
Licensing Service

2019/20 Annual Report

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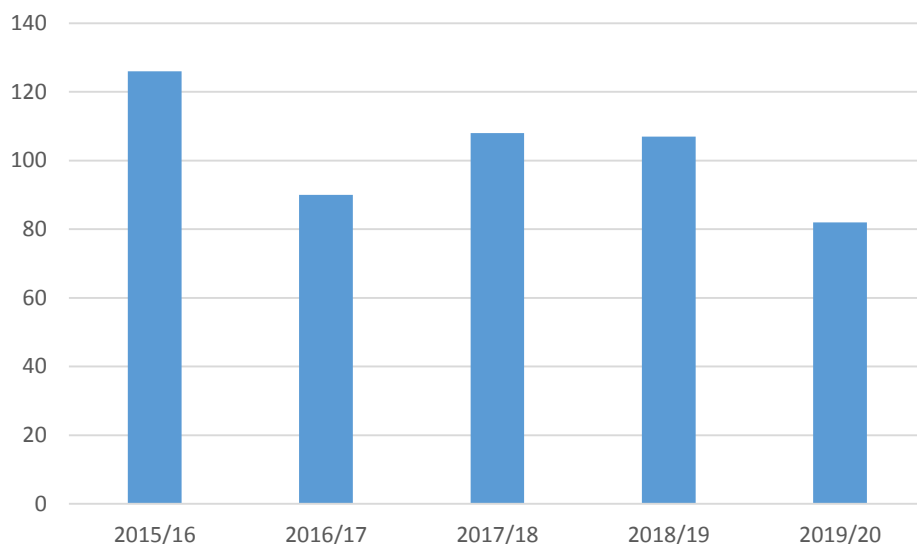
1. Introduction

- 1.1 The purpose of this document is to report on the activities and performance of the Service during the 2019/20 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 occasionally conduct 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. 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

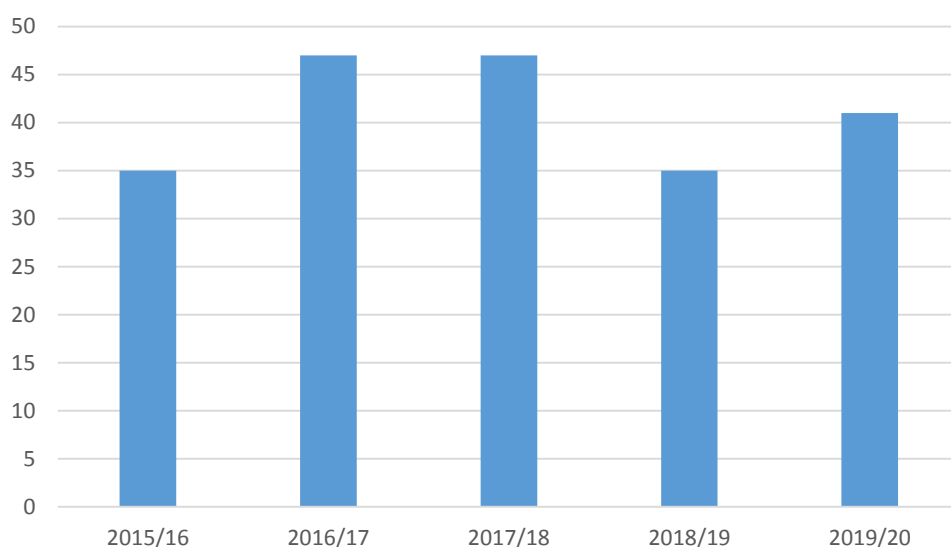
- 2.1 A premises licence authorises a premises to be used for the sale or supply of alcohol, the provision of regulated entertainment, or the provision of late night refreshment, under the Licensing Act 2003.



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 has been fairly stable over the last five years.

