

**Licensing Service**

**2021/22 Annual Report**

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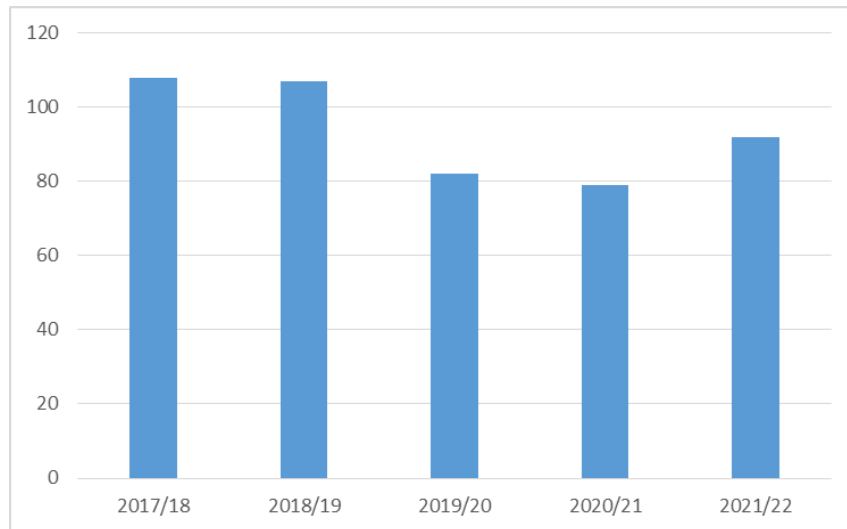
# 1. Introduction

- 1.1 The purpose of this document is to report on the activities and performance of the Service during the year 2021/22 and to show aims and targets for the forthcoming year.
- 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 and in accordance with the Council's Enforcement Policy.
- 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

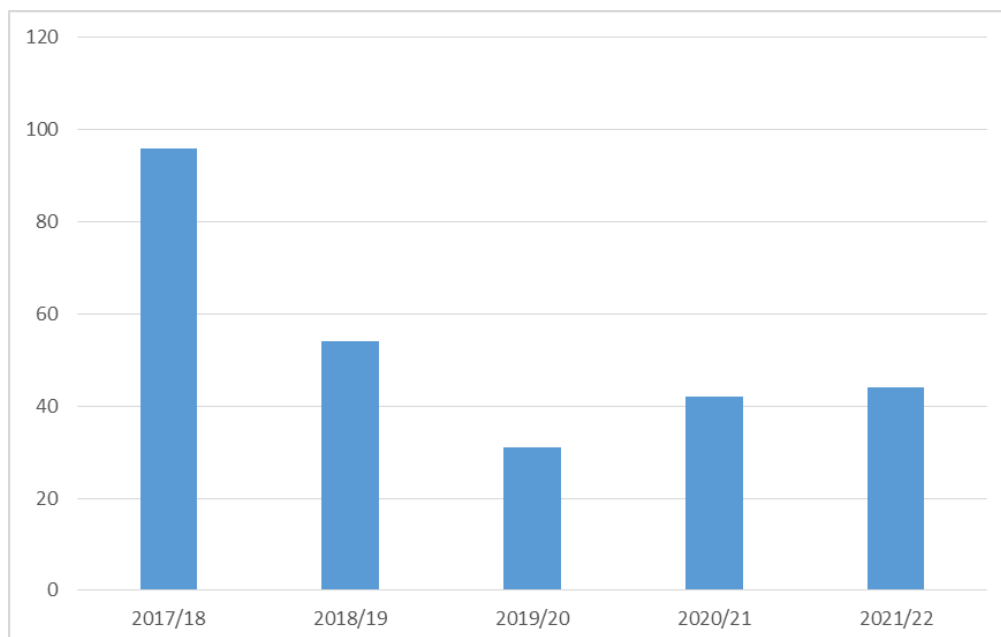
- 2.1 A premises licence authorises a premises to be used for the sale or supply of alcohol, the provision of regulated entertainment, or the provision of late night refreshment, under the Licensing Act 2003.



