

**Licensing Service**

**2022/23 Annual Report**

# Contents

1. Introduction
2. Licensing Act 2003
3. Gambling Act 2005
4. Massage and Special Treatments (MST) Licences
5. Look back / Projects
6. Planned Activity for 2023/24

APPENDIX – SUMMARY TABLES

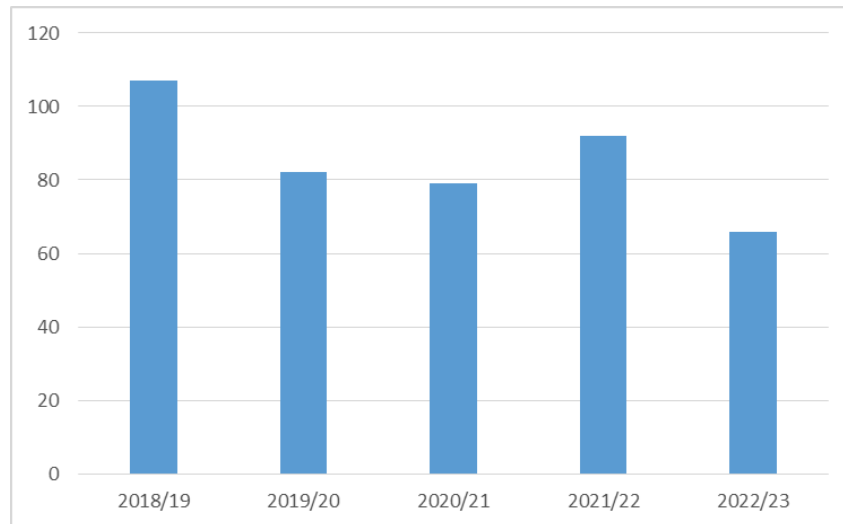
# 1. Introduction

- 1.1 The purpose of this document is to report on the activities and performance of the Service during the year 2022/23 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 the Regulators Code.
- 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.

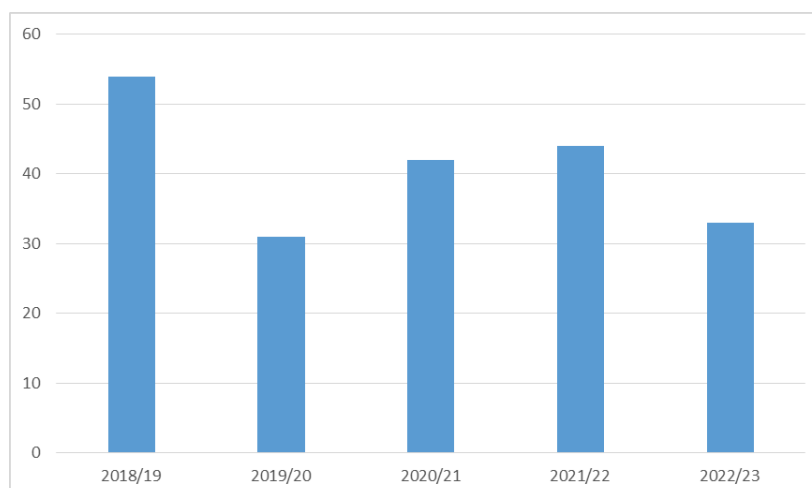


1. Premises licences granted

- 2.2 Fig. 1 highlights the numbers of new licences granted. The number of new licences granted has been falling fairly consistently over the past 5 years.

