

# Licensing and Appeals Committee



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30 August 2017

A meeting of the **Licensing and Appeals Committee** of North Norfolk District Council will be held in the **Council Chamber, Council Offices, Holt Road, Cromer** on **Monday 11 September 2017** at **10.00 a.m.**

At the discretion of the Chairman, a short break will be taken after the meeting has been running for approximately one and a half hours.

Members of the public who wish to ask a question or speak on an agenda item are requested to arrive at least 15 minutes before the start of the meeting. It will not always be possible to accommodate requests after that time. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516010, Email: [democraticservices@north-norfolk.gov.uk](mailto:democraticservices@north-norfolk.gov.uk)

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so must inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

**Emma Denny**  
**Democratic Services Manager**

To: Mr P Butikofer, Mrs A Claussen-Reynolds, Mr N Coppack, Mrs H Cox, Mrs P Grove-Jones, Mr S Hester, Mrs M Millership, Mr P Moore, Mr N Pearce, Mr R Reynolds, Mr P Rice, Mr S Shaw, Mr R Shepherd, Mr B Smith, Mrs V Uprichard

All other Members of the Council for information.

Members of the Management Team, appropriate Officers, Press and Public.



**If you have any special requirements in order to attend this meeting,  
please let us know in advance**

If you would like any document in large print, audio, Braille, alternative format  
or in a different language please contact us

**Heads of Paid Service:** Nick Baker & Steve Blatch  
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## A G E N D A

**1. TO RECEIVE APOLOGIES FOR ABSENCE**

**2. PUBLIC QUESTIONS**

**3. MINUTES**

(attached – page 4)

To approve as a correct record, the minutes of the meeting of the Licensing and Appeals Committee held on 15 May 2017 and also the minutes of a meeting of the Licensing Sub-Committee held on 15 May 2017 and 12 June 2017.

**4. ITEMS OF URGENT BUSINESS**

To determine any other items of business which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B(4)(b) of the Local Government Act 1972.

**5. DECLARATIONS OF INTEREST**

Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Code of Conduct for Members requires that declarations include the nature of the interest and whether it is a disclosable pecuniary interest.

**6. REPORT OF PUBLIC PROTECTION WORKLOAD**

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Summary: To present information to the Committee regarding licences issued and workloads of the Public Protection Team for the 2017 to date (calendar year)

Conclusions: N/A

Recommendations: N/A

Cabinet Member(s) Councillor Richard Price – Portfolio Holder Councillor Hilary Cox - Chair of the Licensing Committee	Ward(s) affected - All
Contact Officer, telephone number and email: Gemma Faircloth 01263 516139 <a href="mailto:gemma.faircloth@north-norfolk.gov.uk">gemma.faircloth@north-norfolk.gov.uk</a>	

**7. UPDATE ON GENERAL LICENSING ISSUES**

To give an oral update on licensing issues.

**8. UPDATE ON TASK & FINISH GROUPS**

To give an oral update on task and finish groups.

**9. EXCLUSION OF PRESS AND PUBLIC**

To pass the following resolution, if necessary:

“That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph \_ of Part I of Schedule 12A (as amended) to the Act.”

**10. TO CONSIDER ANY EXEMPT MATTERS ARISING FROM CONSIDERATION OF THE PUBLIC BUSINESS OF THE AGENDA**

## **LICENSING AND APPEALS COMMITTEE**

**Minutes of a meeting of the Licensing and Appeals Committee held at 10.00 am on 15 May 2017 in the Council Chamber, Council Offices, Holt Road, Cromer.**

### **Members Present:**

Dr P Butikofer	Mr R Shepherd
Mrs P Grove-Jones	Mr B Smith
Mr P Moore	Mrs V Uprichard
Mr S Shaw (Vice-Chairman, Chairing)	

Mr J Rest (observing)

### **Officers in attendance:**

Public Protection Manager, Legal Advisor and Committee Officer  
(Regulatory)

### **24 APOLOGIES FOR ABSENCE**

Mrs A Claussen-Reynolds and Mr P Rice sent apologies. In the absence of the Chairman (Mrs H Cox), the Vice-Chairman chaired the meeting.