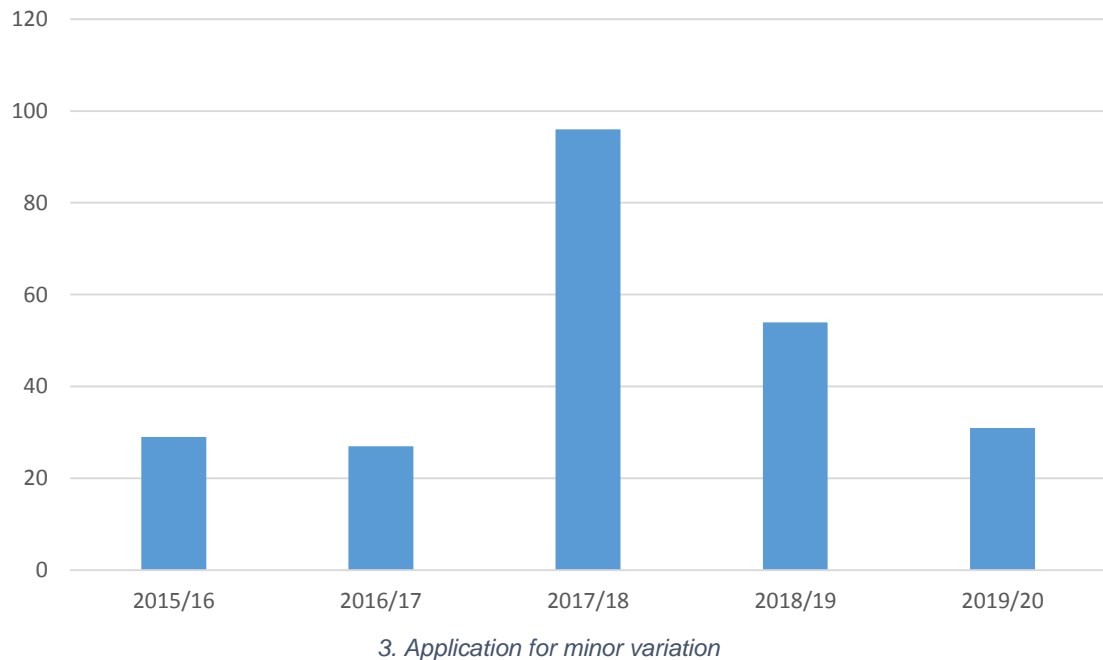
Variations of existing premises licences/certificates



2. Variations of existing premises licences/certificates

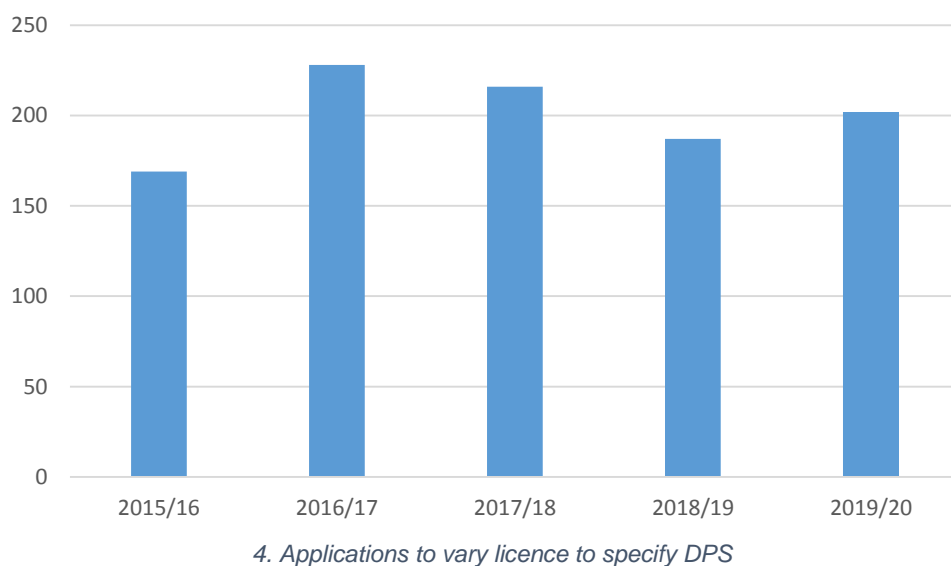
2.3 Fig. 2 highlights that the number of full variations of licences/certificates in the year was above the level in the previous year. However, the overall trend is fairly consistent with previous years.