### Minor variations

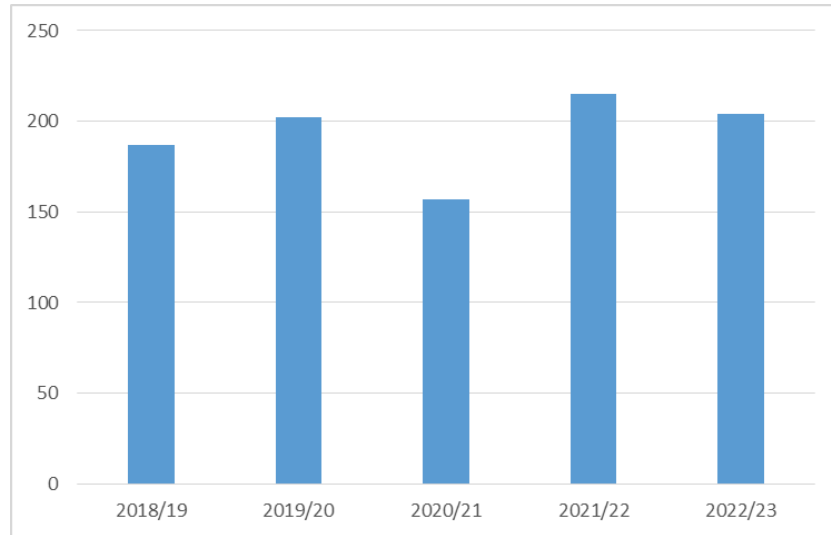
- 2.3 On receipt of an application for a minor variation, the licensing authority will consider whether the variation could impact adversely on the licensing objectives. In the case of minor variations, there is no right to a hearing (as there would be for a full variation or new application), but licensing authorities take any representations into account in arriving at a decision.



### 3. Application for minor variation

2.4 There was a fall in the number of minor variation applications received however the figure was consistent with the trend over recent years.

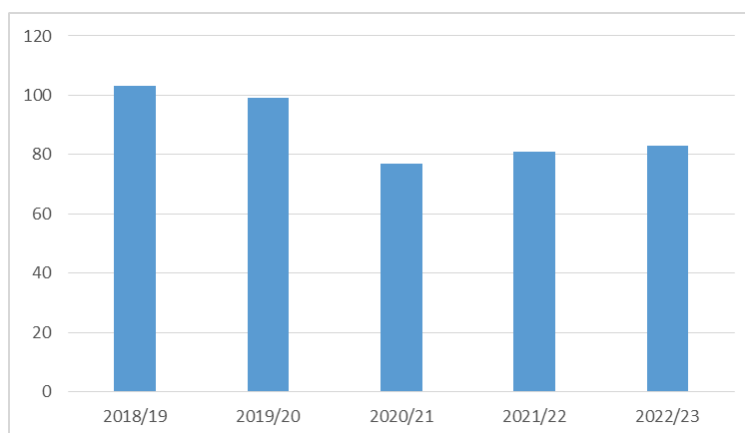
#### Variations to specify an individual as DPS



4. Applications to vary licence to specify DPS

2.5 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 2022/23 continues to show a consistent trend which is to be expected due to the transient nature of the industry.