1. Premises licences issued

- 2.2 Fig. 1 highlights the numbers of new licences granted. The number of new licences granted within the previous year was 92. The figures show that the trend has been fairly stable over the last three years.

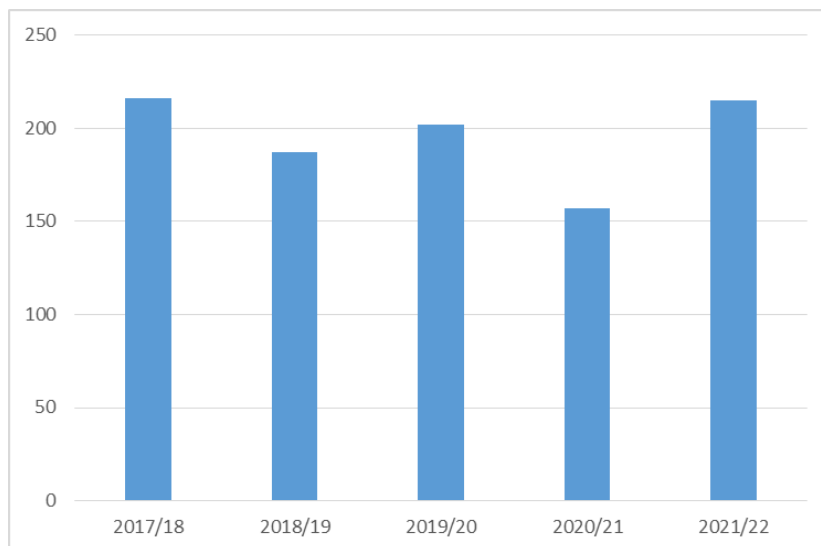
### Minor variations



3. Application for minor variation

- 2.3 The number of minor variation applications was consistent with the previous years. However, the overall trend appears to be increasing very slightly.

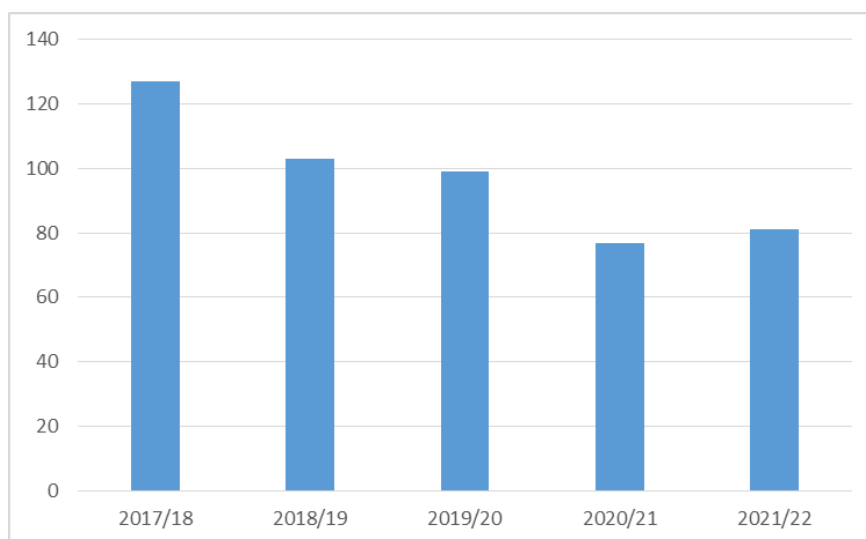
### Variations to specify an individual as DPS



4. Applications to vary licence to specify DPS

- 2.4 Where a premises licence authorises the supply of alcohol, there is a requirement for a personal licence holder to be nominated as the designated premises supervisor. The number received in 2021/22 shows an increase in the trend which is to be expected due to the transient nature of the industry and as the net number of licences increases.

