



LICENSING PERFORMANCE REPORT

Corporate Priority:	Delivering excellent services positively impacting on our communities
Relevant Ward Member(s):	All
Date of consultation with Ward Member(s):	N/A
Exempt Information:	No

1 Summary

- 1.1 To provide Members with knowledge of the work carried out by the Licensing Team and the wider impacts and benefits of the licensing regime.

RECOMMENDATION

That Committee:

1. Note the information
2. Determine the frequency for an updated performance paper to be brought to committee.

2 Reason for Recommendations

- 2.1 To keep Members up to date with the work carried out by the Licensing Team and their performance.

3 Background

- 3.1 The core of the licensing team is made of 1 Business Compliance Officer (which is made up of two 0.5 FTE), 1 Licensing Technician and 1 Enforcement Officer (which is split 0.5 FTE for Licensing and 0.5 FTE for planning enforcement).
- 3.2 The licensing team issue licences and registrations covering the following areas:
- Taxis (vehicles, drivers and operators)
 - Alcohol and Entertainment (including temporary events)
 - Gambling Premises (arcades, betting, bingo, casinos, gaming machines, society lotteries, and remote gambling (including online gambling)).

Animal Welfare (boarding, breeding, sale of animals, exhibition of animals, hire of horses, dangerous wild animals, zoo licence)

Charity Collections (on the street and house to house)

Small Lotteries

Houses in Multiple Occupation

Caravan & Camping Sites

Invasive Beauty Treatments (piercing, tattooing, acupuncture, semi-permanent make-up, microblading, fillers etc.)

Non-invasive Beauty Treatments (hairdressing)

Scrap Metal Dealers (premises and collections)

Pavement Licence (for tables and chairs on the highway)

Sex Establishments

- 3.3 This report details a summary of the work delivered since April 2021 and provides a comparison with previous years.
- 3.4 The data reviewed in this report focuses on the quantity of work dealt with and the time taken to deal with, but it is important to recognise the wider benefits that the licensing system brings.
- 3.5 The focus of taxi licensing is about public safety, trying to ensure that the standard and knowledge of drivers and the standard of vehicles has public safety first. The risks associated with the public using unlicensed taxis are high and significant.
- 3.6 The focus of alcohol and entertainment licensing system is to prevent crime and disorder, to promote public safety, to prevent public nuisance and protect children from harm. All the steps and checks involved help to contribute to these objectives.
- 3.7 The focus of gambling licences is to prevent gambling from being a source of crime or disorder and/or being associated with crime or disorder or being used to support crime, ensuring that gambling is conducted in a fair and open way, and protecting children and other vulnerable persons from being harmed or exploited. Our processes contribute to these objectives.
- 3.8 The focus of animal licensing is to protect the health, safety and welfare of animals being kept (boarding), bred (puppy sales), sold (sale of animals), exhibited (e.g. falconries and animals for therapy) or worked (hire of horses). Licence conditions also contribute to safety of the public particularly with dangerous wild animal and zoo licences (which both apply in Melton). The licensing also tries to protect customers from illegal trading, like puppy farms.
- 3.9 The focus of beauty registrations (piercing/tattooing) is to protect the public from disease, particularly blood borne diseases (e.g. Hepatitis B and C, HIV) and in turn protecting staff from these and other risk factors (e.g. frequent and repeated use of chemicals in the industry).
- 3.10 In essence it means the sectors are better regulated which in turn brings safer businesses and safer customers. It also assists in identifying non-licensed premises and/or those operating illegally.

4 Main Considerations

The performance data for licences reviewed in this section includes all licences and a breakdown of the following areas:

Taxis Licences

- hackney carriage vehicle
- private hire vehicle
- driver licences
- private hire operator

Alcohol and Entertainment

- personal alcohol
- premises alcohol
- temporary event notices
- late temporary event notices

Miscellaneous Licences

- animal licences
- society lottery

4.1 The **total number of licences** dealt with between the 1st April 2021 and 31st October 2021 is 379 and the average time to process has been 7.65 days.

	All Licences	
	Number of Applications	Av. Days to process
2018-19	798	14.78
2019-20	785	13.75
2020-21	599	14.6
2021 to Nov	379	7.65

It can be seen that although fewer licences have been dealt with to date, the average time to process these licences has reduced across the board in 2021.

4.2 Taxis

4.3 The number of **taxi hackney carriage vehicle** licences dealt with between the 1st April 2021 and 31st October 2021 is 21 and the average time to process has been 1.71 days.

	Number of Applications	Av. Days to process
2018-19	74	19.92
2019-20	63	15.65
2020-21	66	21.56
2021 to Nov	21	1.71

It can be seen that although fewer licences have been dealt with to date, the average time to process these licences has reduced in 2021.

- 4.4 The number of **private hire taxi vehicle** licences dealt with between the 1st April 2021 and 31st October 2021 is 28 and the average time to process has been 34.5 days.