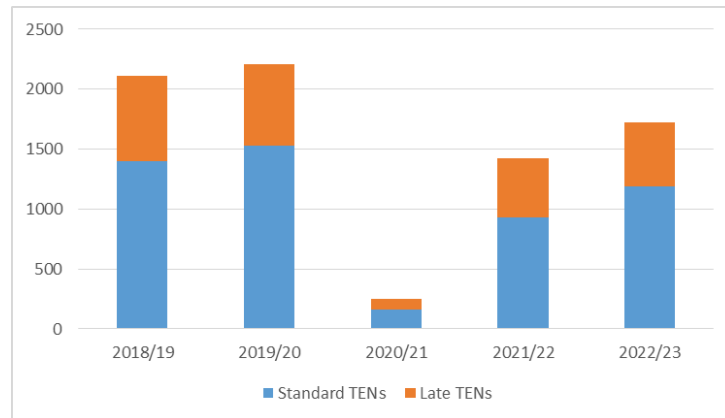
#### Transfer of premises licences



5. Transfers of premises licences

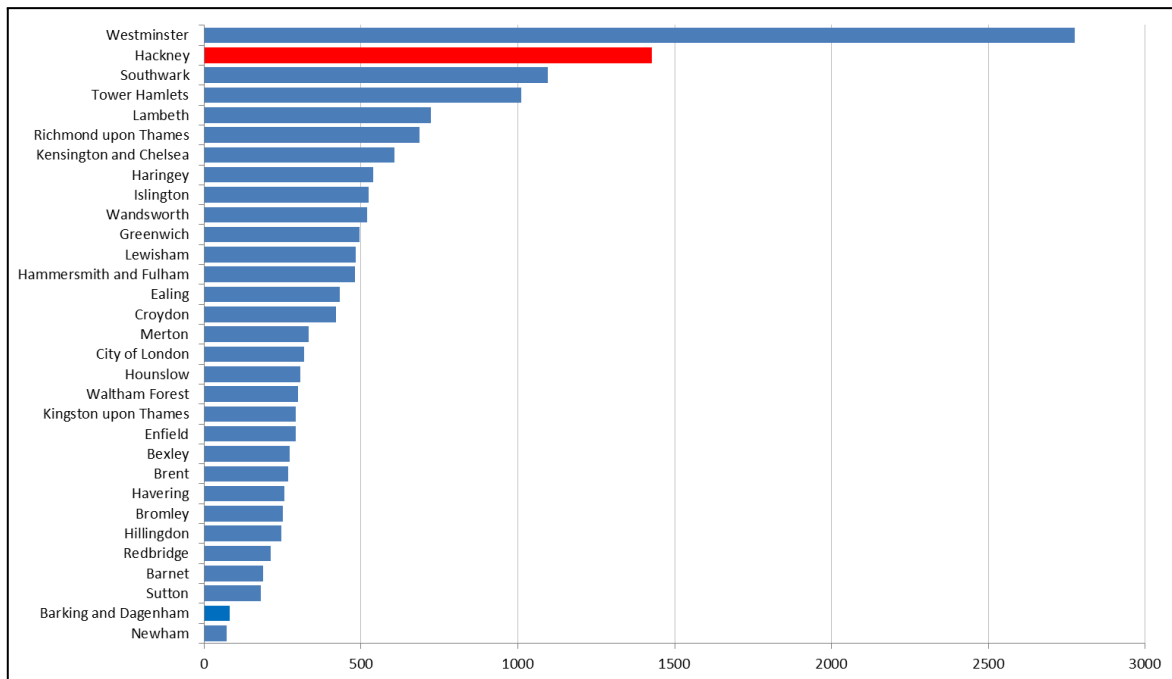
2.6 The number of licences being transferred between operators remains stable after showing a slight decrease in the number received between 2018 and 2020.

## Temporary Event Notices (TENs)



6. Temporary Event Notices

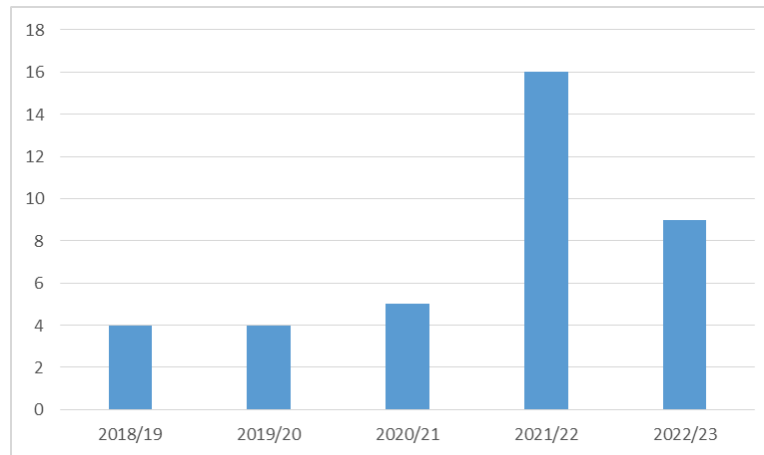
- 2.7 As expected, the overall number of standard and late TENs received continues to increase year-over-year as the nation emerges from the impact of the pandemic and the subsequent increase in activity. However, the Service expects that any return to pre-pandemic levels may take some years.



Source: Home Office

- 2.8 Data shows that the demand for TENs in Hackney remains disproportionately high, with the borough receiving the second highest number of TENs in London after Westminster according to figures released by the Home Office. Although it should be noted that LB Camden did not supply any figures.