Minor variations



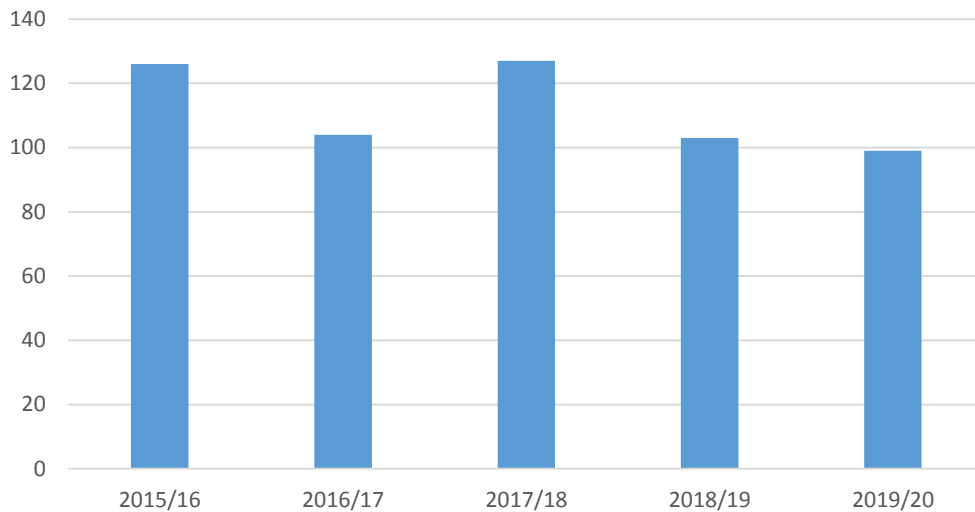
2.4 The number of minor variation applications was down on previous years. However, the overall trend is generally comparable to previous periods with the exception of 2017/18 which was when the late night levy took effect.

Variations to specify an individual as 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 shows a slight increase in the trend which is to be expected as the net number of licences increases.

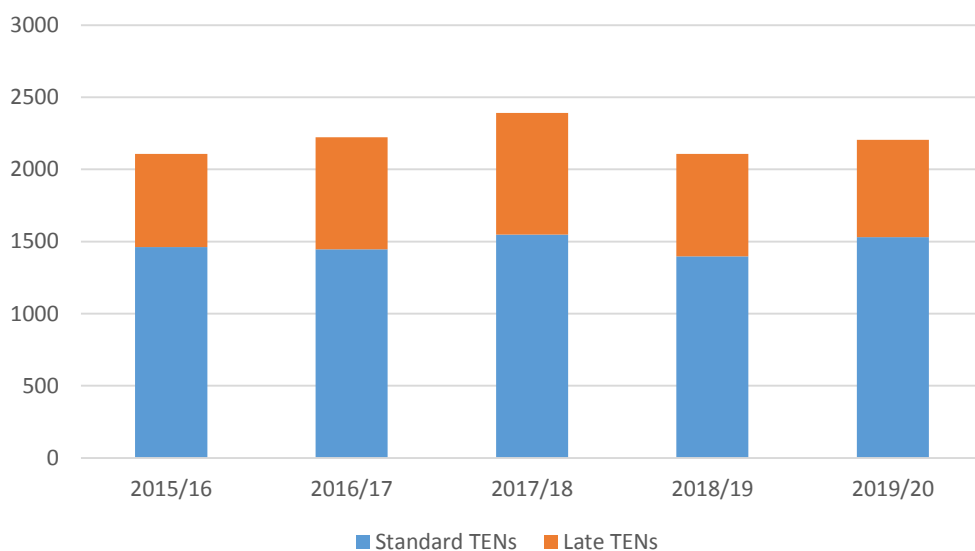
Transfer of premises licences



5. Transfers of premises licences

2.6 The number of licences being transferred between operators has shown a fairly consistently fall in the number received over the last five years.

