
Licensing Service

2020/21 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 2020/21 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 to 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.

Coronavirus

- 1.5 The onset of the global Coronavirus pandemic and the subsequent introduction of the Health Protection (Coronavirus) Regulations 2020 which led to the 'lockdown' from March 2020 resulted in a significant fall in some activity types function types but at the same time led to some increases in other types. Early indications are that, while some of these trends will continue into 2021/22, the Service is likely to continue to be administering high levels of correspondence.

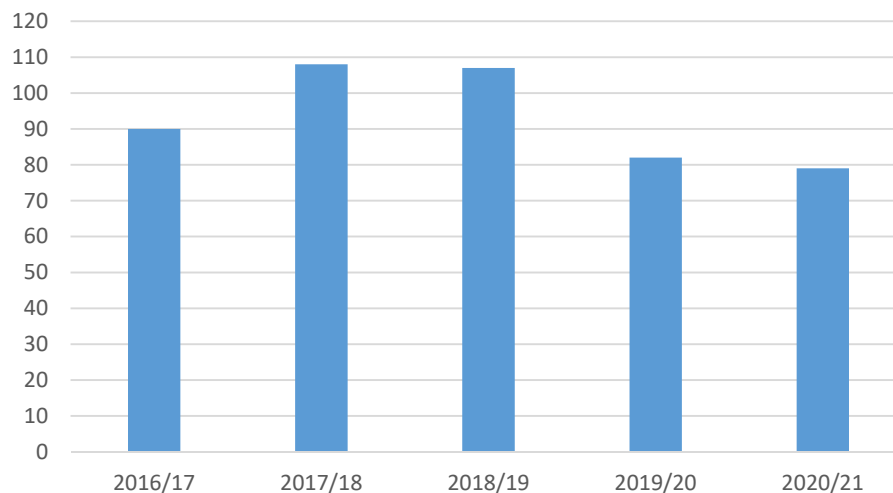
Cyberattack

- 1.6 The October 2020 Cyberattack on the Council's information systems is continuing to have a significant impact on the delivery of licensing functions and further compounded the challenges bought on by the pandemic. And as a result of this officers have been unable to obtain figures to be presented in this report for a number of activities.

2. Licensing Act 2003

Premises licences granted

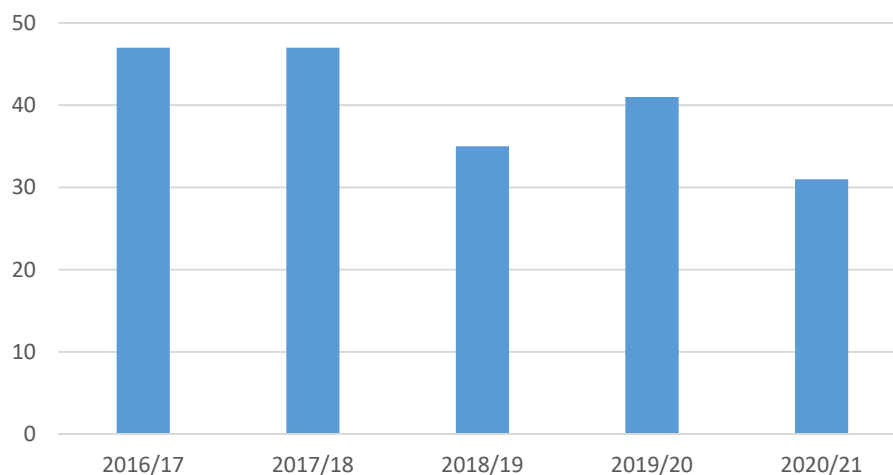
- 2.1 A premises licence authorises a premises to be used for the sale or supply of alcohol, the provision of regulated entertainment, or the provision of late night refreshment, under the Licensing Act 2003.