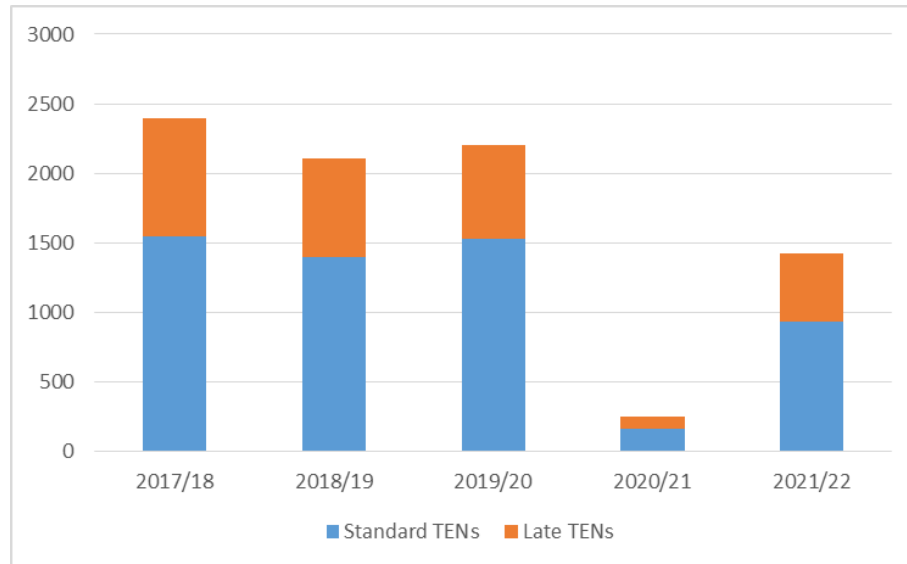
### Transfer of premises licences



5. Transfers of premises licences

2.5 The number of licences being transferred between operators remains stable after showing a fairly consistent fall in the number received over the last five years.

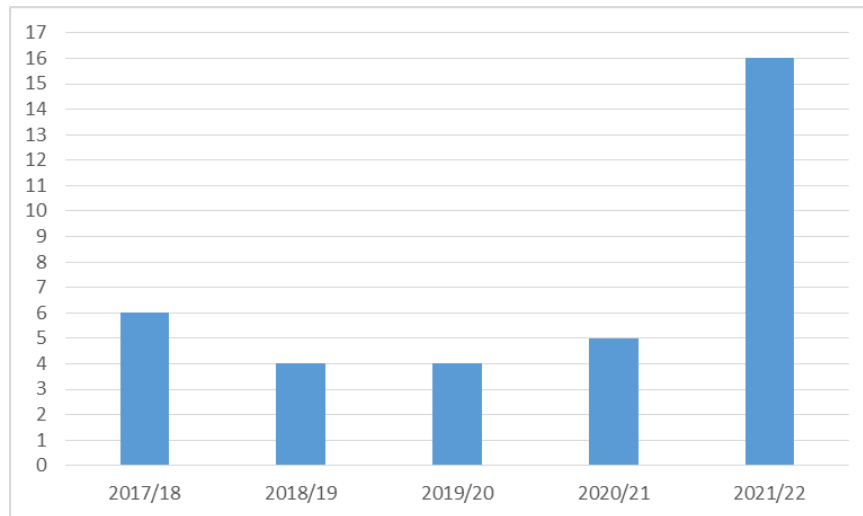
### Temporary Event Notices (TENs)



6. Temporary Event Notices

2.6 As expected, the overall number of TENs received increased slightly over the previous year as the nation emerged from the impact of the pandemic and the subsequent increase in activity. However, the Service expects that it will be at least another year before numbers return to pre-pandemic levels.

