

Service being assessed	Licensing
Who will be involved in completing this assessment?	Linda Mockford, Service Manager Licensing & Elections
Date of Review	19 July 2011
Date of Next Review	19 July 2012
What is the purpose of the service?	<p>The Service is responsible for administering and enforcing the following licensing regimes on behalf of Great Yarmouth Borough Council ‘the Licensing Authority’:</p> <ul style="list-style-type: none"> <li>• Licensing Act 2003</li> <li>• Gambling Act 2005</li> <li>• Taxi and private hire vehicle and driver licences</li> <li>• Sex establishments</li> </ul> <p>Under the Licensing Act 2003, the Licensing Authority is responsible for granting personal licences, premises licences, club premises certificates and temporary event notices in the Borough. Premises licences, club premises certificates and temporary event notices authorises licensable activities such as the sale and/or supply of alcohol, the provision of regulated entertainment and/or late night refreshment.</p> <p>The legislation focuses on the promotion of four statutory objectives which must be addressed when licensing functions are undertaken. The four objectives are:</p>

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm

The Gambling Act 2005 created a new system of licensing and regulation for commercial gambling in this country. The Act established the Gambling Commission and gave new responsibilities to local authorities for licensing premises for gambling. The Licensing Authority's main functions are:

- To issue premises licences for casinos, betting offices and race tracks, bingo clubs, adult gaming centres and family entertainment centres
- To grant permits for gaming machines in members' clubs and licensed premises, prize gaming and unlicensed family entertainment centres
- To authorise the temporary use of premises for gambling
- To register small society lotteries

The Act contains three licensing objectives which underpin the functions that the Commission and licensing perform. These objectives are central to the Act. They are:

- Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime
- Ensuring that gambling is conducted in a fair and open way
- Protecting children and other vulnerable persons from being harmed or exploited by gambling

The taxi/private hire vehicle and driver regime ensures that all vehicles and drivers are licensed in such a way to protect the users of the service and the general public.

<p>Is this assessment being undertaken because of changes to the service? If so what are they?</p>	<p>Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy.</p>
<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> <li>1. Eliminate discrimination</li> <li>2. Advance equality of opportunity</li> <li>3. Foster good relations between different parts of the community</li> </ol> <p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy &amp; Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>The team is driven by the legal requirements set out in the Licensing and Gambling Acts (outlined above). Great Yarmouth policies have been set up under the requirements of the Acts and these were sent out for consultation with statutory bodies such as the police and with current licensees for comment. The policies are reviewed every 3 years in line with legal requirements.</p> <p>Taxi vehicle licensing: the policy for the number of "plates" / licences available was reviewed in 2005 and it was decided that the restriction on the number of licences issued was lifted to improve the amount of accessible vehicles available within the fleet in the Borough. Consultation was carried out with people with disabilities plus older people to ensure that the proposed vehicles would actually be suitable for their needs. The location of taxi ranks is regularly reviewed with Norfolk County Council who is responsible for the highways in the Borough.</p> <p>Taxi drivers: there is a requirement for all applicants to provide an up-to-date Criminal Records Bureau check when applying for a licence. This is not available for non-UK citizens for the time they lived outside of the UK. The team introduced "good conduct certificates" to enable all applicants to apply before the system was adopted as national good practice. The team have a duty to ensure that the drivers are fit and proper people, the vehicles are safe and insured and that they are operating within the law.</p> <p>Some fees and charges are determined by national statute and some can be set locally. Comparisons with other authorities are normally carried out before setting licence fees. Translations, interpreters and any other services are accessed whenever requested in order to explain the service / help a licence holder when required.</p>

	<p>Enforcement: how to enforce licences is at the discretion of the authority. The team undertake regular scheduled visits to each licensed premise and undertake inspection of vehicles. Where possible, joint agency visits will be made with the Police, Environmental Health and other authorities. However, complaints from the public are responded to quickly and a new process is being implemented to follow up on the initial resolution to complaints. It is hoped that by implementing a longer and more frequent monitoring regime of a complained about premise, it will help to embed any new practices and prevent any reoccurrence of the original problem.</p> <p>All policies, procedures, how to apply for any licence and who to contact are published on the website. The team also go out to see people on the reception points to resolve enquiries at first point of contact.</p>
<p>How will you know that service is working as it should?</p>	<ul style="list-style-type: none"> <li>• Compliance with legislation</li> <li>• Number of complaints / comments / compliments</li> <li>• Feedback from licensees</li> <li>• Results of inspections and monitoring</li> </ul>
<p>What data have you used to help you make this assessment?</p>	<ul style="list-style-type: none"> <li>• The Licensing Act 2003</li> <li>• The Gambling Act 2005</li> <li>• The Council's Gambling and Licensing policies</li> <li>• Figures / statistics from neighbouring authorities</li> <li>• Local Authority Regulatory Services database / forum</li> </ul>
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>Review of service is ongoing and data is collected if or when an issue or an opportunity for improvement is identified.</p>

<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<ul style="list-style-type: none"> <li>• Through consultation on the proposed policies under the two acts governing Licensing and Gambling and the vehicle policy on taxis.</li> <li>• Through training sessions on legislation changes to help licensees understand what the changes in the law mean for them.</li> <li>• Through meetings with licensees and dealing with complaints and comments from customers.</li> </ul>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p><b>Who benefits?</b></p> <ul style="list-style-type: none"> <li>• Anyone who uses the licensed premise or vehicle</li> <li>• The public who have a right to request a review if a licensed premise is causing a nuisance</li> <li>• Licence holders</li> <li>• The Council from the diverse premises that are licensed</li> </ul> <p><b>Who should be expected to benefit but don't – Why not?</b> N/A</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> <li>• No major changes</li> <li>• Adjust the policy</li> <li>• <b>Continue the policy</b></li> <li>• Stop and remove the policy</li> </ul> <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>

What now needs to be done and by who?	A review of the Landau licences and the size of the rank available may be undertaken within the next 6 to 10 months due to requests for new licences from the Landau drivers.
Signed off by	Linda Mockford, Service Manager Licensing & Elections