1. Premises licences issued

- 2.2 Fig. 1 highlights the numbers of new licences granted. Despite the impact of the pandemic, 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

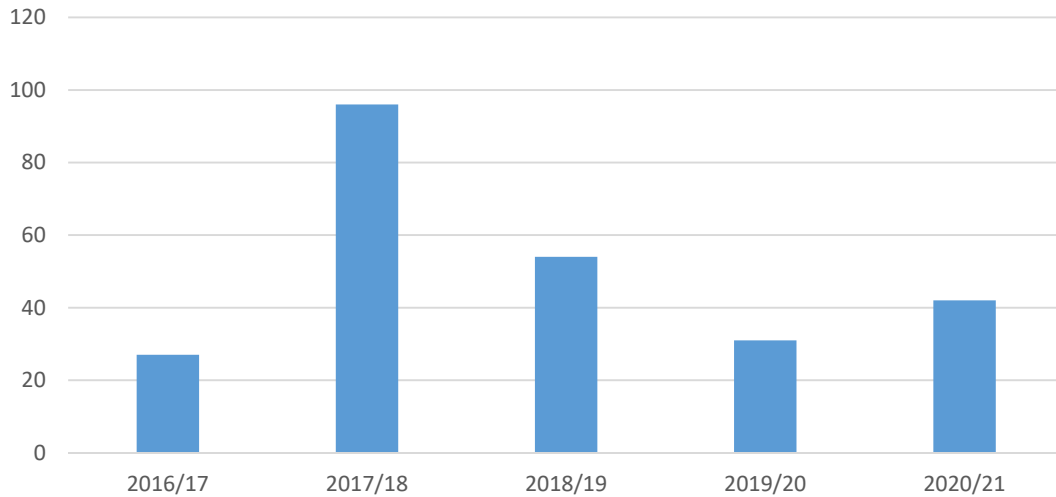


2. Variations of existing premises licences/certificates

- 2.3 Fig. 2 highlights that the number of full variations of licences/certificates in the year was below the level in the previous year. The overall trend remains consistent with

previous years but is beginning to suggest a gradual decrease in this type of application.

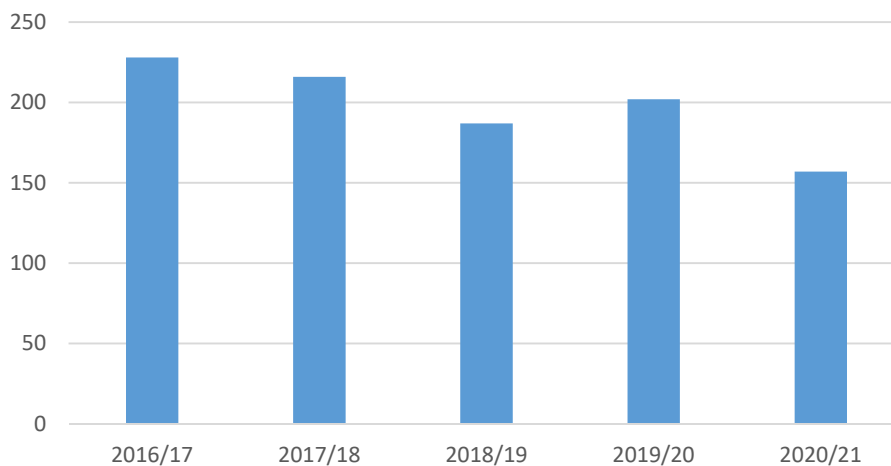
Minor variations



3. Application for minor variation

- 2.4 The number of minor variation applications was up on the previous year, appearing to be driven by the receipt of a number of applications to include the 'supply of alcohol for consumption off the premises' during the weeks that followed the March 2020 'lockdown'. 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.