## Reviews of premises licence/club premises certificates

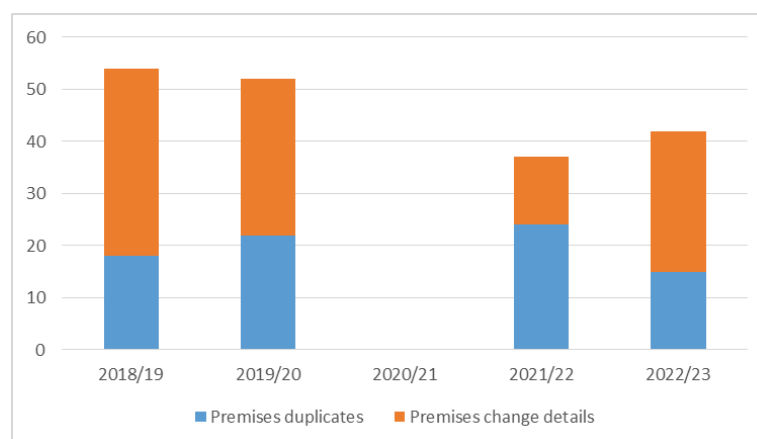


7. Review applications

- 2.8 The Service received 9 review applications in the year; less than the 16 received in the previous year however, still higher than any year in the previous 5. 4 of these were expedited review applications by the Metropolitan Police, where there were 9 of this type of review in the previous year.

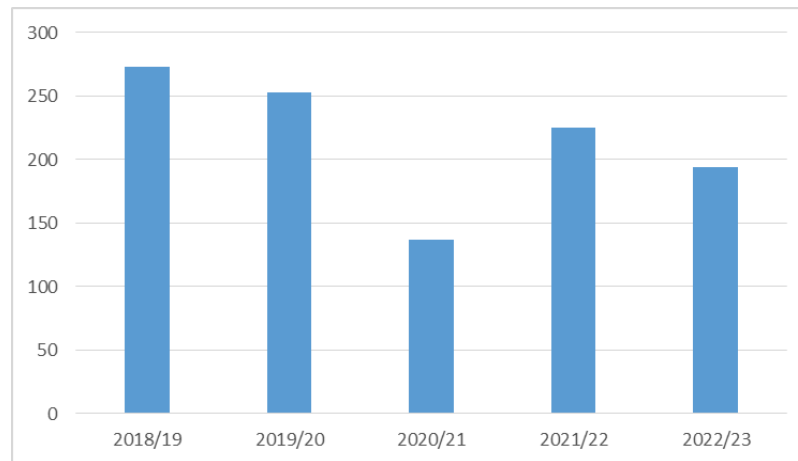
## Premises Licences – Requests for Duplicates and Change of Details

- 2.9 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. It should be noted that the numbers of these received during 2020/21 could not be determined.



8. Change of details & duplicate premises licences

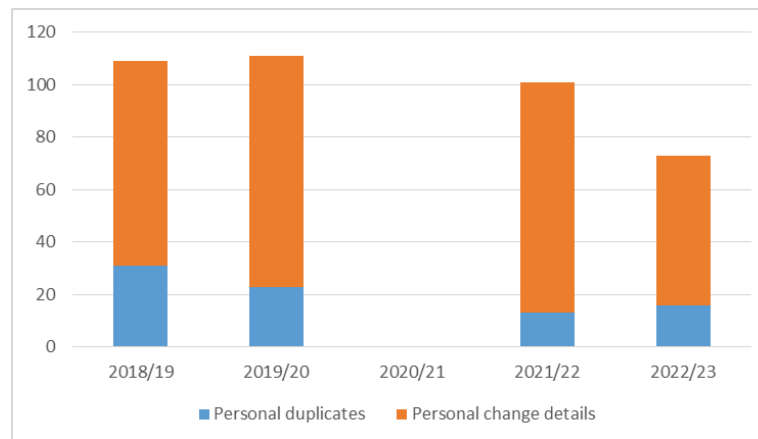
## Personal licences



9. Personal licences issued

- 2.10 Grants of personal licences remained on trend continuing to decrease over time. 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

