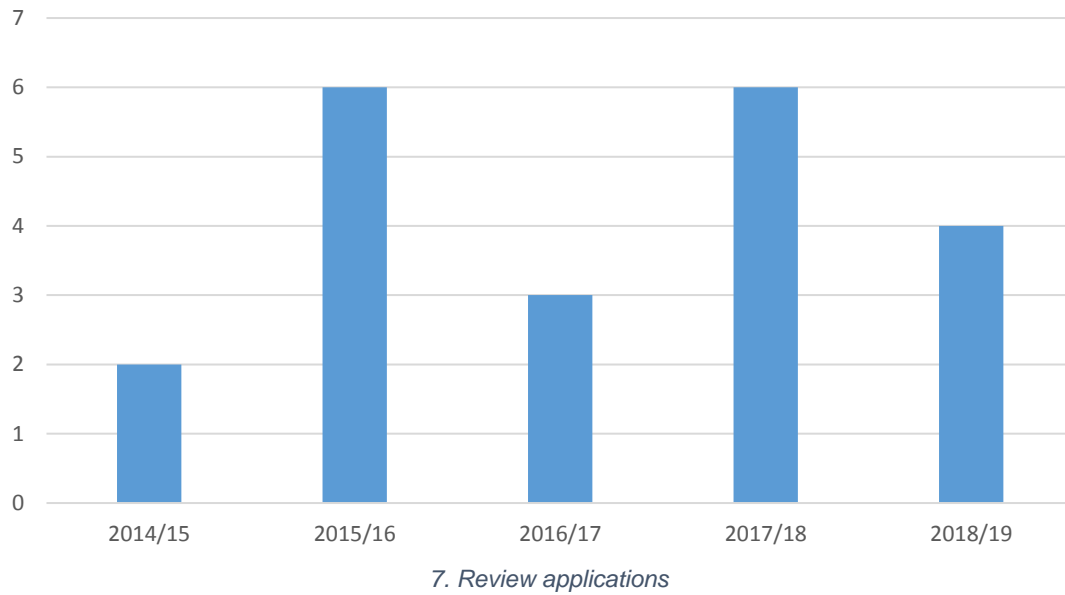
## Temporary Event Notices (TENs)



6. Temporary Event Notices

- 2.7 The overall number of TENs received decreased from the previous year. However, the number remained high and remains at a level that requires significant resource.

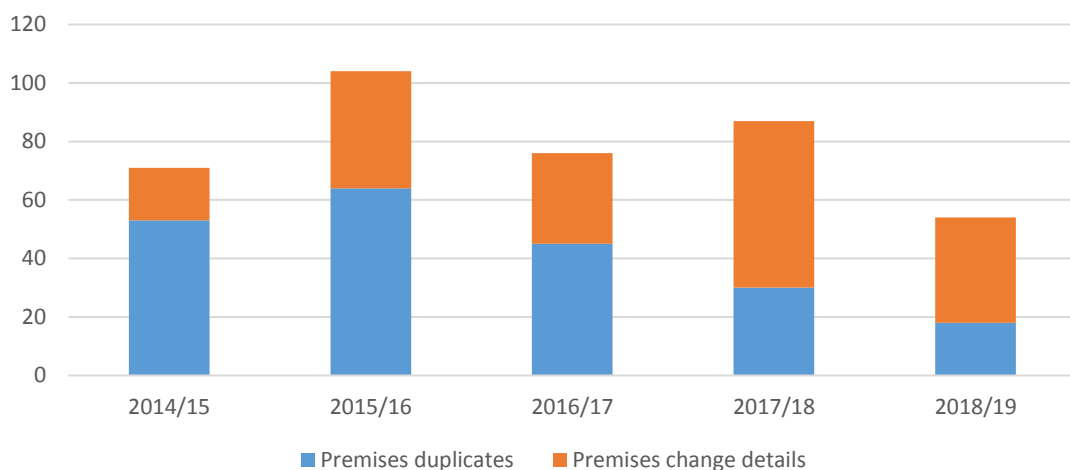
## Reviews of premises licence/club premises certificates



2.8 The Service received four review applications last year. However, the figures remain some way below historic averages.