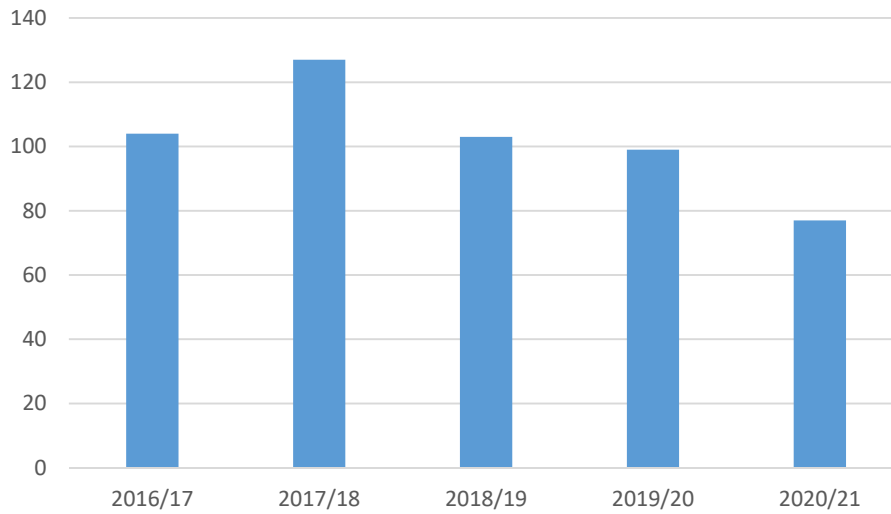
Variations of licence to specify an individual as DPS



4. Applications to vary licence to specify DPS

- 2.5 Applications to vary premises licences to specify an individual as designated premises supervisor appears to have decreased from the previous year. However officers are only able to provide an estimate based on a count of the number of consultation responses received.

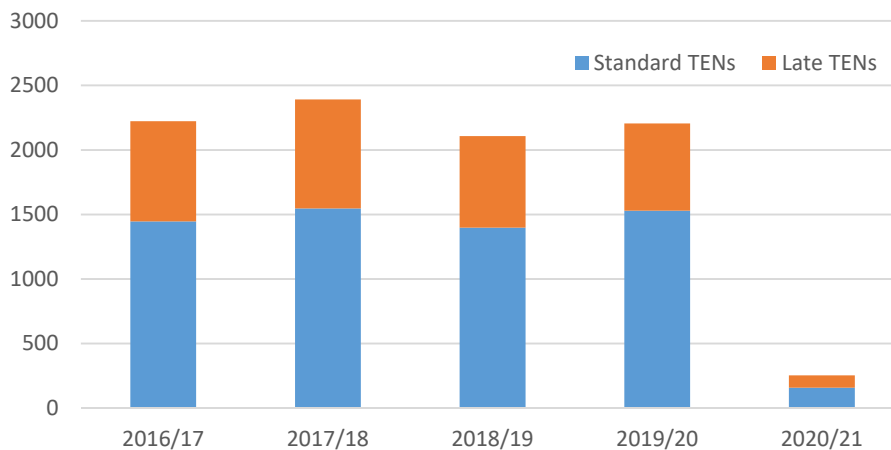
Transfer of premises licences



5. Transfers of premises licences

- 2.6 The number of licences being transferred between operators continued to trend downwards which remains consistent with the last few years. It should however be noted that the figure provided is an estimate based on consultation responses received throughout the year.

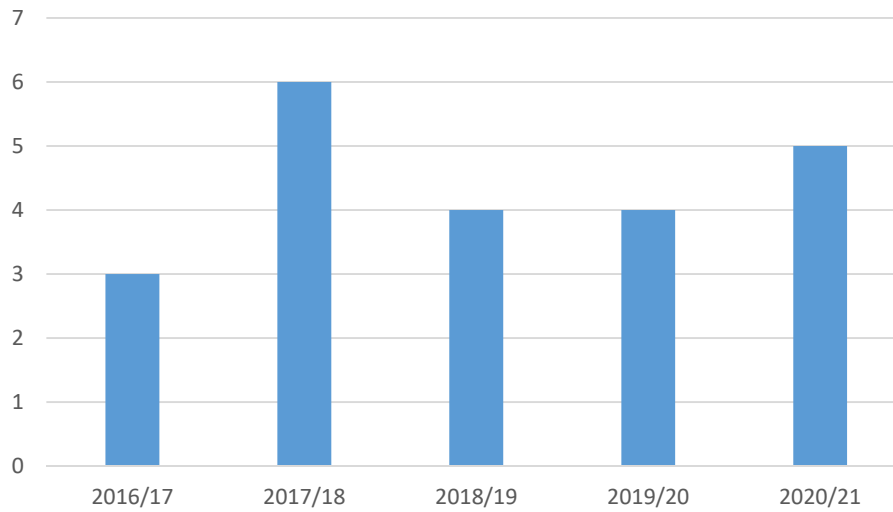
Temporary Event Notices (TENs)



