

LICENSING AND SAFETY COMMITTEE

31 AUGUST 2016

LICENSING ACT 2003

ENFORCEMENT REPORT ON LICENSING MATTERS

Report from: Perry Holmes - Chief Legal Officer

Author: Alison Poulson - Licensing & Local Land Charges
Manager

Summary

The purpose of this report is to enable both the Licensing Authority and Medway Police to present their annual report in respect of licensing compliance and enforcement to the Licensing and Safety Committee and for Members to ask questions and make comments.

1. Budget and Policy Framework

1.1 The Council's statement of licensing policy in respect of its functions under the Licensing Act 2003 refers to the licensing objective of the prevention of crime and disorder and associated compliance and enforcement.

2. Background

2.1 The Council's Licensing Team works closely in partnership with Medway Police to deliver the statutory requirements of the Licensing Act 2003 and other licensing legislation.

2.2 As responsible authorities under the Licensing Act 2003, the Licensing Authority and Medway Police comment on all applications for premises licences and where appropriate make representations. If these representations are unresolved, they will present their objections to a Licensing Hearing Panel. Medway Police may also object to personal licence (authorisation to sell alcohol) applications and temporary event notices, where they consider the crime prevention objective within the Licensing Act would be undermined if the licence were to be granted.

2.3 In their role as a responsible authority, the police are an essential source of advice and information on the impact and potential impact of licensable activities, particularly on the crime and disorder objective. The police have a key role in managing the night-time economy and have good working relationships with those operating in the Medway area.

- 2.4 The Council has established protocols with Medway Police on licensing compliance and enforcement issues. These provide for the targeting of resources towards high-risk premises and activities that require greater attention, while providing a lighter touch in respect of low risk premises that are well operated. All licence holders are expected to co-operate in order to promote the licensing objectives. Evidence of non-cooperation may be considered sufficient grounds for review, suspension or revocation of any licence.
- 2.5 A copy of the Medway Police report is attached at Appendix A along with a further report from the Licensing Authority at Appendix B for Members' consideration.

3. Risk Management

- 3.1 It is important that the Licensing and Safety Committee is kept fully informed of work being carried out by Kent Police in respect of all licensing matters.

4. Financial and legal implications

- 4.1 There are no direct financial implications arising from this report
- 4.2 The Council has produced its Statement of Licensing Policy as required by the Licensing Act 2003.

5. Recommendation

- 5.1 That the reports at Appendices A and B prepared and presented by Kent Police and the Licensing Authority are considered by the Committee and Members invited to comment where appropriate.

Lead officer contact

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Background papers

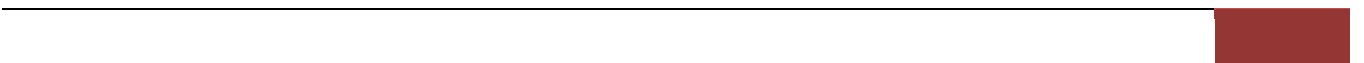
None

Appendices

- Appendix A – Kent Police Licensing Enforcement Report, April 2015 to March 2016
- Appendix B – Licensing Authority Compliance and Enforcement Report, April 2015 to March 2016



Kent Police Licensing Enforcement Report April 2015 to March 2016



Introduction

The purpose of this report is to provide an overview in relation to the role of the licensing officers within Kent Police specifically in relation to licensing matters within Medway:

The North Division Licensing Unit is comprised of:-

- PSE Geoff Rowley Licensing Co-ordinator
- DC Gill Angus Licensing Enforcement Officer
- PC Chris Hill Licensing Enforcement Officer
- PC Clare Cossar Licensing Enforcement Officer
- PC Diane Holroyd Part time Licensing Enforcement Officer

The North Division Licensing Unit is responsible for all licensed premises within 285.03 square miles of Kent and encompasses the districts covered by Dartford Borough Council, Gravesham Borough Council, Medway Council and Swale Borough Council. There are currently 1908 licensed premises within this area.

Much of the work around licensed premises is of a reactive nature and stems from information sharing between other agencies or indeed from members of the public who often witness on-going issues.

The Divisional Licensing Unit also works proactively, and there have been occasions when the licensing officers have witnessed incidents at premises that are clearly not promoting the licensing objectives or the Licensing Act 2003. These incidents will be dealt with at source by the attending licensing officer.

Compliance


The Licensing legislation promotes close working relationships with those who hold a licence and the Designated Premises Supervisors, therefore much of the work done by the Divisional Licensing Unit falls under compliance and during visits we are there to provide supportive advice and guidance. The benefit of this methodology promotes a professional, educational foundation for the promotion of the licensing objectives across the Division.

Enforcement

Enforcement is always seen as a last resort, because in effect it means that all other methods of working together and the support provided to promote the licensing objectives has failed. Where compliance visits have not achieved the required outcome then enforcement action will be taken, this includes sending warning letters, suspension of the licence, caution or review of the licence. However there are occasions when an incident occurs and compliance is not appropriate. Such instances would be where there is serious crime and disorder and action would have to be taken immediately.