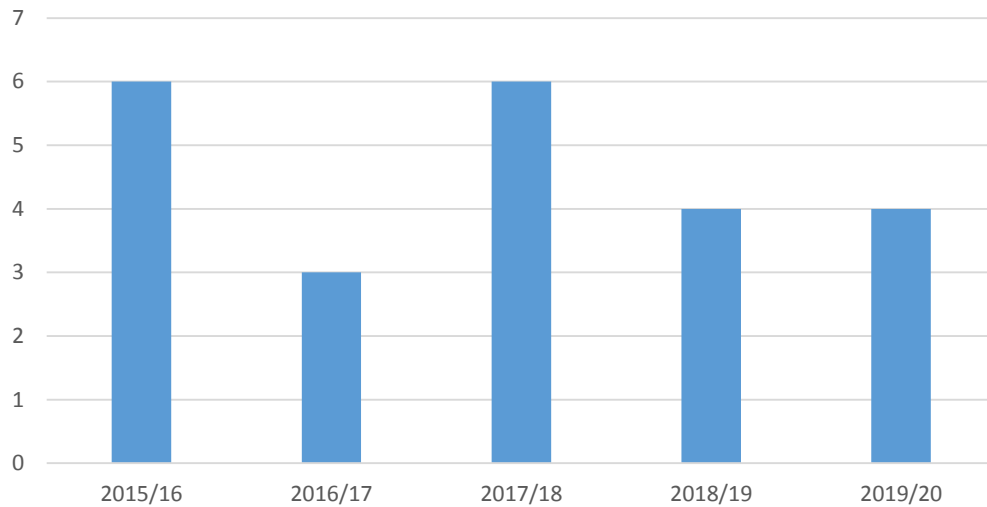
Temporary Event Notices (TENS)



6. Temporary Event Notices

2.7 The overall number of TENS received increased slightly over the previous year. The number remains high so the Service is exploring using robotic automation software to administer a large portion of the function.

Reviews of premises licence/club premises certificates

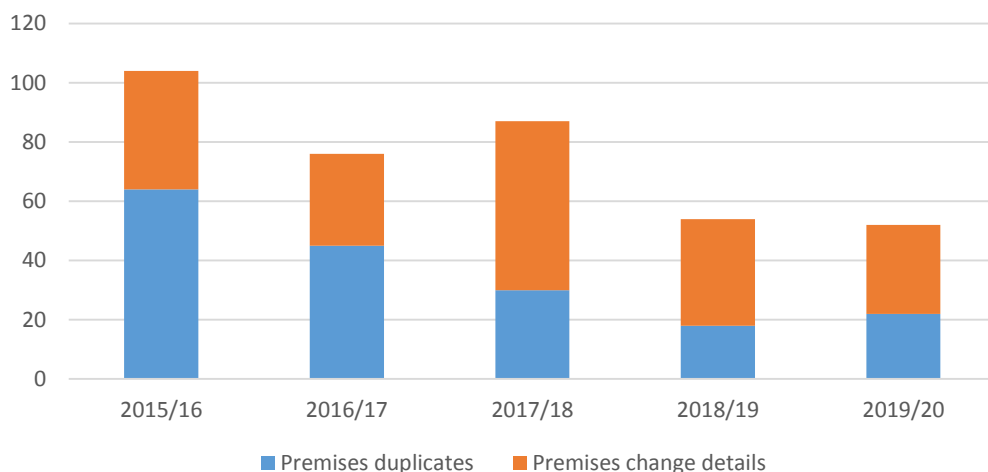


7. Review applications

- 2.8 The Service received four review applications in the year. The figure was consistent with recent numbers seen.

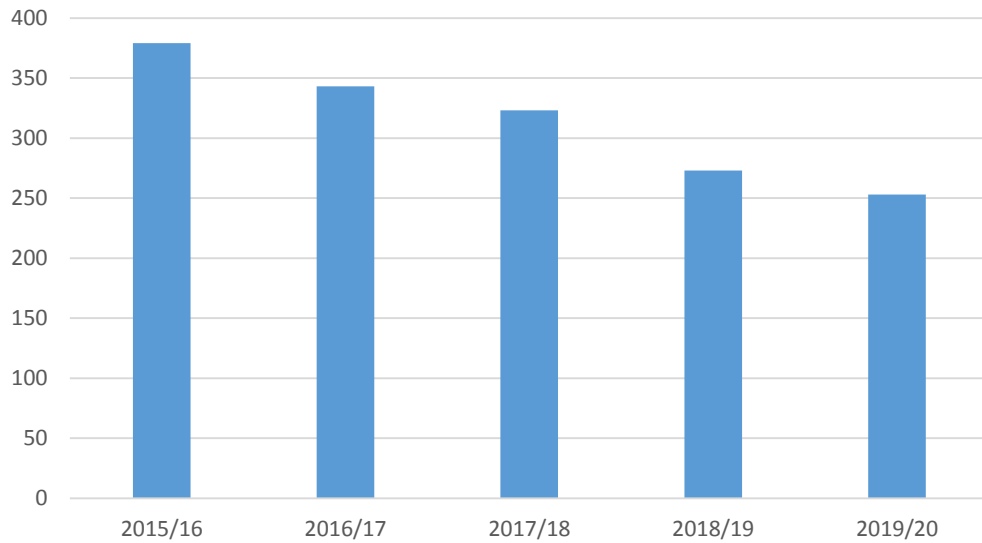
Premises Licences – Requests for Duplicates and Change of Details

- 2.9 The Service has experiences demand due to requests for duplicate documents. This is primarily a desktop administrative process involving the reprint of the two-part licence. Around half of the requests are for lost licences with changes to details, such as the licensee changing a registered address, accounted the rest of the demand.