## Premises Licences – Requests for Duplicates and Change of Details

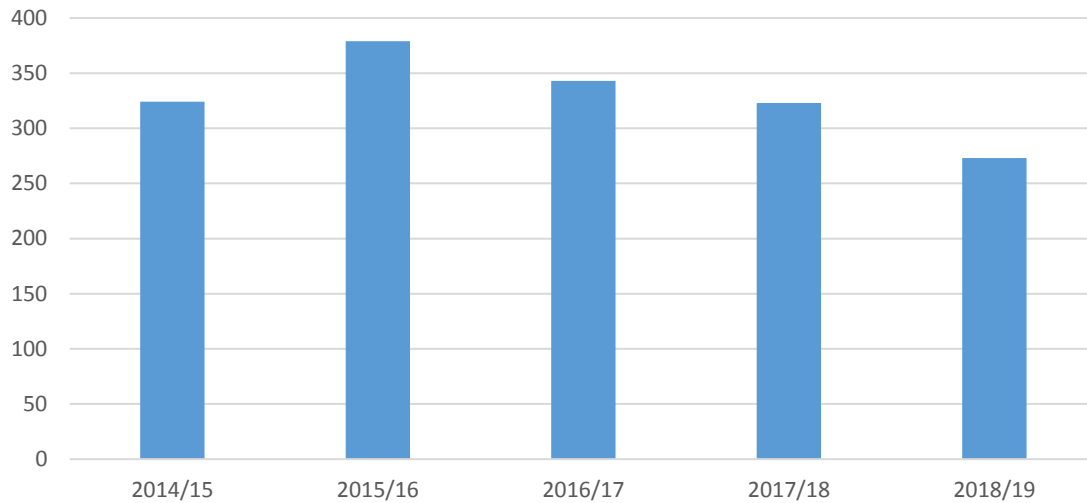
2.9 The Service has experienced demand due to requests for duplicate documents. This is primarily a desktop administrative process involving the reprint of the two-part licence. And although the numbers being requested are significant, they appear to fluctuate year-on-year.



8. Change of details & duplicate premises licences

2.10 Fig. 8 above illustrates that around two thirds of requests are for lost licences. However, the proportion of requests for changes to details, such as the licensee changing a registered address, accounted for around 40% of the demand last year.

## Personal licences

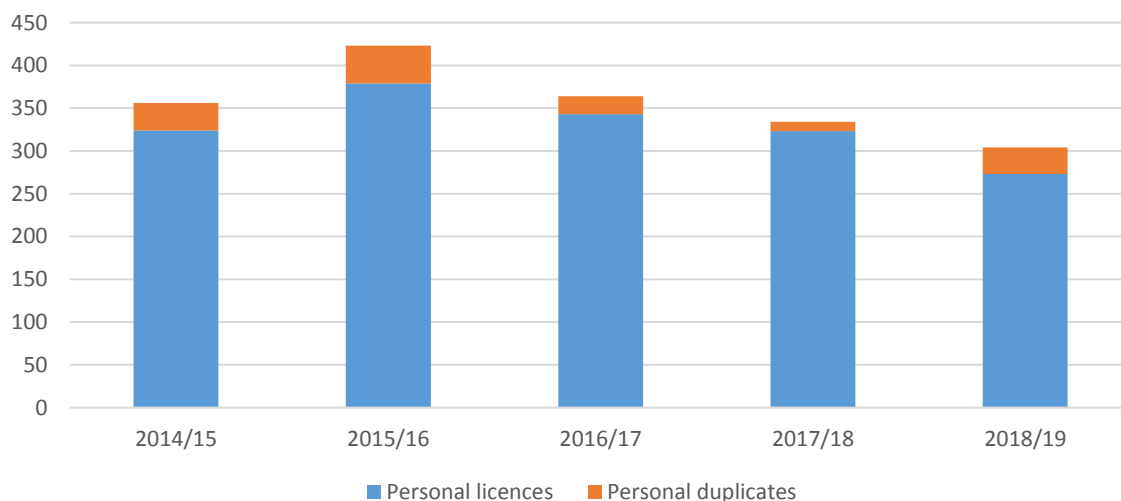


9. Personal licences issued

- 2.11 Grants of new personal licences fell 6% last year to 323, following three consecutive years of growth as illustrated above. The Council has granted 4178 personal licences since the commencement of the Licensing Act 2003.