	Number of Applications	Av. Days to process
2018-19	27	89.48
2019-20	41	78.71
2020-21	28	53.07
2021 to Nov	21	34.50

It can be seen that although fewer licences have been dealt with to date, the average time to process these licences has reduced in 2021.

- 4.5 The number of **taxi driver** licences dealt with between the 1st April 2021 and 31st October 2021 is 12 and the average time to process has been 24 days.

	Number of Applications	Av. Days to process
2018-19	59	12.42
2019-20	31	25.74
2020-21	36	16.36
2021 to Nov	12	24

It can be seen that although fewer licences have been dealt with to date, the average time to process these licences has increased in 2021. This was due to delays in processing of one application.

- 4.6 The number of taxi **private hire operators licences** dealt with between the 1st April 2021 and 31st October 2021 is 1 and the average time to process has been 0 days.

	Number of Applications	Av. Days to process
2018-19	4	0
2019-20	1	0
2020-21	2	5.5
2021 to Nov	1	0

It can be seen that although only one such licences has been processed to date, the turnaround time is efficient.

- 4.7 The number of taxis and drivers in Melton has reduced by approximately 1/3rd as a result of the Covid pandemic. Some drivers have retired and other have had to find other jobs when there was no taxi work due to Coronavirus. The taxi trade has been impacted nationally. There are approximately 25% fewer taxis and drivers in England, but the reduction in Melton is worse and is impacting the trade, the public trying to get home following a night out and businesses, particularly the night time economy, as customers struggle to find a taxi home.

4.8 **Alcohol and Entertainment including temporary events**

The number of **personal alcohol licences** dealt with between the 1st April 2021 and 31st October 2021 is 44 and the average time to process has been 1.8 days

	Number of Applications	Av. Days to process
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2018-19	87	13.26
2019-20	52	2.37
2020-21	35	2.17
2021 to Nov	44	1.8

It can be seen that 44 personal licences have been processed to date in 2021, the average time to process has improved.

- 4.9 The number of **alcohol premises licences** dealt with between the 1st April 2021 and 31st October 2021 is 73 and the average time to process has been 21.04 days.

	Number of Applications	Av. Days to process
2018-19	106	22.11
2019-20	106	20.3
2020-21	93	24.9
2021 to Nov	73	21.04

It can be seen that 73 personal licences have been processed to date in 2021, the average time to process has remained similar since 2018.

- 4.10 The number of **temporary event notices** dealt with between the 1st April 2021 and 31st October 2021 is 76 and the average time to process has been 0.33 days

	Number of Applications	Av. Days to process
2018-19	170	0.75
2019-20	219	1.41
2020-21	21	0.14
2021 to Nov	76	0.33

It can be seen that 76 temporary event notices have been processed to date in 2021, the average time to process remains under 1 day.

The number of temporary events has been severely impacted by the Covid pandemic during 2020 and 2021. It is hoped this may return in 2022.

- 4.11 The number of **late temporary event notices** dealt with between the 1st April 2021 and 31st October 2021 is 19 and the average time to process is 0.32 days. 'Late' is where the applicant has not applied with 10 working days of the event and therefore requires immediate attention by the team.

	Number of Applications	Av. Days to process
2018-19	50	0.12
2019-20	54	0.35
2020-21	13	0.31
2021 to Nov	19	0.32

It can be seen that 19 **late temporary event notices** have been processed to date in 2021, the average time to process remains within 1 day.

- 4.12 **Miscellaneous Licences**

4.13 The number of **animal welfare licences** dealt with between the 1st April 2021 and 31st October 2021 is 29 and the average time to process has been 4.5 days.

	Number of Applications	Av. Days to process
2018-19	37	13.95
2019-20	23	7.96
2020-21	28	4.29
2021 to Nov	29	4.52