8. Change of details & duplicate premises licences

Personal licences

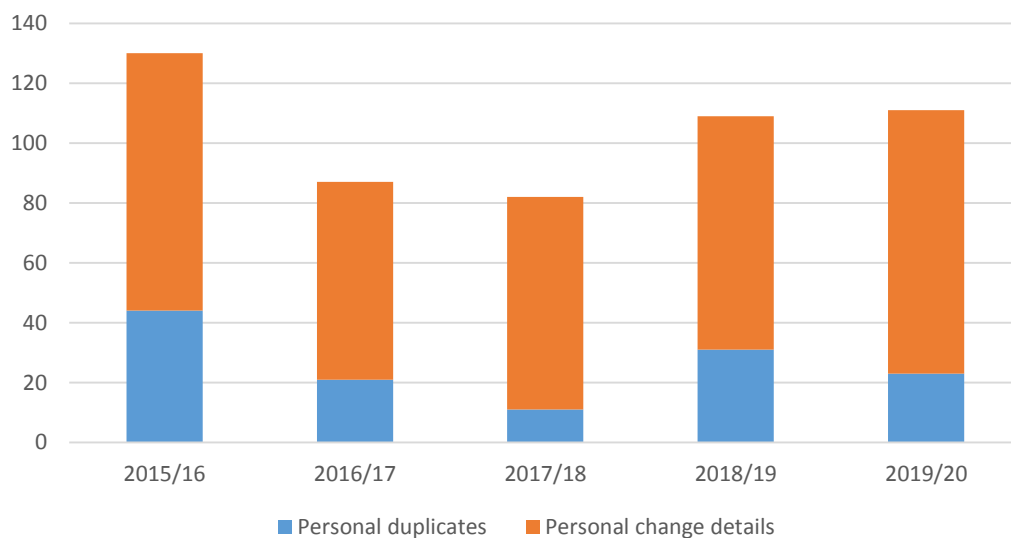


9. Personal licences issued

2.10 Grants of new personal licences continued on the downward trend. Overall the Council has granted over 4000 personal licences since the commencement of the Licensing Act 2003.

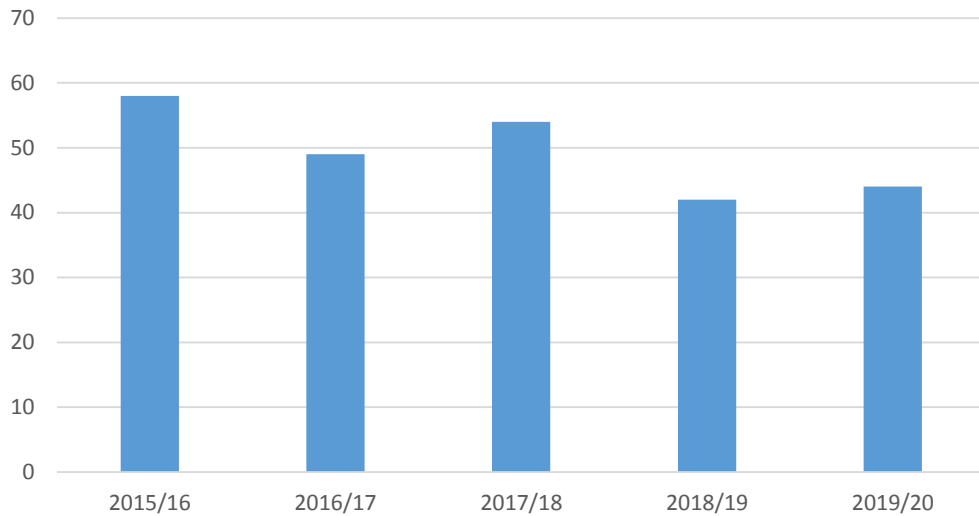
Personal licences – Requests for Duplicates and Change of Details

2.11 Similar to premises licences, the Service receives requests for personal licences to be reprinted following address or name changes or the documents being lost. a. Again this is a desktop administrative process with the number received being consistent with the previous year.