## Personal licences – Requests for Duplicates and Change of Details

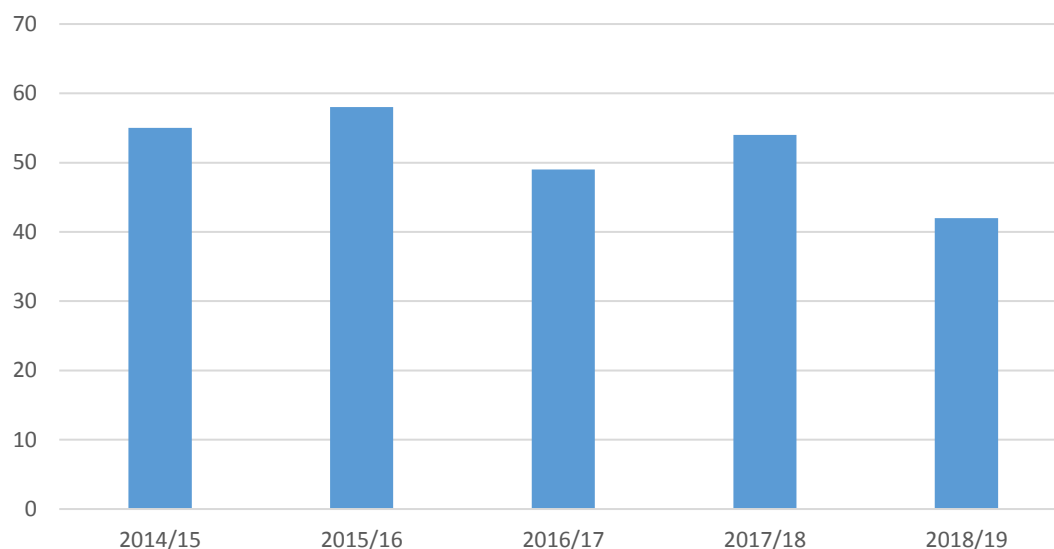
- 2.12 Similar to premises licences, the Service receives requests for personal licences to be reprinted. Again this is a desktop administrative process. The number received fell 41% on the previous year.



10. Personal licence duplicates and change of details



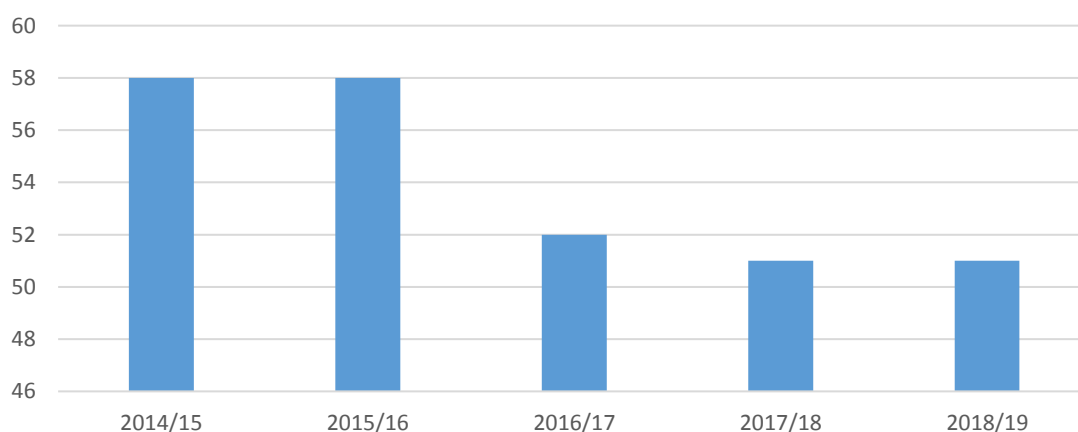
## Licensing Sub-Committee hearings



11. Licensing Sub-Committee

- 2.13 The number of Licensing Sub-Committees were reduced from the previous year, reflecting the slightly smaller number of licence variations and review applications.