Role Requirement

- Enforce the Licensing Act 2003 and Gambling Act 2005 for the Policing District as part of a Divisional Licensing Unit, supporting Neighbourhood Policing.
 - Utilise full range of warranted powers in relation to arrest, reporting for offences, and management of crime reports and entry to premises in order to deliver appropriate police interventions which reduce crime and disorder associated with licensed premises and substance misuse.
 - Provide a visible police presence within licensed premises and in particular licensed premises in the Night Time Economy, engaging proactive tactical interventions to reduce crime and disorder in relation to licensed premises and substance misuse.
 - Provide tactical advice and guidance to Neighbourhood Policing and other departments concerning licensable activities, proactively intervening in licensing issues and utilising warranted powers to gather intelligence and undertake enforcement.
 - Consider and review relevant licensing applications, supporting divisional licensing objectives, in accordance with licensing legislation and Section 182 guidance, preparing and compiling case papers for applications, reviews, and appeals and, where appropriate, breaches of licensing legislation, in accordance with prosecution guidelines.
 - Represent the Chief Constable at Licensing Committee hearings and Magistrates' Court as appropriate, providing evidence in order to effectively present the police case on licence applications, breaches of legislation, reviews of licenses or appeals, raising any objections and or observations as necessary.
 - Develop and maintain effective working relationships with other agencies such as the Licensing Authority, Local Authority, Her Majesty Court Staff, multiple licence holders, breweries (locally and nationally), County Council, Community Safety Partnerships and legal representatives, in order to facilitate effective licensing processes in the district.
 - Assess performance threats associated with licensed premises, and undertake visits to licensed premises by Divisional Licensing Unit and appropriate officers, particularly venues linked to crime and disorder issues, ensuring that visits are undertaken in accordance with policy, including joint enforcement with other agencies, making recommendations as appropriate.
 - Monitor police information systems for incidents in and around licensed premises, including maintaining and updating licensing records, compile licensing initiatives and provide legislative updates for relevant personnel in the division, in order to ensure that alcohol related crime and disorder issues are identified and intelligence is shared with operational officers to make appropriate interventions.
 - Act as a designated officer for information sharing under the Kent and Medway Information Sharing Agreement.
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Overview

Licensed Premises

The North Division Licensing Unit work to ensure that when any change occurs the premises are visited. These visits provide the Designated Premises Supervisor with a point of contact, enables the Divisional Licensing Unit to discuss the expectations of the premise and the Designated Premises Supervisor and discuss the licensing conditions to ensure they are fit for purpose for the venue.

We work in partnership with the Licensing Authority and visit those premises where changes have occurred, this ensures the licence holders and Designated Premises Supervisors are aware that we work closely and in partnership with the Local Authority and hold the same approach in relation to promoting the licensing objectives.

Medway has the highest number of licensed premises within North Division and premises are prioritised and receive compliance/enforcement visits based on a continued intelligence based assessment.

Utilising a multi-agency approach has shown great benefits and has achieved the results required to ensure the licensed premises across the division are properly managed, with trained staff who are actively promoting the licensing objectives as well as working within the confines of all other legislation (Fire Safety, Environmental Protection, Health and Safety, Waste Management, Immigration to name a few)

Administration

Temporary Event Notices

Temporary Event notices are managed by the Licensing Authority however the North Division Licensing Unit are one of the responsible authorities who must be informed when an application is submitted. Each Temporary Event Notice is reviewed to ensure the event proposed will support the Licensing Objectives. This financial year has seen an increase in the number of temporary Event Notices submitted and there have been several occasions where there have been objections

Temporary Event Notices	Dartford	Gravesend	Medway	Swale
Apr 2015-Mar 2016	114	138	266	224

Other Applications

Applications are received on a daily basis to the North Division Licensing Unit these include new applications for premise licence, variations, change of Designated Premises Supervisor or Transfer of premise licences. North Division Licensing Unit always work with applicants to ensure their application does in fact meet their required needs, that conditions are agreed wherever possible and that those conditions are enforceable, unambiguous and fit for the proposed operation of the premise.

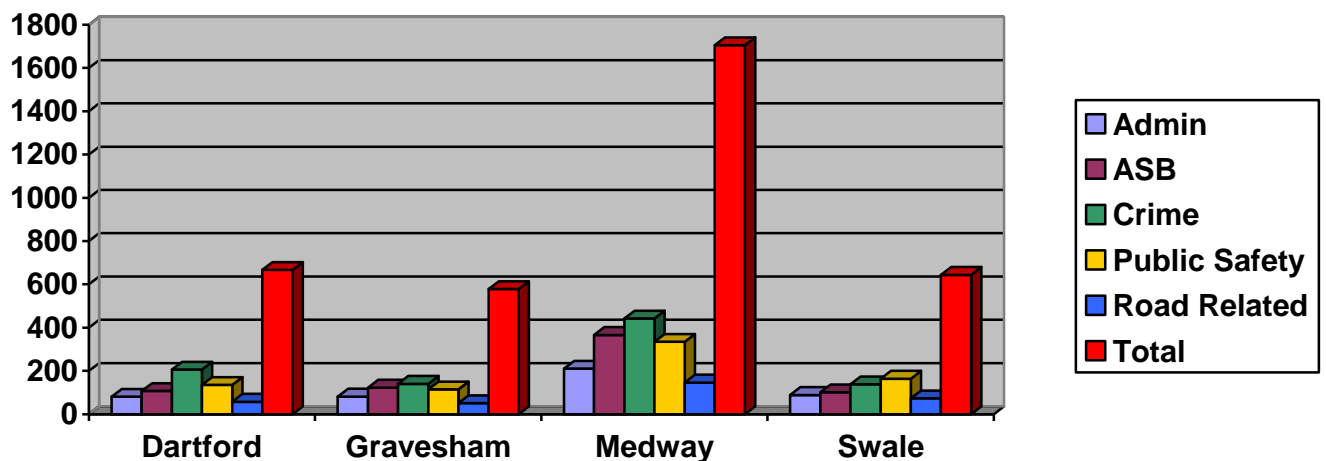
All other Applications	Dartford	Gravesend	Medway	Swale
Apr 2015-Mar 2016	107	76	176	154

Investigative Activity

Using the Police call taking system (Storm) the Divisional Licensing Unit review every call to police every crime report and all persons arrested relating to licensed premises on a daily basis. By doing this the Divisional Licensing Unit is fully aware of all incidents relating to licensed premises. The Divisional Licensing Unit uses this information to assist in crime investigation, identify premises that have shown an increase in crime and disorder and look at ways to resolve the problems. This may include suggesting additional conditions, asking for a change in Designated Premises Supervisor or if the incidents are serious a review of the licence. The Divisional Licensing Unit will also assist the investigating officers with securing evidence, identifying potential witnesses and providing tactical advice and guidance concerning licensable activities.