10. Personal licence duplicates and change of details

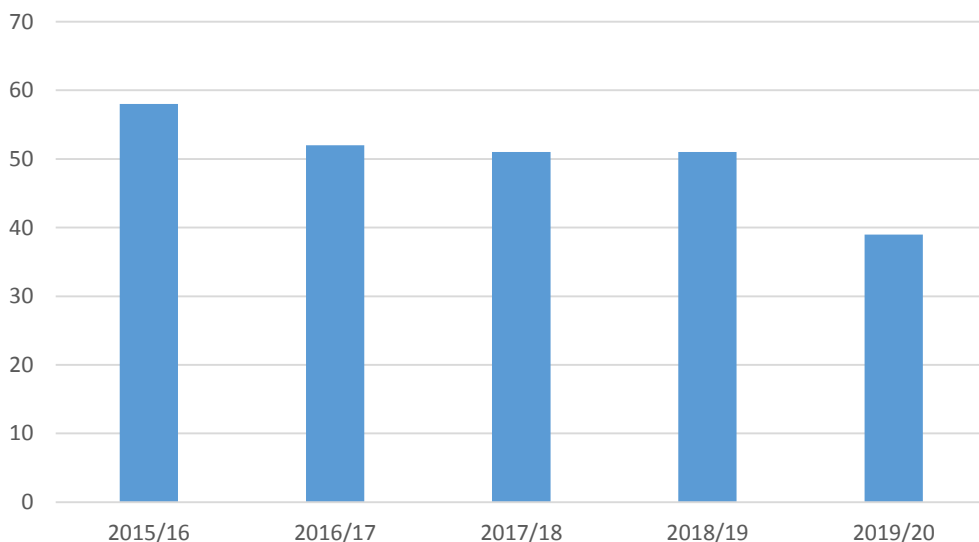
Licensing Sub-Committee hearings



11. Licensing Sub-Committee

2.12 The number of Licensing Sub-Committees were only slightly up on the previous year, but the longer term trend shows a fall in the numbers taking place.

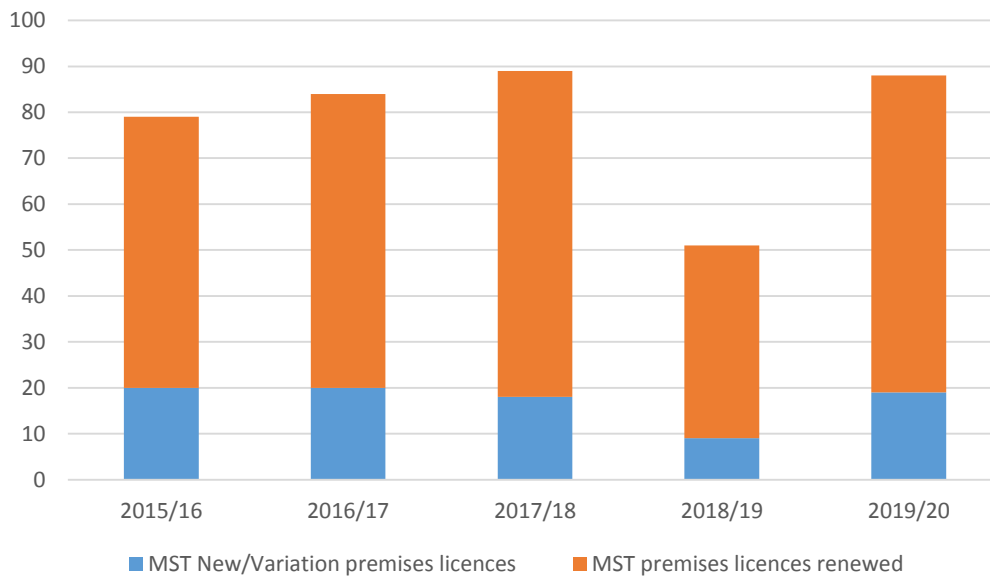
3. Gambling Act 2005



12. Betting (other than track) licences renewed.

3.1 The number of betting licences saw its sharpest fall since the commencement of the current regime in 2007. This is likely to be as a result of many sites not no longer being viable due to the changes made to the controversial B2 gaming machines (fixed odds betting terminals) which came into effect on 1 April 2019.