## Reviews of premises licence/club premises certificates

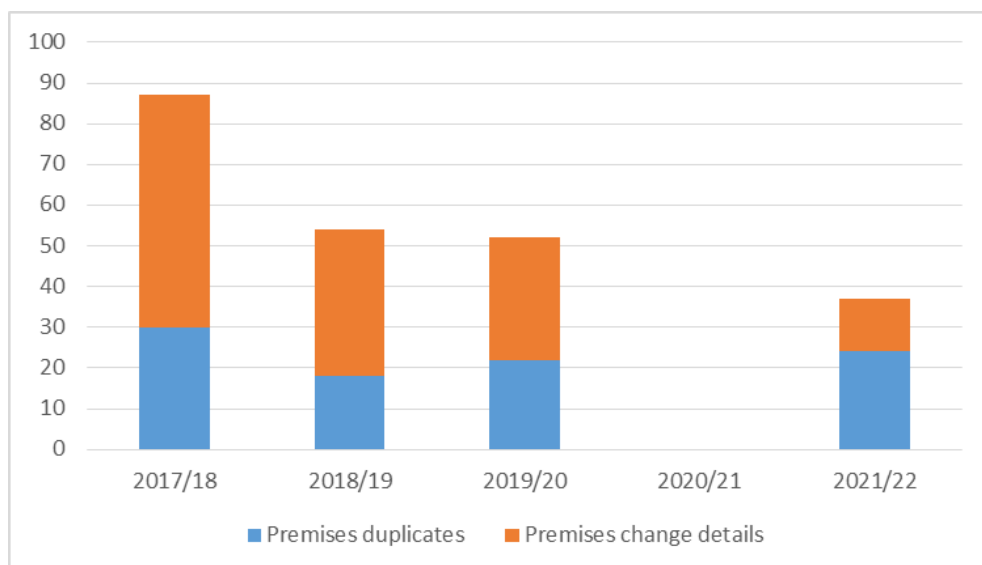


7. Review applications

- 2.7 The Service received 16 review applications in the year, significantly higher than any year in the past 5. A significant proportion of these were due to expedited review applications by the Metropolitan Police.

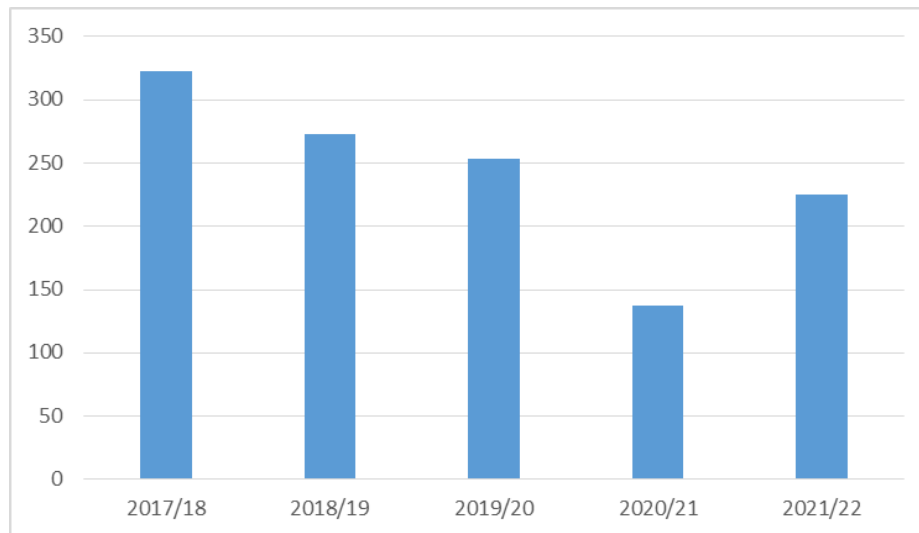
## Premises Licences – Requests for Duplicates and Change of Details

- 2.8 The Service has experienced increased 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, which include the licensee changing a registered address, accounting for the rest of the demand. However, it should be noted that the numbers of these received during 2020/21 could not be determined.