6. Temporary Event Notices

- 2.7 The number of TENs received saw the biggest fall of all activity types administered by the Licensing Service. This was expected due to the requirement for businesses to be closed during many of the periods throughout the year where volumes of TENs received are high, such as for bank holidays, Halloween and the month of December. The number is expected to return to or even exceed normal levels as the impact of the pandemic lessens and the number of TENs allowed in a calendar year is increased during 2022 and 2023.

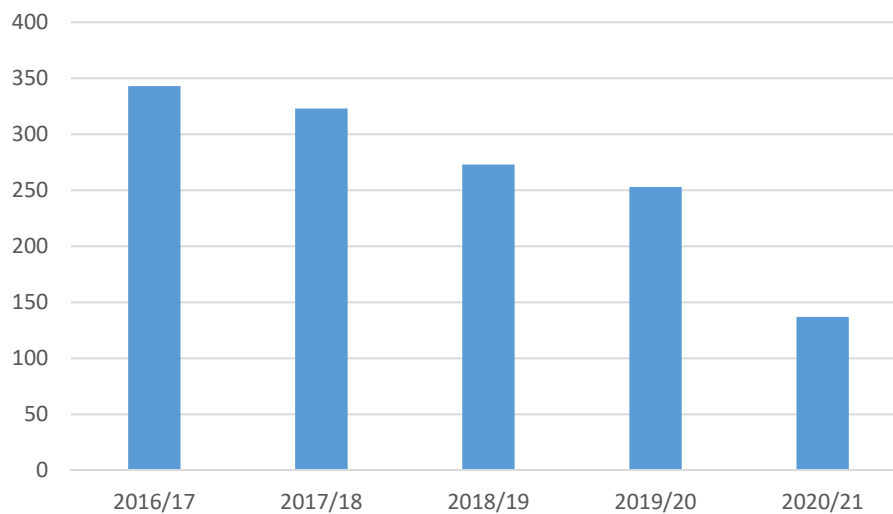
Reviews of premises licence/club premises certificates



7. Review applications

2.8 The Service received five review applications in the year which was consistent with numbers seen in previous years.

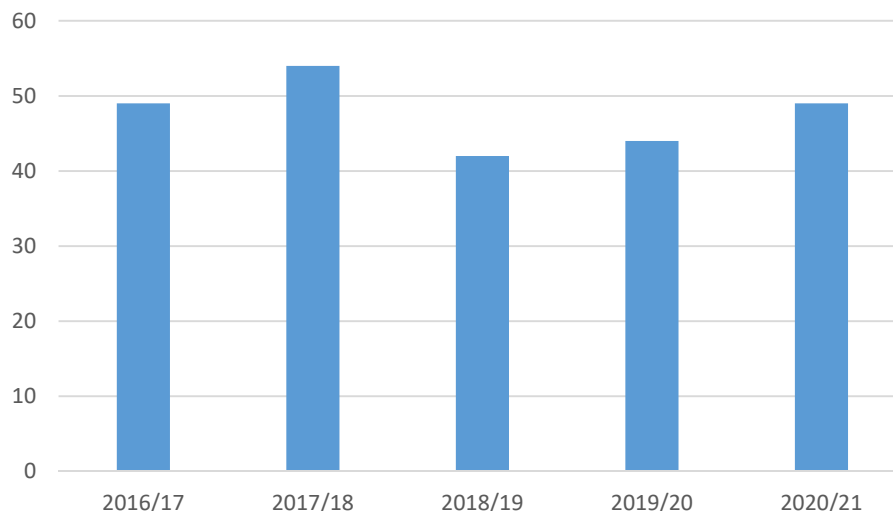
Personal licences



8. Personal licences issued

2.9 Grants of new personal licences continued on the downward trend, although the fall in the number was more pronounced during the year. This may have been as a result of less people pursuing work in the hospitality industry as well as less course being held to sit the accreditation exam.