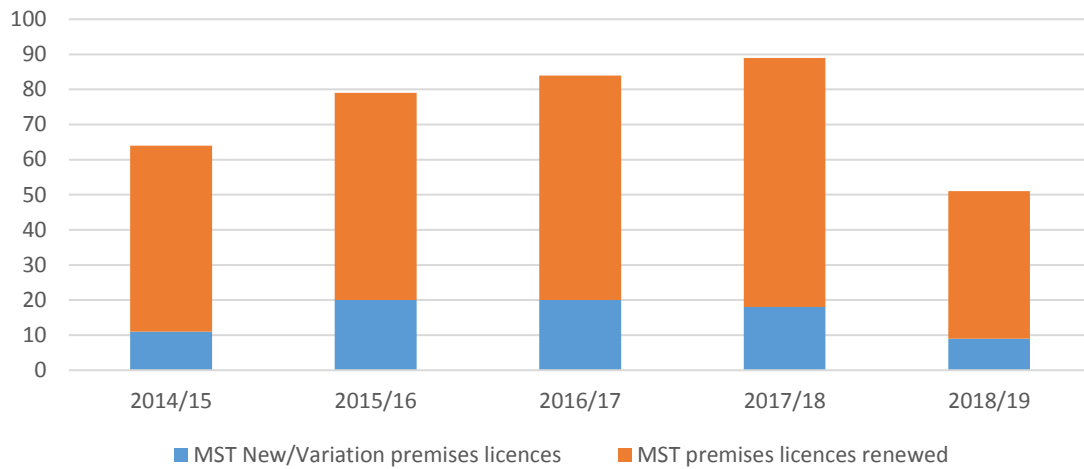
## 3. Gambling Act 2005



12. Betting (other than track) licences renewed.

- 3.1 The number of betting licences remained stable with no change to the number of premises in 2018/19 (52 in each year). This is down from the 71 that were converted during the transitional period at the commencement of the current regime.
- 3.2 It will be interesting to see what, if any, impact there might be on the numbers of outlets following the changes to stakes and prize limits that apply to the controversial B2 gaming machines, which are known as fixed-odds betting terminals. The changes came into effect on 1 April 2019.

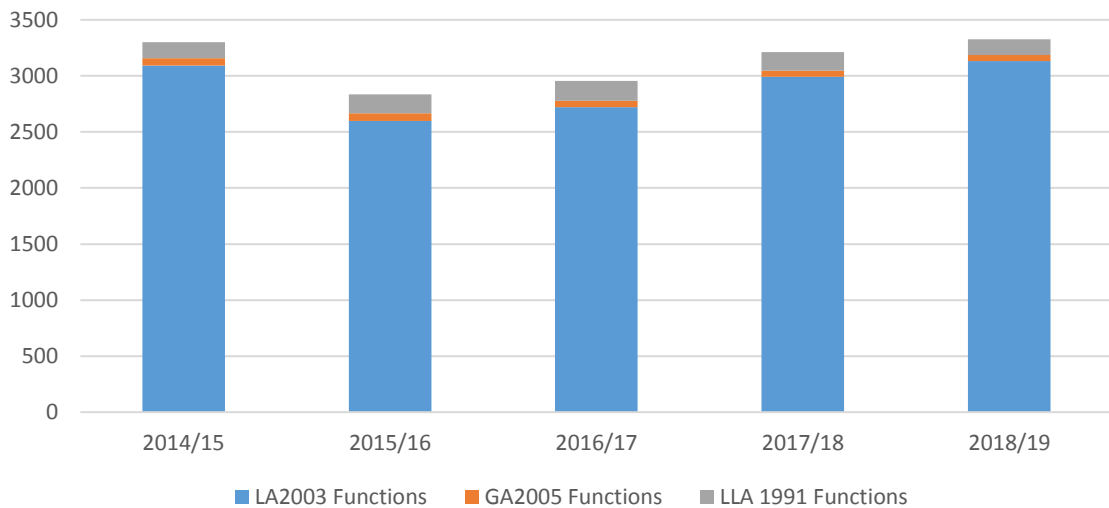
## 4. Massage and Special Treatments (MST) Licences



13. Massage and Special Treatment licences

- 4.1 The majority of MST premises licences comprise of applications to renew existing licences issued in a previous year. There was a sharp fall in the number of licences renewed after a consistent years of growth. This suggests some work is needed to ensure businesses are operating lawfully.

## 5. Summary of key activities



14. Key activity types

- 5.1 When key intervention types across functions are grouped, it can be seen from Fig. 17 above that the amount of correspondence being received by the Service remains consistent with only a small increase in activity.