Below are some tables looking at the types of offences reported to police, and then broken down into offence types and finally the ages of the victims and offenders.

Storm Records relating to Pubs and Clubs

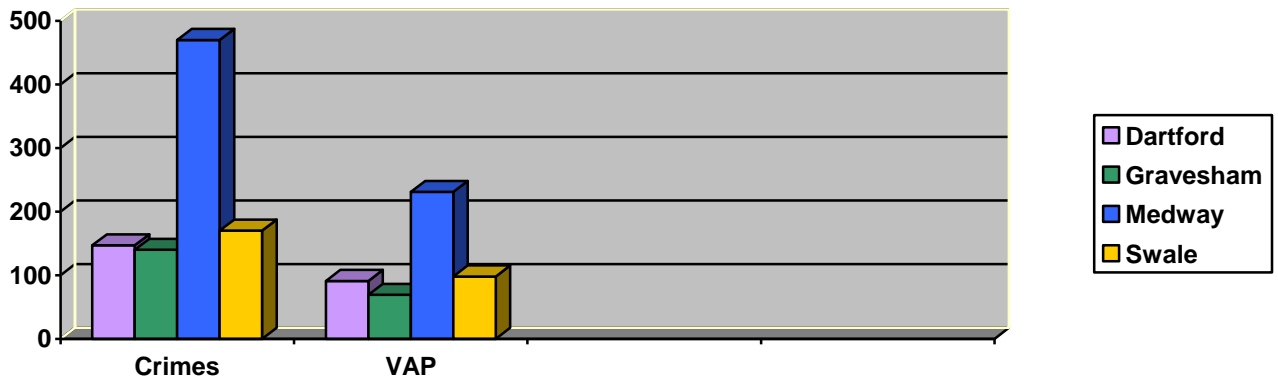


Crimes generated from Pubs and Clubs only

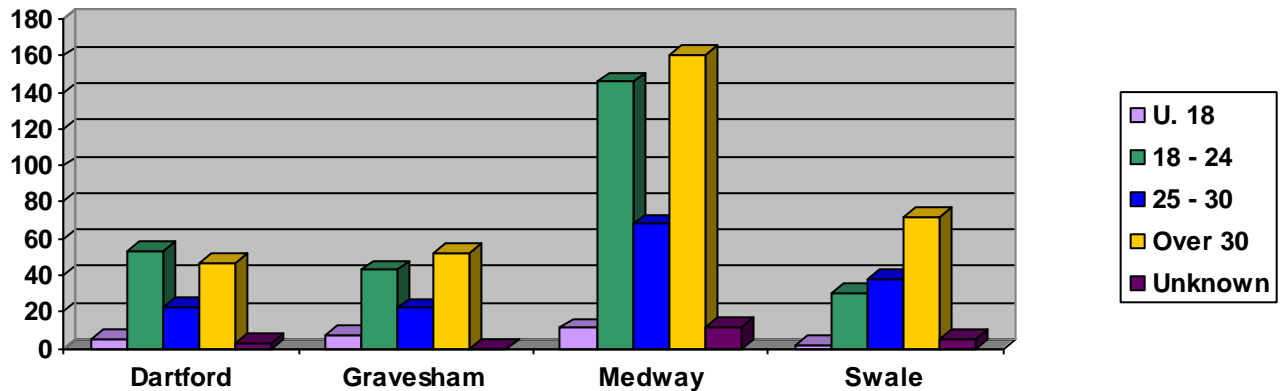
Dartford	Gravesham	Medway	Swale
147	140	470	170

Violence against the person (VAP) in Pubs and clubs only

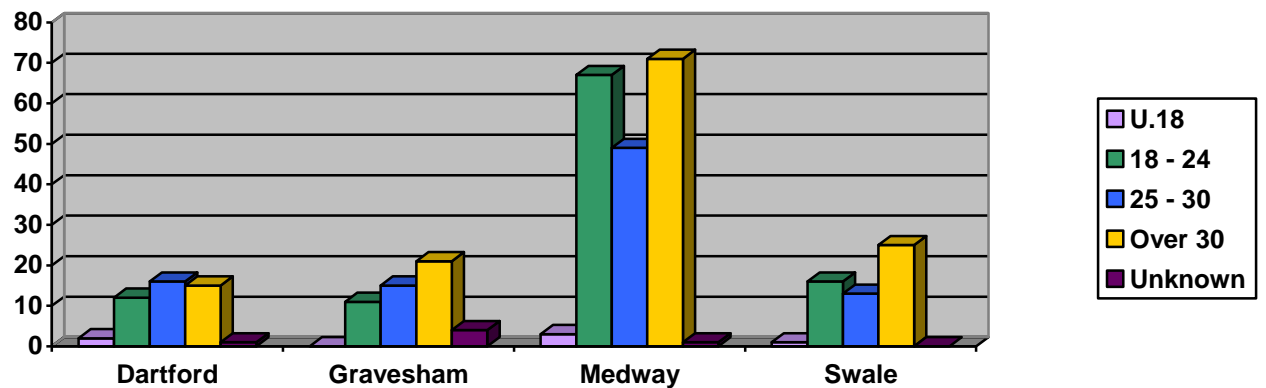
Dartford	Gravesham	Medway	Swale
91 (62%)	69 (49%)	231 (49%)	98 (58%)