8. Change of details & duplicate premises licences

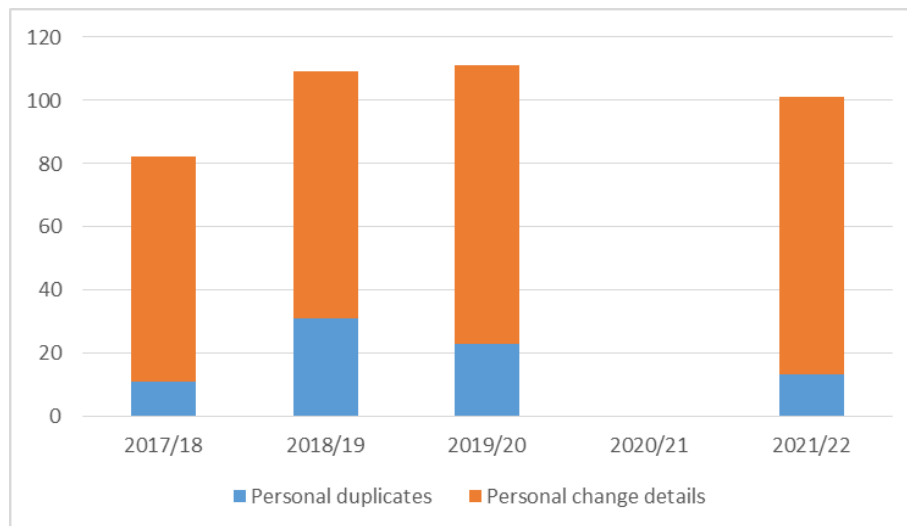
## Personal licences



9. Personal licences issued

- 2.9 Significantly more personal licences were granted in the year when compared to the previous year, reversing the downward trend that had been seen over the previous four years. Overall the Council has granted over 5000 personal licences since the commencement of the Licensing Act 2003.

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

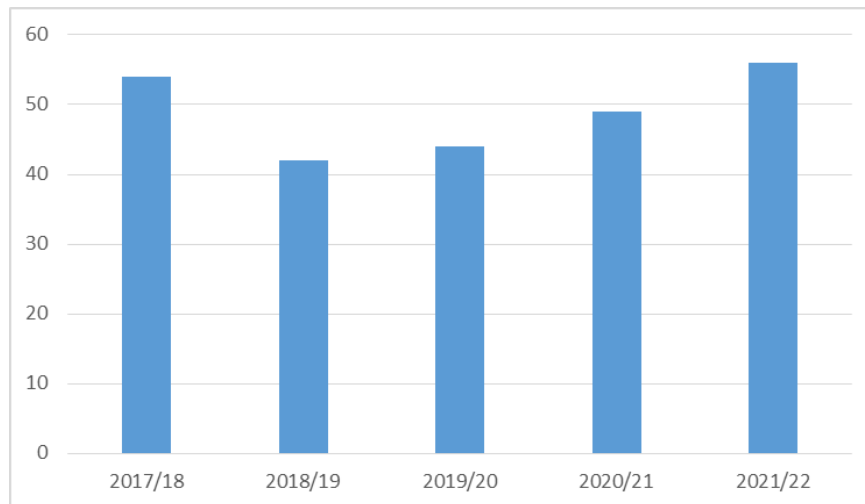


10. Personal licence duplicates and change of details

- 2.10 Similar to premises licences, the Service receives requests for personal licences to be reprinted following address or name changes or the documents being lost. This is a desktop administrative process with the number received being consistent with the previous year. However, it should be noted that the numbers of these received during 2020/21 could not be determined.