## 6. Look back / Projects

The table below sets out the projects planned by the Service last year.

Objectives	What we will do	Purpose	Status
Monitor the performance of the Late Night Levy.	<ul style="list-style-type: none"> <li>• Collaborative working with Met Police via MOPAC, Community Safety, other external agencies, local authorities and local businesses and communities.</li> <li>• Monitor effectiveness against agreed targets</li> <li>• Prepare report to the Licensing Committee after first full year of the levy.</li> </ul>	<ul style="list-style-type: none"> <li>• To support a safe and vibrant night time/hospitality economy.</li> <li>• To support the work of the Community Safety service to reduce crime, anti-social behaviour and other forms of nuisance arising from the sale of alcohol late at night.</li> </ul>	<ul style="list-style-type: none"> <li>• Levy into its second year of operation.</li> <li>• £414,758 collected in first year.</li> <li>• Levy Board established and meetings held.</li> </ul>
Introduce pre-application advice scheme (subject to outcome of pilot)	<ul style="list-style-type: none"> <li>• Develop delegated powers report.</li> <li>• Introduce and advertise service.</li> </ul>	<ul style="list-style-type: none"> <li>• To assist new and existing businesses</li> <li>• Recover costs for the Council</li> <li>• To work towards cost neutrality by 2020.</li> </ul>	<ul style="list-style-type: none"> <li>• Report presented to the Licensing Committee in October 2017</li> <li>• Pilot currently on-hold</li> </ul>
Review Massage and Special Treatment Functions	<ul style="list-style-type: none"> <li>• Review current procedures and processes</li> <li>• Benchmark with other authorities</li> <li>• Delegated powers report/report to the Licensing Committee.</li> <li>• Revised arrangements in place</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure function up-to-date and aligned with other function types</li> <li>• To find efficiencies and rationalise working practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Report presented to Licensing Committee in January 2018.</li> <li>• Revised arrangements commenced from 1 April 2019.</li> </ul>

## 7. Planned Activity for 2019/20

Objectives	What we will do	Purpose
Develop the Late Night Levy, using funds in a way that achieves the best value for money	<ul style="list-style-type: none"> <li>• Collaborative working with MOPAC, Community Safety, other external agencies, local authorities and local businesses and communities.</li> <li>• Monitor fee collection and effectiveness, explore further efficiencies in collection process.</li> </ul>	<ul style="list-style-type: none"> <li>• To support a safe and vibrant night time/hospitality economy.</li> <li>• To support the work of the Community Safety service to reduce crime, anti-social behaviour and other nuisance.</li> </ul>
Digital Transformation	<ul style="list-style-type: none"> <li>• Participate in wider Public Realm Digital Transformation programme</li> <li>• Procure and implement new back office database to replace outdated CivicaAPP system</li> <li>• Prepare and sign-off business case</li> <li>• Work closely with Food Standards Agency to Digitise Food Business Registration process to reduce administrative burden</li> </ul>	<ul style="list-style-type: none"> <li>• To provide a step change in how the service carries out its operations</li> <li>• To make significant efficiency savings</li> <li>• To promote customer channel shift, moving from paper based to digital</li> <li>• To enable more cloud based working, automation</li> <li>•</li> </ul>
Conclude licensing pre-application advice scheme pilot	<ul style="list-style-type: none"> <li>• Develop delegated powers report.</li> <li>• Introduce and advertise service.</li> </ul>	<ul style="list-style-type: none"> <li>• To secure cost recovery for the Service</li> <li>• To ensure the Council is not subsidising businesses.</li> <li>• To work towards cost neutrality by 2020.</li> </ul>
Review new animal welfare function	<ul style="list-style-type: none"> <li>• Update current procedures and processes following revised legislation introduced 1 October 2018</li> <li>• Benchmark with other authorities</li> <li>• Detail in annual report to the Licensing Committee.</li> <li>• Revised arrangements in place</li> <li>• Work with Communications to raise awareness</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure function up-to-date and aligned with other function types</li> <li>• To find efficiencies and rationalise working practices</li> </ul>