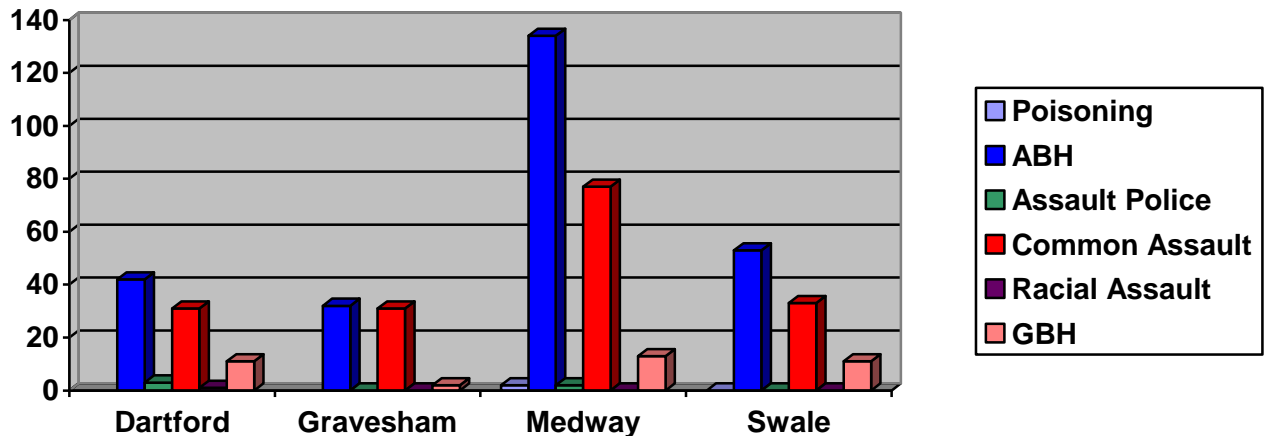
Victim Ages in pubs and clubs only



Offender Ages in pubs and clubs only



Crime types in Pubs and clubs



Partnership Working

We work very closely with all our Partner Agencies across the four council districts and have built up excellent working relationships. Partnership working takes on many guises and does not solely relate to the joint visits conducted or the multi-agency operations that are run. The excellent working relationship with the agencies has ensured relevant information continues to be shared, visits have been completed and the results of those visits shared with Partner Agencies. We update all the Local Authority Licensing Officers on a daily basis of the overnight crimes and incidents of disorder relating to licensed premises and we prioritise our visits based on this information.

The Divisional licensing Unit sit on numerous partnership groups who meet on a regular basis as well as some we are invited to as the need arises. These include:

- Safety Advisory Groups (Dartford, Gravesend, Medway and Swale)
- Licensing and Tobacco Enforcement
- Local LVA
- Gravesham Community Alcohol Partnership
- Medway and Gravesend Safer Socialising
- Historic Rochester Problem Solving Group

Operations

We support joint operations and have run several operations during the year, which includes those organised by the Local Authority and Kent Trading Standards. We are also actively creating our own operations and inviting other agencies to support us in our initiatives.

Operation Unite is a multi-agency operation that looks at all premises within a ward area in Medway. The operation looks at licensing offences, illegal workers, food hygiene, health and safety, fire measures, the use of the site, waste agreements, food labelling, counterfeit

goods, noise levels and intelligence gathering for drugs, street drinkers, under age sales of alcohol and anti-social behaviour.

The Divisional Licensing Unit has supported several joint operations with our colleagues from HMRC looking specifically at Non-duty paid alcohol and counterfeit alcohol. This work has resulted in seizures across the division and in some cases a review of the licence.

Between the 12th October 2015 and 6th November 2015 OP REPEL was instigated which looked specifically at gang members who were believed involved in drug dealing, frequenting Tap n Tin. The operation was run with the cooperation of the management and door staff at Tap n Tin. Kent Police provided a knife arch to the premise to assist with the searching policies at the premise. In addition patrols were deployed in the area with the drug dog to randomly search patrons and members of the student population who were in the area. The operation resulted in arrests for assault and possession of drugs and sent a positive message that this type of offending would not be tolerated particularly within premises in the Night Time Economy.

This also linked in with the work licensing officers and the gangs unit were doing. As a result those main members who were believed part of London drug gangs have been systematically targeted and are barred from licensed premises that are part of the Safer Medway Partnership.

OP Pilot looks at identifying and arresting persons involved in the supply and recreational use of drugs in and around licensed premises, and prevent incidence of violence and disorder through high profile patrolling, targeted licensed premises visits and joint working with licensees. There were 5 OP Pilots run during this financial year across the North Division which resulted in drug seizures and arrests.

Priorities

Violence against the person

The approach must be intelligence led and based on a problem profile to understand the type and nature of the offences. Kent Police will identify and tackle any crime series, identify and target offenders, identify prevention opportunities based on the victim and identify any potential hotspot areas

91% of violence against the person offences are ABH and Common Assault and alcohol is seen as a significant contributory factor with most offences occurring on a Friday and Saturday night between 01:00 and 03:00

Kent Police focus their attention on the vicinity of licensed premises selling alcohol to achieve the greatest impact in the reduction of violence against the person

In respect of victim care we will seek to identify repeat victims whose drunkenness may have been a contributing factor in their victim status and consider referral to support agencies.



The team also provide training to fellow officers in respect of licensing legislation and the powers conferred upon them to deal with offenders who display unacceptable levels of behaviour.

The Divisional Licensing Unit participates in a joint partnership Night Time Economy information sharing forum attended by the Divisional Licensing Unit, Neighbourhood Policing and door supervisors. The briefing identifies those persons who have come to the attention of licensees within the Safer Medway Partnership and who it is felt need to be considered for exclusion from all licensed premises. This enables door supervisors to share information about incidents and offenders and assists in reducing Violence Against the Person and crime and disorder within the town centres.