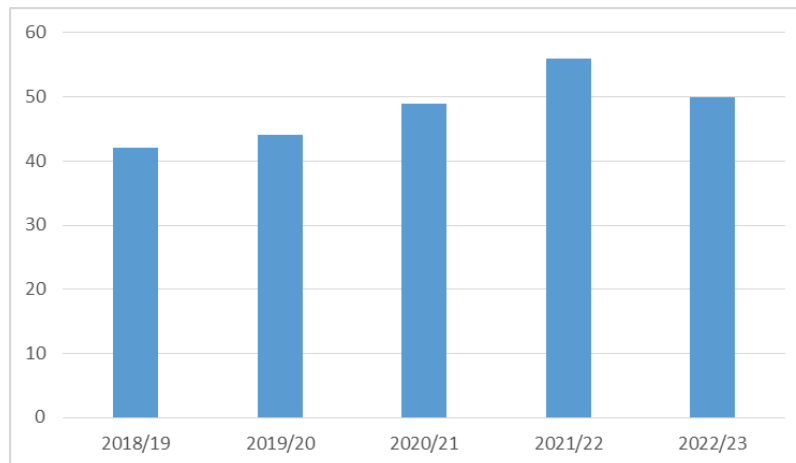


10. Personal licence duplicates and change of details

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



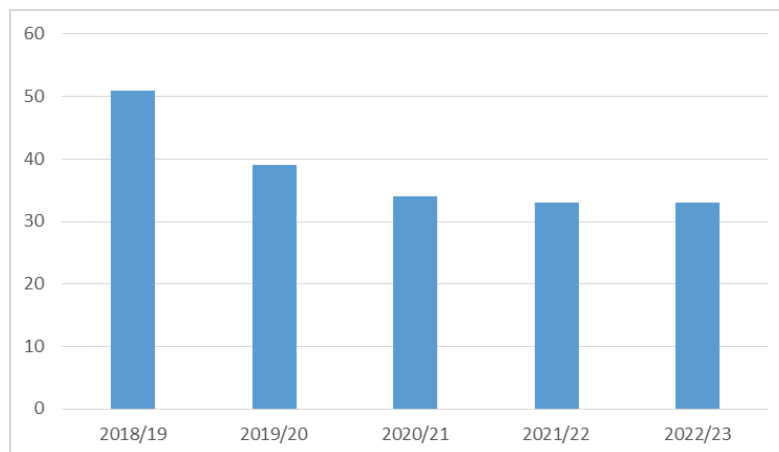
## Licensing Sub-Committee hearings



11. Licensing Sub-Committee

- 2.12 The number of Licensing Sub-Committees were down slightly compared to the previous year and appears to be returning to sub-50 hearings per year. However, 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. The number of the additional hearings in 2021/22 that were attributable to expedited review applications and objections to temporary event notices were not required in 2022/23.

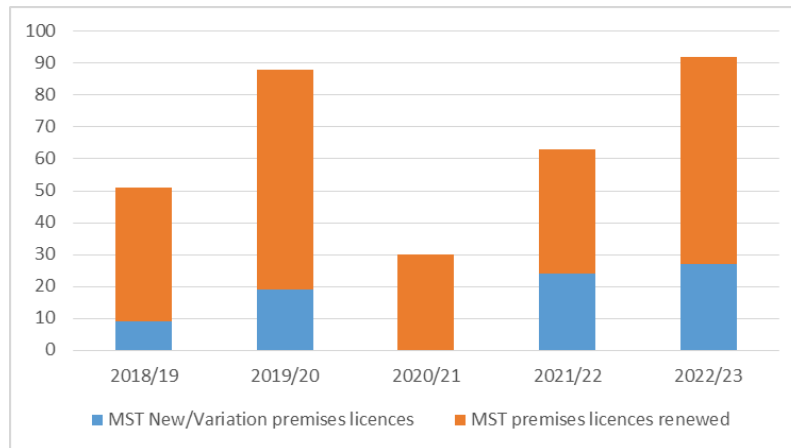
## 3. Gambling Act 2005



12. Betting (other than track) licences renewed.

- 3.1 The number of betting licences remained at 33 locations. This may suggest that the market has settled following the reduction of the maximum stake for B2 gaming machines and subsequent surrender of many premises licences.