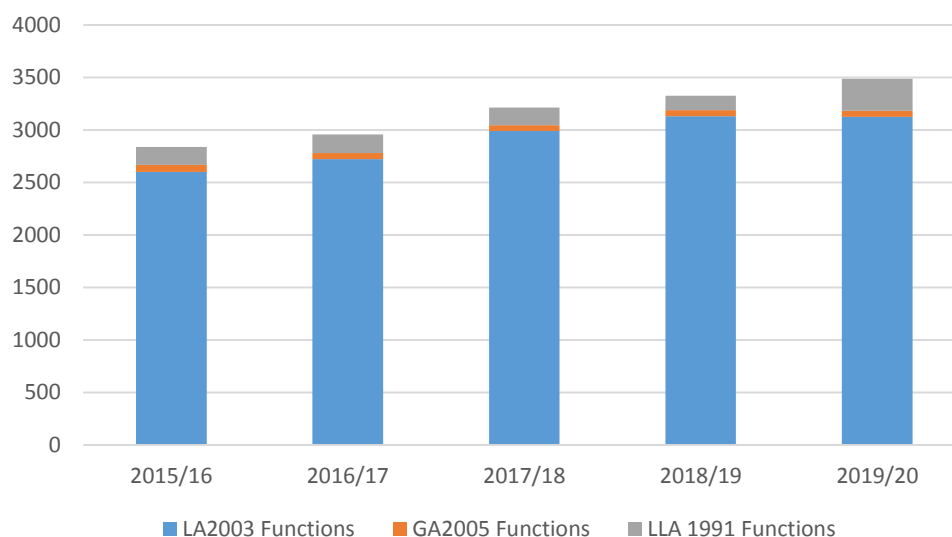
4. Massage and Special Treatments (MST) Licences



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. Whilst there was a sharp increase in the number of applications over the previous year, it appears to have returned the figures to be inline with the five year trend This followed a review of the function and how it was being administered by the Service.

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
Develop the Late Night Levy, using funds in a way that achieves the best value for money	<ul style="list-style-type: none"> Collaborative working with MOPAC, Community Safety, other external agencies, local authorities and local businesses and communities. Monitor fee collection and effectiveness, explore further efficiencies in collection process. 	<ul style="list-style-type: none"> To support a safe and vibrant night time/hospitality economy. <p>To support the work of the Community Safety service to reduce crime, anti-social behaviour and other nuisance.</p>	<ul style="list-style-type: none"> Levy now into its third year of operation. £414K collected in Year 2. <p>Levy Board continued Operation Lagana commenced</p>
Digital Transformation –	<ul style="list-style-type: none"> Participate in wider Public Realm Digital Transformation programme Procure and implement new back office database to replace outdated CivicaAPP system Prepare and sign-off business case Work closely with Food Standards Agency to Digitise Food Business Registration process to reduce administrative burden 	<ul style="list-style-type: none"> To provide a step change in how the service carries out its operations To make significant efficiency savings To promote customer channel shift, moving from paper based to digital To enable more cloud based working, automation 	Commenced project to implement Robotic Process Automation (RPA) for temporary event notices Further software demos carried out via site visits to other authorities.
Conclude licensing pre-application advice scheme pilot	<ul style="list-style-type: none"> Develop delegated powers report. Introduce and advertise service. 	<ul style="list-style-type: none"> To secure cost recovery for the Service To ensure the Council is not subsidising businesses. To work towards cost neutrality by 2020. 	<ul style="list-style-type: none"> No further work was undertaken on this project this year.

Objectives	What we will do	Purpose	Status
Review new animal welfare function	<ul style="list-style-type: none"> • Update current procedures and processes following revised legislation introduced 1 October 2018 • Benchmark with other authorities • Detail in annual report to the Licensing Committee. • Revised arrangements in place • Work with Communications to raise awareness 	<ul style="list-style-type: none"> • To ensure function up-to-date and aligned with other function types • To find efficiencies and rationalise working practices 	<ul style="list-style-type: none"> • New fee structure proposed. • Applications received under new regulations. • Continued work with Animal Welfare Inspectors.