Reduction in alcohol related harm

The Divisional Licensing Unit is working with Partner Agencies to develop strategies to reduce alcohol related harm. Some of the ideas that we are seeking to take forward are Cumulative Impact Policies, Reducing the Strength project, and Community Alcohol Partnerships.

Our partners in Health will be looking to co-ordinate the Public Health Strategy and policy implementation in relation to alcohol licensing and planning. They will seek to liaise with the Partner Agencies to develop a common understanding of the issues and develop a range of options which the Divisional Licensing Unit will support and promote

Managing the Night Time Economy

The Divisional Licensing Unit supports the Night Time Economy Strategic Framework and promotes the use of police powers to effectively manage the Night Time Economy.

S.35 dispersal notices are used as a tool to combat anti-social behaviour, therefore minimising the risk of Violence against the Person. The use of the local Partnerships ensures all licensed premises are aware of those that have been required to leave the area. Rather than displacing the problem evidence suggests the majority of individuals issued with a S.35 notice go home and no further incidents are reported.

The Divisional Licensing Unit work night shifts during Friday and Saturday to provide support and specialist advice as well as identify non-compliance during this busy time, visits are conducted at premises that have been identified through the daily review of business, and any venues where a Temporary Event Notice is in place and due to the numbers attending, type of event or location of the event needs to be monitored.

We have insisted that any licensed premises who use the Temporary Event Notices procedure continue to abide by the conditions of their licence throughout the Temporary Event Notices timescale. Those Temporary Event Notices given for events on non-licensed premises are also given advice and guidance in relation to the licensing objectives and our expectations for running a safe event.

Whilst we have no specific powers under noise legislation we will always advise licensed premises if it is felt that there is excessive noise and advise the licence holder to reduce noise levels. Active patrolling of licensed premises by the Divisional Licensing Unit during the

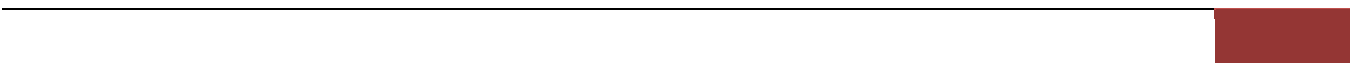
Night Time Economy ensures compliance with the licensing objectives; as well as other important legislation around noise, waste management, planning and health and safety concerns. We then share the information with the respective experts for their consideration.

Conclusion

More and more people are organising large scale charity events and applying for Temporary Event Notices to facilitate weddings, christenings, birthdays and retirement events, each application is reviewed to ensure compliance with the licensing objectives, and on some occasions has resulted in events being cancelled at police request. We monitor social media for events being promoted to ensure illegal music events are not taking place, or that an event described to facilitate a TEN is accurate.

There has been an increase in applications for new premises and each new application brings new people, some of whom are new to licensing, these premises need our support and guidance to ensure they run their premises with due regard to licensing legislation and the area demographics. Many premises are looking to diversify their licences to ensure they are maximising their potential, but are contacting the licensing team to discuss their ideas and how to ensure their compliance with the licensing objectives. We have also seen an increase in time specific licences for events that have previously been conducted under Temporary Event Notices but have grown in popularity and exceed the 499 limit.





APPENDIX B



Licensing Compliance and Enforcement

April 2015 to March 2016

Prepared by Alison Poulson - Licensing & LLC Manager

Structure of the Team

A restructure of the Team took place at the end of the financial year to increase the number of staff at no additional cost to the Council or increase in application fees.

The original structure included 1x Licensing Manager, 2x Senior Licensing & Enforcement Officers, 2x Licensing Officers and 2x Enforcement Officers. This has now been replaced with the deletion of the 2x Senior Licensing & Enforcement Officers being replaced with 1x Principal Licensing & Enforcement Officer, 1x Licensing Assistant and 1x Licensing Apprentice.

Application for licence/consent

The Licensing Team deals with the application process and determination is made in line with the required legislation. This is followed by checks, visits and inspections to ensure that there is compliance with the relevant legislation and conditions relating to the licences, permits and notifications that are granted by the Council.

The areas that the team is responsible for:-

- **Licensing** – People responsible for premises that hold any of the following activities are required to apply for the relevant licences under the Licensing Act 2003 - the sale by retail, of alcohol, the supply of alcohol by or on behalf of a club to a member of the club, the provision of regulated entertainment (plays, films, live music, recorded music, dancing, boxing and wrestling, indoor sporting events), the provision of late night refreshments (hot food or drink between 11pm and 5am). Applications are received for a Premises Licence, Club Premises Certificate or Temporary Event Notice and personal licence.
- **Taxis** – The Council has a responsibility to licence vehicles, drivers and operators that provide a transport service (for up to eight passengers) for hire and reward. The relevant licences are: Hackney Carriage Vehicle, Hackney Carriage Driver, Private Hire Vehicle, Private Hire Driver and Operators.
- **Gambling** - The Gambling Commission is responsible for granting operating and personal licences to commercial gambling operators and people working in the industry. It will also regulate certain lottery managers and promoters.

Medway Council is the licensing authority and issues - premises licences (this includes casinos, bingo halls, adult gaming centres, family entertainment centres, race tracks and betting shops), permits (licensed premises gaming machine permits, club permits, prize gaming permits, notification of two or less machines); lotteries (small society lotteries, incidental non-commercial lotteries, private lotteries and customer lotteries);

- **Sexual Entertainment Venues** - Premises licensed as a Sexual Entertainment Venue include Sex Shops, Sex Cinemas and Sex Entertainment Venues.