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



16. Massage and Special Treatment licences

- 4.1 New and renewed MST premises licences appears to show a return to levels consistent with those pre-pandemic. The Service will continue to focus efforts on ensuring businesses carrying on this type of activity are appropriately licensed.

## 5. Look back / Projects

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

Objectives	What we will do	Status
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>Revised Statement of Licensing Policy published and effective from 1 August 2023</li> <li>Cumulative Impact Assessment underway</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 2023/24</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>Progressing towards “go live” during Q4 of 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 2023/24</li> </ul>

## 6. Planned Activity for 2023/24

Objectives	What we will do	Purpose
Hackney Nights Strategy	<ul style="list-style-type: none"> <li>Input into the development of a Hackney Nights Strategy</li> </ul>	<ul style="list-style-type: none"> <li>To provide clarity to residents and businesses on our approach including supporting growth while tackling antisocial behaviour and crime in partnership with the police.</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	18/19	19/20	20/21	21/22	22/23
Number of valid premises licences under Licensing Act 2003 as of 31 March	1165	1149	N/A	1531	1533
New premises licences granted	107	82	79	92	66
Variation of existing premises licence granted	35	41	31	N/A	27
Minor variation premises licences issued	54	31	42	44	33
Transfers of premises licences processed	103	99	77	81	83
Variations of licence to specify individual as DPS processed	187	202	157	215	204
Standard TENs	1398	1530	158	928	1188
Late TENs	709	675	95	499	533
Reviews of premises licences received	4	4	5	16	9
Premises licences – Duplicates following theft/loss	18	22	N/A	16	15
Premises licences – Changes of details	36	30	N/A	24	27
New personal licences issued	273	253	137	225	194
Personal licence – duplicates following theft/loss	31	22	N/A	13	16
Personal licence – change of details	78	30	N/A	88	57
Premises licences revoked	2	1	1	9	1
Premises licences surrendered	26	17	N/A	9	24
Licensing Sub-committee hearings	42	44	49	56	50
Appeals completed	6	3	0	6	7
Sex Establishment premises licences renewed	4	4	3	2	2

Activity	18/19	19/20	20/21	21/22	22/23
Betting shop premises licences renewed	51	39	34	33	33
Bingo premises licences	0	0	2	2	2
Adult Gaming Centres	2	2	3	3	3
Gambling premises licences issued	0	1	2	0	0
Lotteries registered	5	18	14	8	8
Notification of gaming permits issued	8	1	14	2	1
MST New/variation premises licences	9	19	N/A	24	27
MST Premises licences renewed	42	69	N/A	39	65
Transfer of MST premises licences	1	2	2	2	0
MST Practitioner registration	87	200	53	155	190
MST Exempt Practitioner registration	N/A	17	N/A	27	11
Explosives registration	8	8	N/A	9	8

## Review applications

2022/23	Postcode	Applicant	Type	Determined	Outcome
1	EC1V	Metropolitan Police	Expedited Review	29/09/2022	Conditions modified
2	N1	Other Person	Review	24/01/2023	Conditions modified
3	EC2A	Metropolitan Police	Expedited Review	12/01/2023	Conditions modified
4	EC2A	Metropolitan Police	Expedited Review	12/01/2023	Conditions modified
5	N16	Trading Standards	Review	N/A	Withdrawn
6	EC2A	Metropolitan Police	Review	13/07/2023	Licence revoked
7	EC2A	Metropolitan Police	Expedited Review	18/04/2023	Conditions modified
8	E9	Licensing Authority	Review	08/06/2023	Conditions modified
9	EC2A	Environmental Protection	Review	03/07/2023	N/A

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