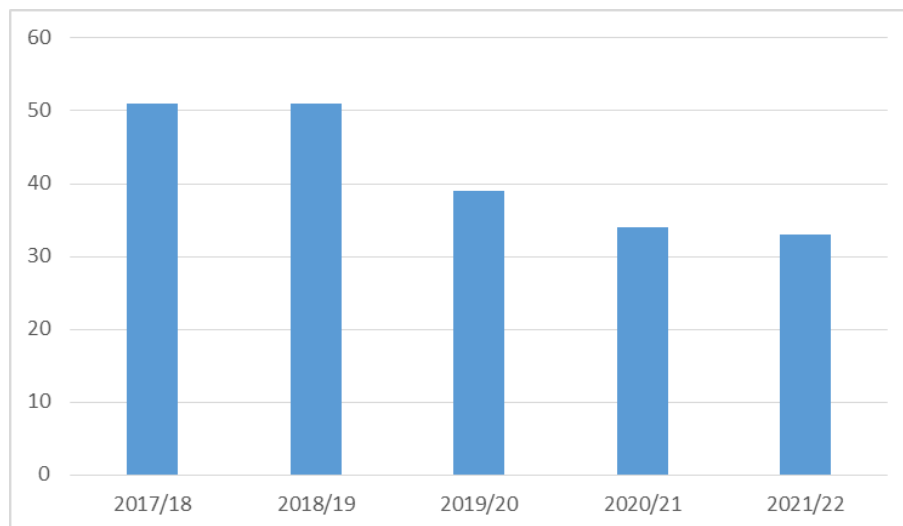
## Licensing Sub-Committee hearings



11. Licensing Sub-Committee

- 2.11 The number of Licensing Sub-Committees were up on the previous year, due mainly to the number of review applications under the Licensing Act 2003. The number of hearings exceeded 50 for the first time since 2017/18 which reversed the trend that had been decreasing over the previous four years. A number of the additional hearings were attributable to expedited review applications and temporary event notices where representations had been received .

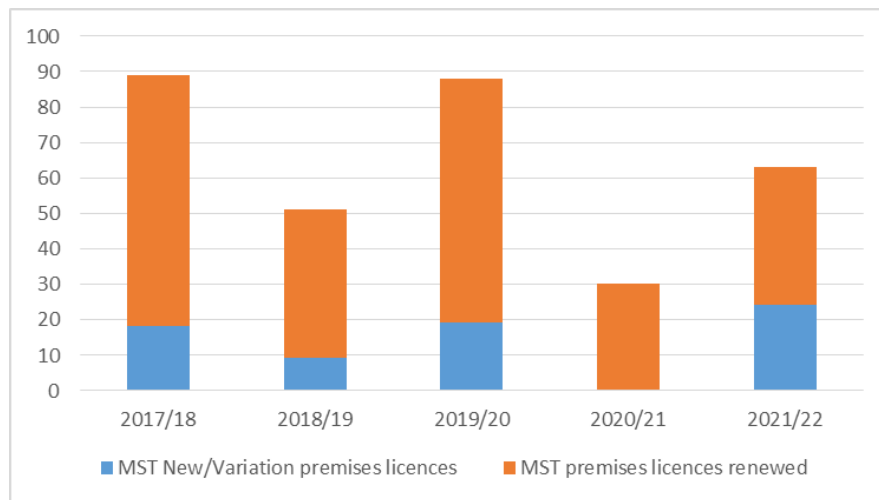
## 3. Gambling Act 2005



12. Betting (other than track) licences renewed.

- 3.1 The number of betting licences fell by a single premises with the number now standing at 33 locations. This is the lowest number since the Gambling Act 2005 commenced in 2007.

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



16. Massage and Special Treatment licences

- 4.1 The majority of MST premises licences consist of applications to renew existing licences issued in a previous year. Whilst there was a sharp increase in the number of applications in 2019/20, the figures have not yet returned to these levels. This suggests the Service has further work to do on this function.