- **Charity Collections** - A permit is required by anyone collecting money or selling articles for charitable purposes in a public place and it is an offence to hold a collection without one. There are two types of permits - Door to Door (House to House Collection). A House to House Collection is required for door-to-door collections, as well as collections in public houses (this includes rose-sellers). Charities collecting clothes, bric-a-brac etc. also requires a licence. On the street (Street Collection). A Street Collection is required for collection of money or sale of articles for the benefit of charitable purposes in any street or public place.
- **Street Trading** - Anyone selling or offering for sale any item in a street within Medway needs a street trading consent. A street for these purposes includes any road, footway, beach or other area to which the public has access without payment, including highway service areas. Medway Council has designated two types of street - Prohibited Street, where no street trading is allowed, and Consent Street, where no street trading is allowed without consent.
- **Scrap Metal Dealers** – Site Licences and Collector Licences are required by people/business who wishes to trade in scrap metal.

Compliance and Enforcement Statistics

Licensing Act 2003

Visits are regularly undertaken to licensed premises, either by way of a spot check, responding to a complaint received from a member of the public or as part of a joint operation with other responsible authorities and/or organisations, looking at specific types of premises, e.g. with the immigration team and/or food safety team to take aways and restaurants.

Officers have also been working closely with the finance team in order to have the right information to hand when carrying out checks on payments of the premises licence annual fee. Visits are undertaken to explain to the licence holder that if they fails to pay the annual fee their licence legally can be suspended until such time as the payment has been made.

Taxis

Officers regularly inspect Medway Hackney Carriage and Private Hire Vehicles by visiting ranks, schools, supermarkets and licensed premises during the day and at night. The most common issues we find are damage to the vehicle – failing to notify us of an accident, not displaying door signs, not displaying the plates correctly and dirty vehicles

Officers have built up good partnership working with the other local authorities on our boundaries, especially Tonbridge & Malling and have been carrying out joint inspections in Medway and other areas. Any drivers licensed by Tonbridge and Malling working illegally in Medway (e.g. plying their trade as a hackney, picking up

when hailed on the street) are reported to Tonbridge and Malling who take the necessary actions in line with their policies and procedures. Where we are able to provide full details of where the car has been trading illegally, make, model, plate number, time and place, drivers have been taken before their relevant committee and either the licence suspended or revoked.

Gambling

The most common gambling offences are not having the correct permits for gaming machines, holding illegal lotteries mainly as a result of having rollovers, no controls on games such as bingo, poker and card games. These premises are highly regulated by the Gambling Commission, who are always on hand to provide advice or assist with visits.

Sex Establishments

We only have two sex establishments in Medway a sex shop in Chatham and a sexual entertainment venue (SEV) in Rochester. No complaints have been received in respect of either of these establishments and both licences are renewed (shop) or applied for (SEV) on an annual basis.

Charity Collectors

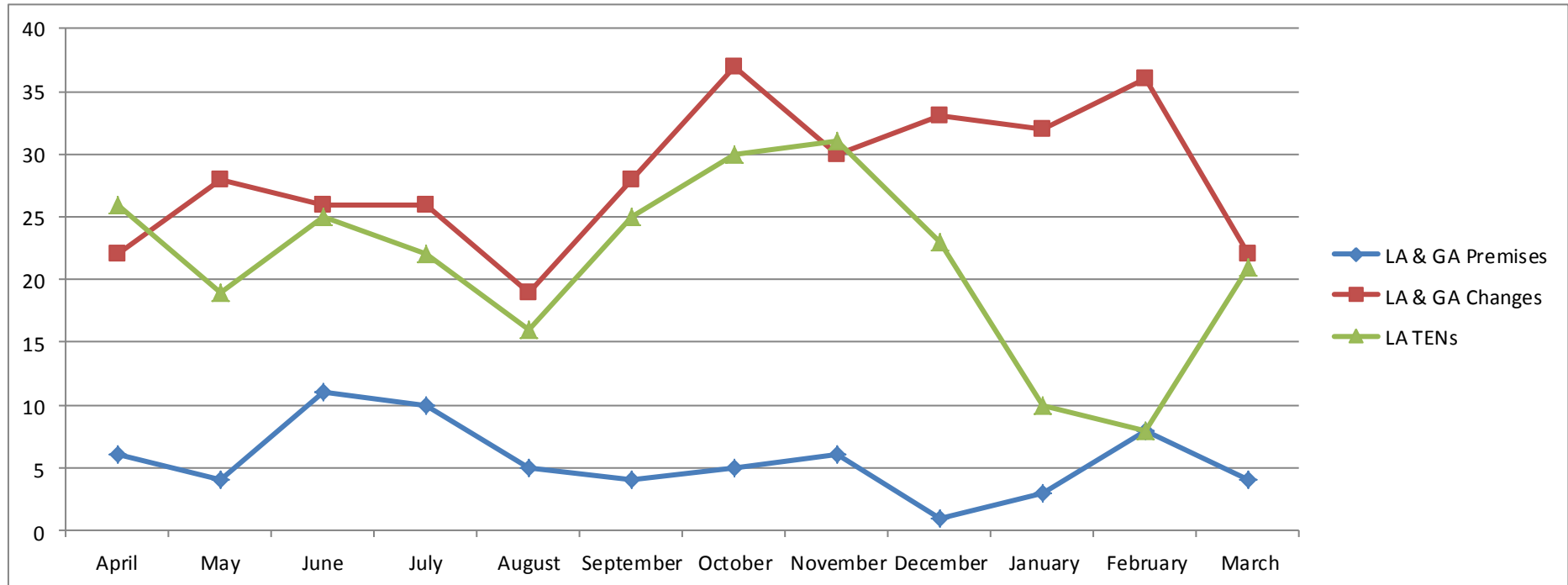
Officers have been informed of instances where fraudsters have used the name, logo and charity registration number of a genuine charity to appeal for donations and keep the profits. We require a letter from the relevant charity confirming the applicant is collecting on their behalf and with their authority before we accept any application.