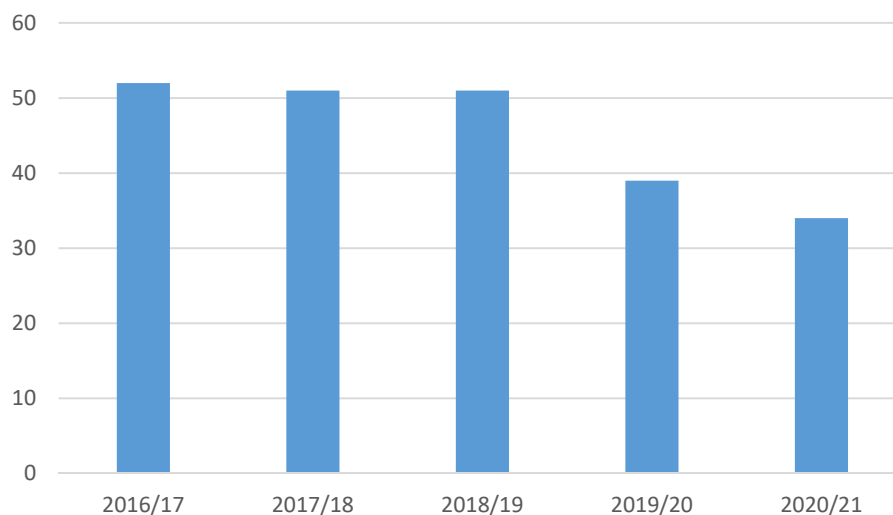
Licensing Sub-Committee hearings



9. Licensing Sub-Committee

- 2.10 The number of Licensing Sub-Committees continued the uptrend consistent with recent years. This was despite a number of meetings being cancelled due to the pandemic restrictions and hearings being held remotely.

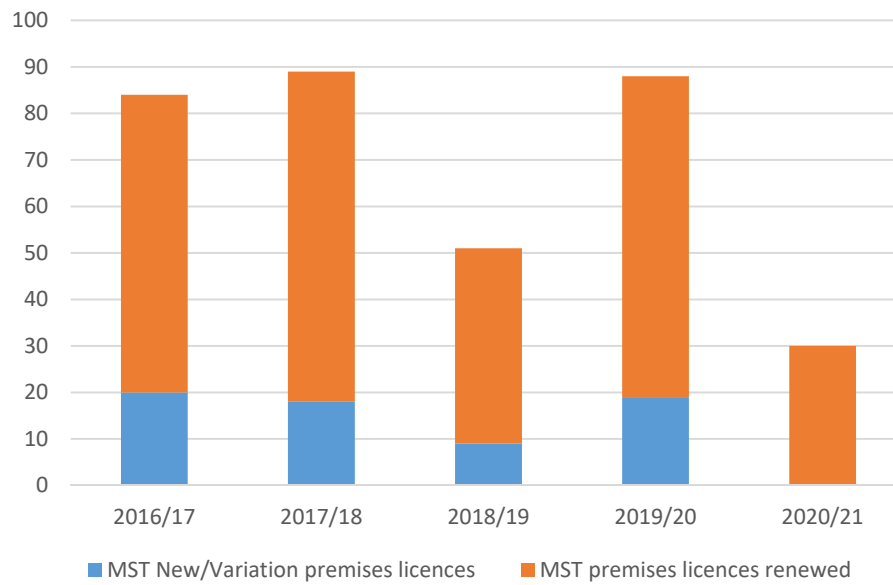
3. Gambling Act 2005



10. Betting (other than track) licences renewed.

- 3.1 The number of betting licences continued to fall and is now at its lowest level since the commencement of the current regime in 2007. This is likely to be as a result of the trend towards online gambling and less high street betting, along with the changes to the fixed odds betting terminals stakes and prizes from April 2019.