## APPENDIX

### Licensing Service – Summary table

Activity	14/15	15/16	16/17	17/18	18/19	% change from previous year
Number of premises licences under Licensing Act 2003 (annual fees paid within the year)	N/A	N/A	N/A	N/A	1165	N/A
New premises licences granted	116	126	90	108	107	▼1%
Variation of existing premises licence granted	39	35	47	47	35	▼25%
Minor variation premises licences issued	27	29	27	96	54	▼44%
Transfers of premises licences processed	107	126	104	127	103	▼18%
Variations of licence to specify individual as DPS processed	202	169	228	216	187	▼13%
Standard TENS	1531	1462	1446	1547	1398	▼10%
Late TENS	642	645	777	844	709	▼16%
Reviews of premises licences	2	6	3	6	4	▼33%
Premises licences – Duplicates following theft/loss	53	64	45	30	18	▼40%
Premises licences – Changes of details	18	40	31	57	36	▼37%

Activity	14/15	15/16	16/17	17/18	18/19	% change from previous year
New personal licences issued	324	379	343	323	273	▼15%
Personal licence – duplicates following theft/loss	32	44	21	11	31	▲181%
Personal licence – change of details	65	86	66	71	78	▲9%
Premises licences revoked	1	1	1	5	2	▼60%
Premises licences surrendered	16	7	12	36	26	▼27%
Licensing Sub-committee hearings	55	58	49	54	42	▼22%
Appeals	7	6	2	6	6	0%
New Sex Establishment premises licences Issued	0	0	0	0	0	0%
Sex Establishment premises licences renewed	5	5	4	4	4	0%
Betting shop premises licences renewed	58	58	52	51	51	0%
Bingo premises licences	1	0	0	0	0	0%
Adult Gaming Centres	3	3	2	2	2	0%
Gambling premises licences issued	1	0	0	0	0	0%
Lotteries registered	7	8	4	4	5	▲25%

Activity	14/15	15/16	16/17	17/18	18/19	% change from previous year
Notification of gaming permits issued	2	4	4	8	8	0%
MST New/variation premises licences	11	20	20	18	9	▼50%
MST Premises licences renewed	53	59	64	71	42	▼41%
Transfer of MST premises licences	3	2	2	0	1	▲N/A
MST Practitioner licences	79	91	93	77	87	▲11%
Explosives registration	15	6	8	7	8	▲13%

## Review applications

2014/15	Postcode	Applicant	Type	Determined	Outcome
1	E8	Police	Expedited Review	14/07/2014	Revoked
2	E8	Police	Review	16/02/2014	Conditions modified

2015/16	Postcode	Applicant	Type	Determined	Outcome
1	EC1V	Police	Review	08/05/2015	Hours/conditions modified
2	E1	Licensing Authority	Review	12/06/2015	Revoked
3	EC1V	Police	Review	14/07/2015	Hours/conditions modified
4	EC2A	Police	Review	05/11/2015	Conditions modified
5	E1	Police	Review	05/11/2015	Conditions modified
6	EC2A	Police	Review	05/11/2015	Conditions modified
7	EC2A	Police	Review	05/11/2015	Conditions modified

2016/17	Postcode	Applicant	Type	Determined	Outcome
1	N1	Police	Review	12/04/2016	Conditions modified
2	E2	Police	Review	27/04/2016	Licence revoked
3	E9	Police	Review	29/04/2016	Licence surrendered before hearing took place
4	N4	Trading Standards	Review	21/07/2016	Licence suspended, conditions modified

2017/18	Postcode	Applicant	Type	Determined	Outcome
1	EC2A	Police	Review	01/02/2018	Licence revoked
2	EC2A	Licensing Authority	Review	22/02/2018	Licence revoked
3	E8	Environmental Enforcement	Review	18/07/2017	Conditions modified
4	N1	Trading Standards	Review	05/12/2017	Licence revoked
5	E8	Police	Review	12/12/2017	Licence revoked
6	E9	Review triggered following a Closure Order under the Anti-Social Behaviour, Crime and Policing Act 2014	Review	11/05/2017	Licence revoked

2018/19	Postcode	Applicant	Type	Determined	Outcome
1	E8	Trading Standards	Review	07/08/2018	Licence suspended, conditions modified
2	N1	Licensing Authority	Review	13/09/2018	Licence revoked
3	E8	Police	Review	30/01/2019	Licence revoked
4	E2	Police	Review	05/02/2019	Licence suspended