7. Planned Activity for 2020/21

Objectives	What we will do	Purpose
Digital Transformation	<ul style="list-style-type: none"> • Go live of project to automate Food Business Registration • Go live of robotic processing of temporary event notices • Further work to develop and replace legacy systems 	<ul style="list-style-type: none"> • To provide a step change in how the service carries out its operations • To make significant efficiency savings • To promote customer channel shift, moving from paper based to digital • To enable more cloud based working, automation
Inspection regime	<ul style="list-style-type: none"> • Re-introduce risk-based routine inspections of licensed/unlicensed premises which was put on hold following the Cross-Cutting restructure 	<ul style="list-style-type: none"> • To ensure appropriate promotion of all licensing aims and objectives across all forms of legislation. • To enable the Service to promote a more proactive rather than reactive approach to licensing.
Evaluation of the impact of the current Statement of Licensing Policy	<ul style="list-style-type: none"> • Assess the impact of the Statement of Licensing Policy since it came into effect on 1 August 2018 • Sample decisions and levels of applications compared to previous period. 	<ul style="list-style-type: none"> • To fulfil commitment given following adoption of the Policy in August 2018. • To feed into evidence base for future policy development
Fees Review	<ul style="list-style-type: none"> • Review fee levels of those activities where the fee can be set locally 	<ul style="list-style-type: none"> • To align with good practice and as recommended by the Local Government Association

Much of progress on the above work is likely to be impacted by the recovery from the business closures as a result of the coronavirus.

APPENDIX

Licensing Service – Summary table

Activity	15/16	16/17	17/18	18/19	19/20	% change from previous year
Number of valid premises licences under Licensing Act 2003 as of 31 March (annual fees paid within the year)	N/A	N/A	N/A	1165	1149	▼1%
New premises licences granted	126	90	108	107	82	▼23%
Variation of existing premises licence granted	35	47	47	35	41	▲17%
Minor variation premises licences issued	29	27	96	54	31	▼43%
Transfers of premises licences processed	126	104	127	103	99	▼4%
Variations of licence to specify individual as DPS processed	169	228	216	187	202	▲8%
Standard TENS	1462	1446	1547	1398	1530	▲9%
Late TENS	645	777	844	709	675	▼5%
Reviews of premises licences	6	3	6	4	4	0%
Premises licences – Duplicates following theft/loss	64	45	30	18	22	▲22%
Premises licences – Changes of details	40	31	57	36	30	▼17%
New personal licences issued	379	343	323	273	253	▼7%
Personal licence – duplicates following theft/loss	44	21	11	31	22	▼29%
Personal licence – change of details	86	66	71	78	30	▼62%
Premises licences revoked	1	1	5	2	1	▼50%
Premises licences surrendered	7	12	36	26	17	▼35%
Licensing Sub-committee hearings	58	49	54	42	44	▲5%
Appeals	6	2	6	6	3	▼50%
New Sex Establishment premises licences Issued	0	0	0	0	0	0%

Activity	15/16	16/17	17/18	18/19	19/20	% change from previous year
Sex Establishment premises licences renewed	5	4	4	4	4	0%
Betting shop premises licences renewed	58	52	51	51	39	▼24%
Bingo premises licences	0	0	0	0	1	N/A%
Adult Gaming Centres	3	2	2	2	2	0%
Gambling premises licences issued	0	0	0	0	1	N/A
Lotteries registered	8	4	4	5	18	▲260%
Notification of gaming permits issued	4	4	8	8	1	▼88%
MST New/variation premises licences	20	20	18	9	19	▲111%
MST Premises licences renewed	59	64	71	42	69	▲64%
Transfer of MST premises licences	2	2	0	1	2	▲100%
MST Practitioner registration	91	93	77	87	200	▲130%
MST Exempt Practitioner licence	N/A	N/A	N/A	N/A	17	N/A
Explosives registration	6	8	7	8	8	0%

Review applications

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

2019/20	Postcode	Applicant	Type	Determined	Outcome
1	E8	Environmental Protection	Review	04/04/2019	Licence revoked
2	EC1V	Police	Review	27/06/2019	Conditions modified
3	N1	Licensing Authority	Review	03/09/2019	Conditions modified
4	E2	Police	Review	05/02/2020	Conditions modified