4. Massage and Special Treatments (MST) Licences



11. 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. However, some figures remain unavailable at the time of preparing this report.

5. Look back / Projects

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

Objectives	What we will do	Purpose	Status
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 	<ul style="list-style-type: none"> Work on Food Business Registration and robotic processing of TENS had reached final stages before being lost in the Cyberattack Exercise to replace systems lost commenced in January 2021
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. 	<ul style="list-style-type: none"> On hold due to pandemic restrictions, only reactive inspections taking place Resources had to be directed to office based functions following loss of systems in the Cyberattack
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 	<ul style="list-style-type: none"> Limited work on Policy/cumulative impact assessment took place, to be carried forward into 2021/22. Availability of data severely impacted by the Cyberattack
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 	<ul style="list-style-type: none"> To be carried forward into 2021/22

6. Planned Activity for 2021/22

Objectives	What we will do	Purpose
Digital Transformation	<ul style="list-style-type: none"> • Implement new database selected by CSEBR • Automate many processes such as temporary event notices, food business registration, annual reminder letters while greatly reducing the manual administration and data entry carried out by officers. • Greater use of mapping, integration with payment systems, text messaging, handheld devices 	<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 • To further support intelligence led decision making
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 Cyberattack and business closures as a result of the coronavirus.

APPENDIX

Licensing Service – Summary table

Activity	16/17	17/18	18/19	19/20	20/21
Number of valid premises licences under Licensing Act 2003 as of 31 March (annual fees paid within the year)	N/A	N/A	1165	1149	N/A
New premises licences granted	90	108	107	82	79
Variation of existing premises licence granted	47	47	35	41	31
Minor variation premises licences issued	27	96	54	31	42
Transfers of premises licences processed	104	127	103	99	77
Variations of licence to specify individual as DPS processed	228	216	187	202	157
Standard TENs	1446	1547	1398	1530	158
Late TENs	777	844	709	675	95
Reviews of premises licences	3	6	4	4	5
Premises licences – Duplicates following theft/loss	45	30	18	22	N/A
Premises licences – Changes of details	31	57	36	30	N/A
New personal licences issued	343	323	273	253	137
Personal licence – duplicates following theft/loss	21	11	31	22	N/A
Personal licence – change of details	66	71	78	30	N/A
Premises licences revoked	1	5	2	1	1
Premises licences surrendered	12	36	26	17	N/A
Licensing Sub-committee hearings	49	54	42	44	49
Appeals	2	6	6	3	0
Sex Establishment premises licences renewed	4	4	4	4	3
Betting shop premises licences renewed	52	51	51	39	34
Bingo premises licences	0	0	0	1	2

Activity	16/17	17/18	18/19	19/20	20/21
Adult Gaming Centres	2	2	2	2	3
New gambling premises licences issued	0	0	0	1	2
Lotteries registered	4	4	5	18	14
Notification of gaming permits issued	4	8	8	1	14
MST New/variation premises licences	20	18	9	19	N/A
MST Premises licences renewed	64	71	42	69	N/A
Transfer of MST premises licences	2	0	1	2	N/A
MST Practitioner registration	93	77	87	200	53
MST Exempt Practitioner licence	N/A	N/A	N/A	17	N/A
Explosives registration	8	7	8	8	N/A

Review applications

2020/21	Postcode	Applicant	Type	Determined	Outcome
1	E8	Police	Expedited Review	17/06/2020	Licence suspended, conditions modified, DPS removed
2	N1	Other Person	Review	08/10/2020	Conditions modified
3	N1	Licensing Authority	Review	01/10/2020	Licence revoked
4	E8	Police	Review	26/01/2021	Conditions modified
5	N1	Licensing Authority	Review	10/06/2021	Conditions modified

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

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

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

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