## 5. Look back / Projects

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

Objectives	What we will do	Status
Digital Transformation	<ul style="list-style-type: none"> <li>● Implement new database selected by CSEBR</li> <li>● 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.</li> <li>● Greater use of mapping, integration with payment systems, text messaging, handheld devices</li> </ul>	<ul style="list-style-type: none"> <li>● Salesforce implementation project is in progress with implementation partner Arcus Global</li> </ul>
Inspection regime	<ul style="list-style-type: none"> <li>● Re-introduce risk-based routine inspections of licensed/unlicensed premises which was put on hold following the Cross-Cutting restructure</li> </ul>	<ul style="list-style-type: none"> <li>● To be carried forward to 2022/23</li> </ul>
Evaluation of the impact of the current Statement of Licensing Policy	<ul style="list-style-type: none"> <li>● Assess the impact of the Statement of Licensing Policy since it came into effect on 1 August 2018</li> <li>● Sample decisions and levels of applications compared to previous period.</li> </ul>	<ul style="list-style-type: none"> <li>● Superseded by requirement to revise, consult on and publish Policy in 2023</li> </ul>
Fees Review	<ul style="list-style-type: none"> <li>● Review fee levels of those activities where the fee can be set locally</li> </ul>	<ul style="list-style-type: none"> <li>● To be carried forward to 2022/23</li> </ul>

## 6. Planned Activity for 2022/23

Objectives	What we will do	Purpose
Cumulative Impact Assessment and review of the Statement of Licensing Policy	<ul style="list-style-type: none"> <li>● Assess the impact of the Statement of Licensing Policy since it came into effect on 1 August 2018</li> <li>● Sample decisions and levels of applications compared to previous period</li> <li>● Collate data on impact of the licensed economy on the promotion of the licensing objectives</li> </ul>	<ul style="list-style-type: none"> <li>● To fulfil Manifesto commitment</li> <li>● To ensure Policy Statement and updated Cumulative Impact Assessment in place in 2023.</li> </ul>
Salesforce Implementation	<ul style="list-style-type: none"> <li>● Continue to implement Salesforce database working with implementation partner Arcus Global</li> <li>● 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.</li> <li>● Greater use of mapping, integration with payment systems, text messaging, handheld devices</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>● To further support intelligence led decision making</li> </ul>
Inspection regime	<ul style="list-style-type: none"> <li>● Re-introduce risk-based routine inspections of licensed/unlicensed premises which was put on hold following the Cross-Cutting restructure</li> </ul>	<ul style="list-style-type: none"> <li>● To ensure appropriate promotion of all licensing aims and objectives across all forms of legislation.</li> <li>● To enable the Service to promote a more proactive rather than reactive approach to licensing.</li> </ul>
Fees Review	<ul style="list-style-type: none"> <li>● Review fee levels of those activities where the fee can be set locally</li> </ul>	<ul style="list-style-type: none"> <li>● To align with good practice and as recommended by the Local Government Association</li> <li>● Ensure fees reflect macroeconomic and inflationary pressures</li> </ul>

Much of progress on the above work is likely to be affected by the ongoing impact of the coronavirus pandemic along with the challenges with ICT systems.

# APPENDIX

## Licensing Service – Summary table

Activity	17/18	18/19	19/20	20/21	21/22
Number of valid premises licences under Licensing Act 2003 as of 31 March (annual fees paid within the year)	N/A	1165	1149	N/A	1531
New premises licences granted	108	107	82	79	92
Variation of existing premises licence granted	47	35	41	31	N/A
Minor variation premises licences issued	96	54	31	42	44
Transfers of premises licences processed	127	103	99	77	81
Variations of licence to specify individual as DPS processed	216	187	202	157	215
Standard TENS	1547	1398	1530	158	928
Late TENS	844	709	675	95	499
Reviews of premises licences	6	4	4	5	16
Premises licences – Duplicates following theft/loss	30	18	22	N/A	16
Premises licences – Changes of details	57	36	30	N/A	24
New personal licences issued	323	273	253	137	225
Personal licence – duplicates following theft/loss	11	31	22	N/A	13
Personal licence – change of details	71	78	30	N/A	88
Premises licences revoked	5	2	1	1	9
Premises licences surrendered	36	26	17	N/A	9
Licensing Sub-committee hearings	54	42	44	49	56
Appeals completed	6	6	3	0	6
Sex Establishment premises licences renewed	4	4	4	3	2
Betting shop premises licences renewed	51	51	39	34	33

