

WHAT'S NEW IN LICENSING?

TODAY'S SPECIALS

Adults buying alcohol for kids outside



Selling alcohol to customers already drunk



Overcrowded premises



Anti-social behaviour in or around the premises



Noise breaking out



Children exposed to adult entertainment



Ignoring smoke free laws



Drug dealing / use on the premises



Rubbish / broken bottles outside the premises

New single point of contact for licensing issues

Exclusive to community staff

Public Protection Team, Manchester City Council

Email: EnvH.Licensing@manchester.gov.uk • **Fax:** 0161 274 7245



This guide aims to support community staff to share concerns, complaints or doubts about 'licensed premises' or 'temporary events'. You may be a community safety officer, health or social worker, or youth worker, seeing or hearing about 'licensing issues' (without realising) in your day-to-day work. With over 2500 licensed premises across the city, you can play a vital role in helping us to do something early before the problem goes from bad to worse.

What is a 'licensing issue'?

A licensing issue can be a complaint, a concern or a doubt about the legal or safe operation of a licensed premise or a temporary event. Something becomes an 'issue' when it threatens one of the four licensing objectives of the Licensing Act 2003:

- Prevention of crime and disorder
- Prevention of public nuisance
- Public safety
- Protection of children from harm

What is a 'licensed premise'?

A 'licensed premise' means any premises licensed by the City Council under the Licensing Act 2003. This might be a pub, bar, club, off-licence, supermarket or late-night take-away.

What is a 'temporary event'?

A 'temporary event' can be held in an unlicensed premise (e.g. a one-off event/party at a community hall/centre) or can be held in an existing licensed premise to extend normal hours or activities on special occasions (e.g. new year).

What activities need licensing?

Activities which need a premises licence or temporary event notice are:

- Selling alcohol by retail
- Supplying alcohol by or on behalf of a club to a member of a club
- Providing regulated entertainment
- Providing late night refreshment (hot food or hot drinks between 11pm - 5am)
- Providing regulated entertainment (e.g. live or recorded music, performances of dance)

The Licensing Act 2003 provides a clear focus on the promotion of 4 main objectives when licensable activities are undertaken:

- Prevention of crime and disorder
- Prevention of public nuisance
- Public safety
- Protection of children from harm

It is important to ensure the necessary protection of local residents. They can be affected by disturbance and anti-social behaviour associated with some of the people visiting licensed premises. Here are some examples of relevant issues:



Children / young people (under 18s) getting alcohol from adults buying it on their behalf

Selling alcohol or late-night hot food/drinks without a licence

Drug use tolerated in the toilets or in designated smoking areas

Concerns about sexual violence (including alcohol / drug facilitated sexual assault)

Concerns about drug dealing on the premises (including staff dealing drugs)

Doubts about a pub, bar or club being overcrowded / overcapacity

Customers vomiting or urinating on leaving the premises

Concerns that fire doors are obstructed

Concerns about violent crime (including knife crime)

Thefts regularly reported

Concerns about the number of accidents / injuries / paramedic attendance

Door staff employed who are not SIA registered

SOME EXTRA THINGS TO THINK ABOUT

How do I identify licensing issues where I work?	If I report a licensing issue, what can be done about it?	How does my role fit into the reporting of licensing issues?
<p>Check through the definition of a 'licensing issue' and the examples given</p> <p>If you work in a wider team, find out if other members of the team need a refresher in licensing issues so they can pass on relevant information</p> <p>For more training or to order more copies of this guide, contact Liz Burns (Manchester Public Health Development Service) 0161 882 2300 elizabeth.burns@manchester.nhs.uk</p>	<p>Enforcement officers have a wide remit of powers available to address problems at licensed premises. These include powers which could ultimately lead to the premises losing its licence in extreme circumstances, as well as being able to prosecute staff or customers in relation to certain offences.</p> <p>Enforcement Officers will consider the problems raised and ultimately decide how best to address the issue, which could include:</p> <ul style="list-style-type: none"> • building up a picture of complaints or incidents • offering additional support through the local pub watch or off-licence forum • carrying out a routine visit • conducting covert surveillance • issuing Fixed Penalty Notices where there have been illegal alcohol sales • suspending operation • requesting a review of the licence 	<p>The single point of contact aims to make it easier for you to report licensing issues</p> <p>You become a point of contact for reporting licensing issues. This can ensure that all issues are reported, even those that are currently not reported because local residents are concerned about being identified</p> <p>Some people worry that their actions will result in a local business closing down but many proactive steps can be offered first before enforcement powers have to be used</p> <p>You don't need to become an expert in licensing issues to use the single point of contact – if in doubt, report it</p>