To ensure that donations reach those most in need, we have compiled some tips to help members of the public determine if they are bogus or not. If a collection is for a registered charity, legally this must be stated on any document advertising the collection on behalf of the charity. Genuine leaflets will usually provide a charity registration number. Most door to door collections will leave their bags at least two days before they collect any donations, allowing time to check the Charity Commission's online register of charities.

Street Trading & Scrap Metal

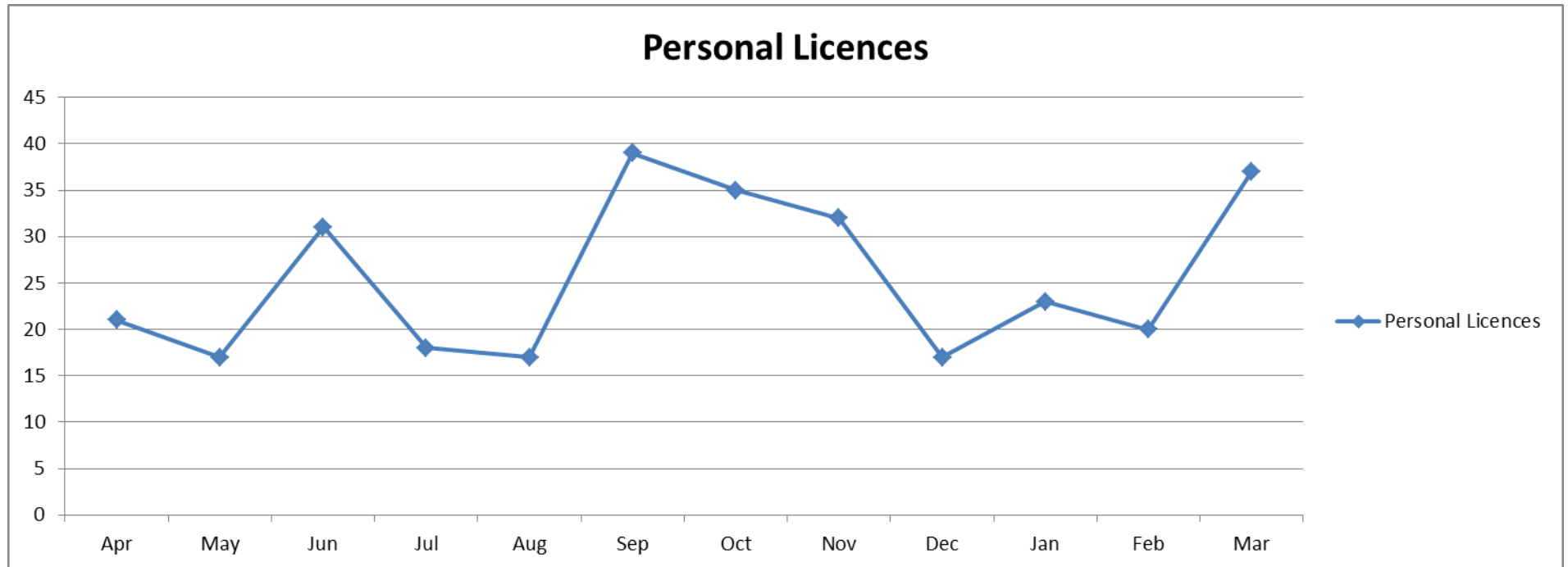
The compliance and enforcement of these areas are now covered by the Environmental Enforcement team on licensing's behalf. This change has been beneficial to our customers as officers are out and about in Medway all day every day and able to carry out spot checks on a regular basis and respond to customer complaints.

Licensing and Gambling Act applications – received in 2015/16 on a monthly basis



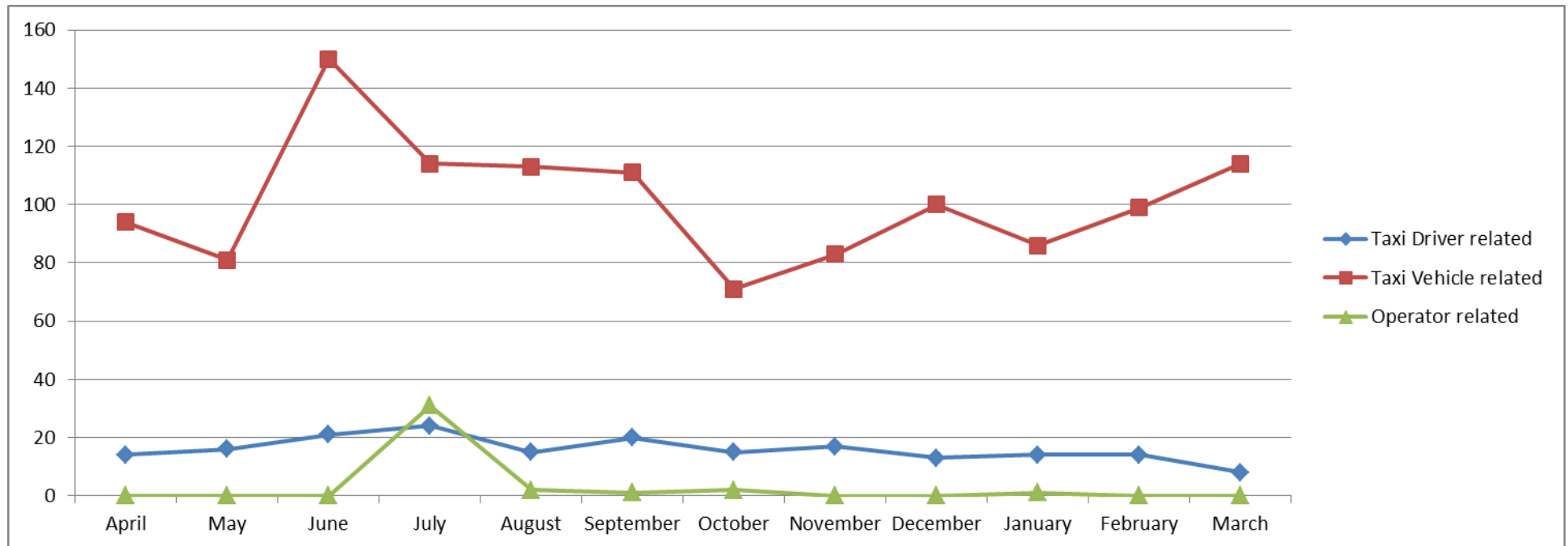
Application types	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
LA & GA Premises	6	4	11	10	5	4	5	6	1	3	8	4	67
LA & GA Changes	22	28	26	26	19	28	37	30	33	32	36	22	339
LA TENS	26	19	25	22	16	25	31	31	23	10	8	21	257
													663