Bingo premises licences	0	0	0	2	2
Adult Gaming Centres	2	2	2	3	3
Gambling premises licences issued	0	0	1	2	0
Lotteries registered	4	5	18	14	8
Notification of gaming permits issued	8	8	1	14	2
MST New/variation premises licences	18	9	19	N/A	24
MST Premises licences renewed	71	42	69	N/A	39
Transfer of MST premises licences	0	1	2	2	2
MST Practitioner registration	77	87	200	53	155
MST Exempt Practitioner registration	N/A	N/A	17	N/A	27
Explosives registration	7	8	8	N/A	9

## Review applications

2021/22	Postcode	Applicant	Type	Determined	Outcome
1	E8 2NS	Metropolitan Police	Expedited Review	08/06/2021	Licence revoked
2	E8 4PH	Licensing Authority	Review	22/03/2022	Licence revoked
3	E2 8ET	Licensing Authority	Review	09/12/2021	Licence revoked
4	E8 4AH	Metropolitan Police	Expedited Review	11/11/2021	Conditions modified
5	E8 3RH	Metropolitan Police	Review	11/11/2021	Licence revoked
6	E8 3RH	Metropolitan Police	Review	11/11/2021	Licence revoked
7	E8 3RH	Metropolitan Police	Review	11/11/2021	Licence revoked
8	E8 3RH	Metropolitan Police	Expedited Review	11/11/2021	Licence revoked
9	E8 3RH	Metropolitan Police	Expedited Review	11/11/2021	Licence revoked
10	E8 3RH	Metropolitan Police	Expedited Review	11/11/2021	Licence revoked
11	N16 7XJ	Metropolitan Police	Review	16/12/2021	Licence revoked

12	EC2A 3AY	Metropolitan Police	Review	14/12/2021	Licence revoked
13	N16 8BH	Metropolitan Police	Expedited Review	16/12/2021	Conditions modified
14	E5 8PA	Environmental Protection	Review	01/03/2022	Conditions modified, exemption removed
15	E8 4AA	Metropolitan Police	Expedited Review	18/01/2022	Conditions modified
16	EC1V 9LE	Metropolitan Police	Review	03/03/2022	Licence revoked
17	EC1V 9LE	Metropolitan Police	Review	N/A	Licence surrendered
18	EC2A 2BS	Metropolitan Police	Expedited Review	N/A	Licence surrendered
19	E2 7NX	Metropolitan Police	Expedited Review	12/04/2021 2	No action taken

2020/21	Postcode	Applicant	Type	Determined	Outcome
1	E8	Environmental Protection	Review	04/04/2019	Licence revoked
2	EC1V	Metropolitan Police	Review	27/06/2019	Conditions modified
3	N1	Licensing Authority	Review	03/09/2019	Conditions modified
4	E2	Metropolitan Police	Review	05/02/2020	Conditions modified

2019/20	Postcode	Applicant	Type	Determined	Outcome
1	E8	Environmental Protection	Review	04/04/2019	Licence revoked
2	EC1V	Metropolitan Police	Review	27/06/2019	Conditions modified
3	N1	Licensing Authority	Review	03/09/2019	Conditions modified
4	E2	Metropolitan 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	Metropolitan Police	Review	30/01/2019	Licence revoked
4	E2	Metropolitan Police	Review	05/02/2019	Licence suspended

2017/18	Postcode	Applicant	Type	Determined	Outcome
1	EC2A	Metropolitan 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	Metropolitan 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