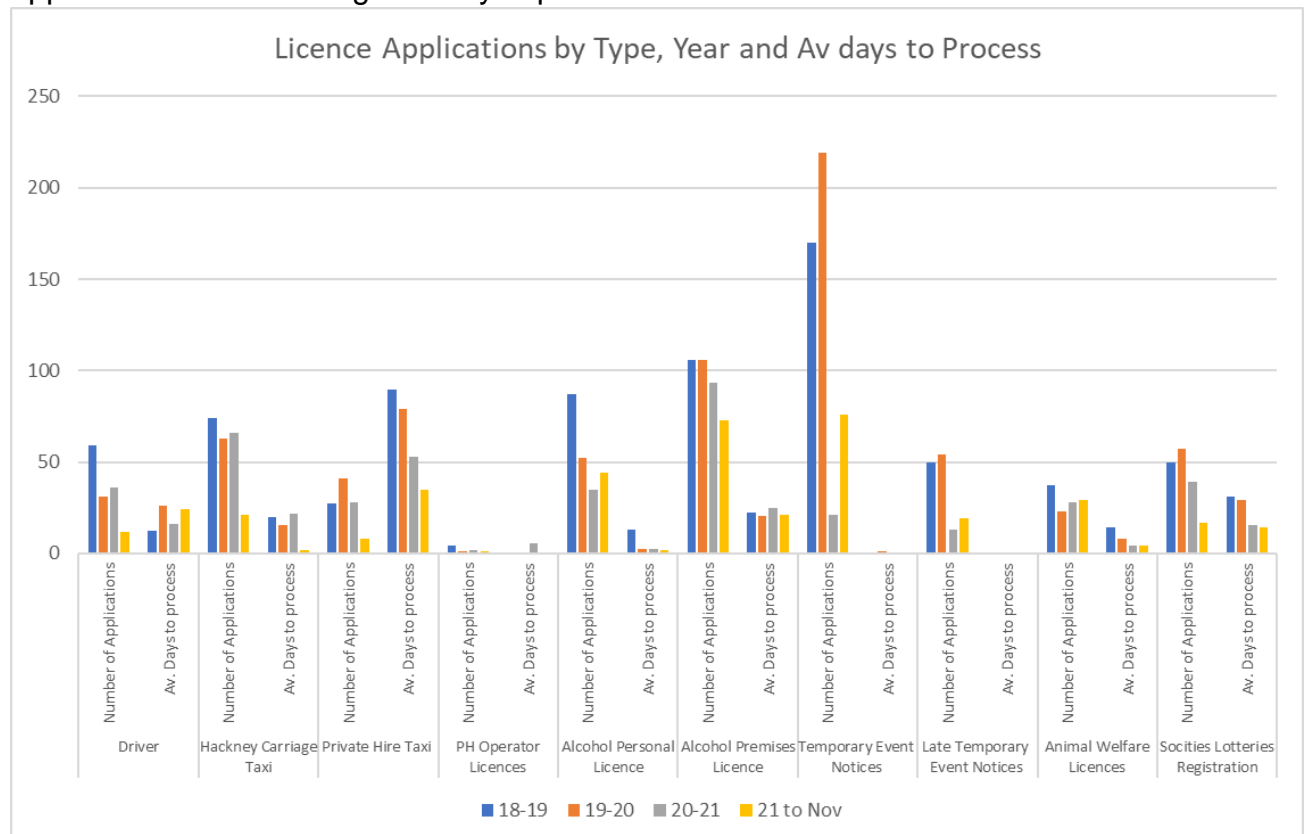
It can be seen that 29 animal licences have been processed to date in 2021, the average time to process has improved since 2018.

4.14 The number of **society lottery registrations** dealt with between the 1st April 2021 and 31st October 2021 is 17 and the average time to process has been 14.29 days

	Number of Applications	Av. Days to process
2018-19	50	31.14
2019-20	57	29.28
2020-21	39	15.74
2021 to Nov	17	14.29

It can be seen that 17 society lottery registrations have been processed to date in 2021, the average time to process has improved since 2018. The lower number of applications is likely to be a result of the Covid pandemic and may increase again in 2022.

4.15 The chart below represents the information above and demonstrates graphically the impact of Covid pandemic. In all categories the number of applications is lower than 2018. The biggest impact can be seen with temporary events. but also the number of taxi applications has been significantly impacted.



4.16 The licensing team currently have two part time additional temporary support officers. It has been necessary to provide such support with the additional work that has been generated by Melton Borough Council implementing a new web site with the requirement that all pages have to be accessible. Also the Council has brought in a new customer service platform, IEG4, which means the licensing team are in the process of working with Customer Services in developing online licensing application forms, including direct payment options to enable more efficient systems for the public. The volume of both these aspects is significant and would have impacted on the production of licences if additional support had not been utilised. One of the additional Officers is from Department of Work & Pensions (DWP) Kickstart programme. This offers someone out of work 25 hours per week for a 6 month placement to obtain skills and build confidence to help to enable them to get a permanent role.

5 Next Steps – Implementation and Communication

5.1 To bring updated performance information to future licensing committees. Members to advise whether they wish to review on an annual basis or 6 monthly

6 Financial Implications

6.1 There are no financial implications associated with this report.

Financial Implications reviewed by: David Scott - Corporate Services Manager (deputy s151 officer)

7 Legal and Governance Implications

7.1 There are no implications associated with this report.

Legal Implications reviewed by: Louise Arnold, Snr Solicitor

8 Equality and Safeguarding Implications

8.1 There are no implications associated with this report.

9 Community Safety Implications

9.1 There are no implications associated with this report.

10 Environmental and Climate Change Implications

10.1 There are no implications associated with this report.

11 Other Implications (where significant)

11.1 There are no implications associated with this report.

12 Risk & Mitigation

This reporting of performance data does not identify any risks.

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