Personal applications – received in 2015/16 on a monthly basis



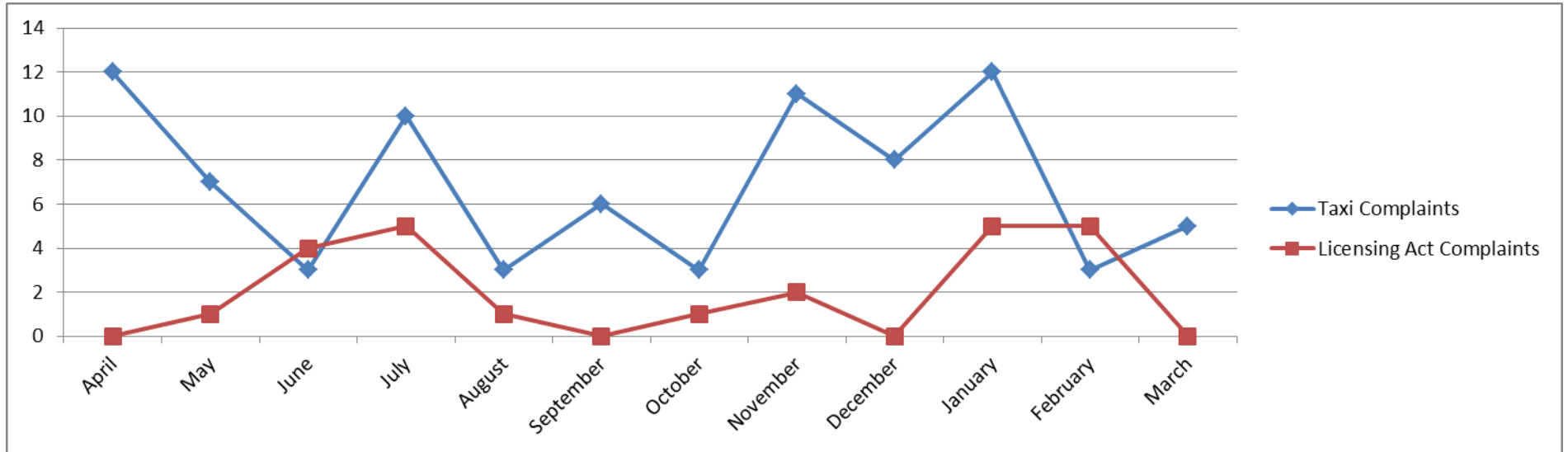
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Personal Licences	21	17	31	18	17	39	35	32	17	23	20	37	307

Taxi – vehicle, driver and operator related applications – received in 2015/16 on a monthly basis



	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
Taxi Driver related	14	16	21	24	15	20	15	17	13	14	14	8	191
Taxi Vehicle related	94	81	150	114	113	111	71	83	100	86	99	114	1216
Operator related	0	0	0	31	2	1	2	0	0	1	0	0	37
													1444

Complaints and service requests received by Licensing – received in 2015/16 on a monthly basis



TAXIS Complaints	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
HCV - Complaint	1	1	1	1	1	1	1	1	0	2	2	0	12
PHV - Complaint	0	0	0	1	0	0	0	0	0	1	0	0	2
HCD conduct - Complaint	5	3	0	3	1	3	1	8	5	5	1	2	37
PHD conduct - Complaint	4	2	1	3	1	2	0	0	1	3	0	2	19
Operator - Complaint	1	1	0	0	0	0	1	2	1	1	0	0	7
Unlicensed Vehicle/Driver - Complaint	0	0	0	2	0	0	0	0	0	0	0	0	2
Unknown Offender - Complaint	1	0	1	0	0	0	0	0	1	0	0	1	4
Total	12	7	3	10	3	6	3	11	8	12	3	5	83

LICENSING Complaints	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Total
PREMISES LICENCE - Complaint	0	1	2	5	1	0	1	2	0	3	5	0	20
PREMISES CERTIFICATE - Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TENs - Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
UNLICENSED PREMISES - Complaint	0	0	2	0	0	0	0	0	0	2	0	0	4
PERSONAL LICENCE - Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	4	5	1	0	1	2	0	5	5	0	24

Conclusion

Every year is extremely challenging for the licensing team as a whole. The volume of applications is continually increasing for the licensing services team for licensed premises for both new and varied. There has also been an increase in Temporary Event Notices (TENs) and driver applications are every increasing for the knowledge test held twice a year.

The variety of compliance and enforcement action continues to keep the licensing enforcement team extremely busy. The team have had some positive results over the last year and strive to improve and adapt to the constant changes and new licence holders in Medway.

With the new structure now in place, the next step is to look at new ways of working within the team that will enable an improved service to our customers, but at no additional cost.