Who are the enforcement officers?

Enforcement officers for licensing issues act on behalf of the responsible authorities: Greater Manchester Police, Trading Standards, Environmental Health, Greater Manchester Fire and Rescue Service and Manchester Safeguarding Children Board. They each have a responsibility for different types of complaint or concern.

What kind of information do they need?

A referral form has been designed to help staff fax or email information to a single point of contact to Manchester City Council via the Public Protection Team. A brief description is needed outlining the concern, complaint or doubt about the licensed premise.

What happens next?

The Public Protection Team will then share the information with the most appropriate responsible authority.

A proactive approach is preferred to stop problems getting worse as soon as possible.

Enforcement officers can request a review of the premises licence at any time if conditions of their licence are persistently broken.

A licensing review is heard by the licensing committee (Manchester City Council) and new conditions can be imposed such as changing the manager, attending pub watch or off-licence forum meetings, reducing the hours, switching off music at a certain time or if things are really bad, a licence can also be suspended or revoked (withdrawn).

How do we reward good practice and well-run licensed premises?

The Best Bar None Awards scheme identifies and rewards licensed premises who go above and beyond their legal obligation. There's an annual application process and a high profile award ceremony.

Premises must satisfy all 'Essential' criteria to become "accredited". Applicants compete to win categories such as 'Best Pub', 'Best Bar', 'Best Club' and 'Overall Winner' each year.

To help customers choose a Best Bar None venue, door plaques are awarded for public display. Last year, 48 premises in Manchester were accredited and awarded a Best Bar None plaque.



HOW IT WORKS

You see or hear something about a...

pub
club
bar
restaurant
off-licence
corner shop
supermarket
late-night take-away



It's been witnessed by...

you personally
a local resident
a relative or carer
a local councillor
a health worker
a social worker
a youth worker



You share it with...

Public Protection Team
Manchester City Council
Email: EnvH.Licensing@manchester.gov.uk
Fax: 0161 274 7245



Public Protection Team will...

Speak to enforcement partners
Organise a routine visit
Undertake surveillance
Keep a record of it
Call for a review if necessary
Let you know what happened next

COMMUNITY STAFF REPORTING FORM

Form can be photocopied for repeat use

Please return to **Public Protection Team, Manchester City Council:**
Email EnvH.Licensing@manchester.gov.uk • Fax 0161 274 7245

You will receive feedback on the outcome. Thank you for sharing this information with us.

What has been observed / witnessed?

Please give a brief description

If reporting a specific incident, please state date and time:

If repeated occurrence, what times of the day / what days are problems occurring?:

What is the location of the complaint (including name of the venue / shop / take-away)?:

The problem has been observed / witnessed by:

- CSC Community Guardian PCSO Street Warden
 Health/Social Care/Youth Worker Local resident(s) Councillor
 Other (please specify): _____

Your Details:

Your Name: _____ Organisation: _____

E-mail address: _____ Contact telephone number: _____

Would you be happy to provide a witness statement if necessary at a later stage*?

YES NO

*Please note this is not compulsory. If you are reporting on someone else's behalf, they will not be contacted

OFFICE USE ONLY

Day received: _____ Allocated to: _____