### **25 PUBLIC QUESTIONS**

None received.

### **26 MINUTES**

The minutes of the meeting of the Licensing and Appeals Committee held on 23 January 2017 were approved as a correct record and signed by the Chairman.

### **27 ITEMS OF URGENT BUSINESS**

None.

### **28 DECLARATIONS OF INTEREST**

None.

### **29 REPORT OF PUBLIC PROTECTION WORKLOAD**

The Public Protection Manager presented a report relating to the workload of the Public Protection Team. The report gave information on the current licences issued by the team and total numbers held, licences processed each year, visits undertaken and the number of service requests and complaints investigated, including totals for the 2016 calendar year.

The Committee noted the report.

## **30 UPDATE ON GENERAL LICENSING ISSUES**

### Taxi Licensing

The Public Protection Manager reported the outcome of a prosecution in Norwich Magistrates' Court. A driver, whose taxi driving licence had been suspended by the Council, had been fined £120 and 6 penalty points for using a vehicle as a private hire vehicle without a licence and a further £120 and 6 penalty points for driving it without third party insurance, and disqualified from driving for 12 months under the 'totting up' procedure.

The operator of the firm concerned had been fined £125 for operating an unlicensed vehicle, £125 for failing to keep records and £240 and 12 penalty points for causing a vehicle to be used with no insurance on two occasions. She had also been disqualified from driving under the 'totting up' procedure.

Councillor P Moore considered that the penalties had been lenient. The Public Protection Manager explained that the defendants had pleaded guilty to the charges.

Councillor Mrs V Uprichard stated that she had used the taxi firm concerned in the past. She considered that the case had highlighted the weight of the Council's responsibility to protect the public.

### Staffing

The Public Protection Manager reported that the Licensing Team was now fully staffed following a staff member's return from maternity leave.

### Caravan Site Licensing

The project was almost complete and files were continuing to be loaded onto the database.

### Business Process Review

BPR would have an impact on the team. Some members of staff were already involved in workshops to see if efficiencies could be made using the technology.

An update to the database had been released which affected how licences were processed. There had been some issues but these were being resolved.

## **31 UPDATE ON TASK AND FINISH GROUPS**

### Taxi Policy & Handbook

There had been a slight delay in finalising the documents due to the absence of the Public Protection Manager.

There were currently two vacancies on the Group. Dr P Butikofer and Mr P Moore volunteered to fill the vacancies.

The meeting closed at 10.19 am.

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Chairman

## LICENSING AND APPEALS SUB-COMMITTEE

Minutes of a meeting of the Licensing Sub-Committee held on 15 May 2017 in the Council Chamber, Council Offices, Holt Road, Cromer at 11.00 am.

**Sub-Committee** Mr R Shepherd (Chairman)  
Mr N Pearce  
Mrs V Uprichard

**Officers in Attendance:** Public Protection Manager, Legal Advisor and Committee Officer (Regulatory).

**Observers:** Councillors Miss B Palmer (local Member) and J Rest

### 1 APOLOGIES

None

### 2 ITEMS OF URGENT BUSINESS

None.

### 3 DECLARATIONS OF INTEREST

None.

### 4 APPLICATION FOR A NEW PREMISES LICENCE - WALLED GARDEN, RAYNHAM HALL, SWAFFHAM ROAD, EAST RAYNHAM, NORFOLK, NR21 7EL

#### Present:

Tony Grover (on behalf of applicant)

Jack Bedingfield Dennis (local resident)

The Chairman introduced the Members of the Sub-Committee and Officers.

The Legal Advisor outlined the purpose of the hearing and explained the procedure for the meeting. At her request, Mr Grover and Mr Bedingfield Dennis confirmed their identity. Mr Bedingfield Dennis stated that he did not object to the application but was seeking assurances on matters of concern.

The Public Protection Manager presented the report, which related to an application for a new premises licence in respect of the Walled Garden at Raynham Hall. She circulated copies of photographs which had been submitted by Mr Grover.

No objections had been received from the responsible authorities. Correspondence had been received from three local residents raising noise concerns. The Public Protection Manager explained that noise issues would be covered by the Event Management Plan (EMP).

The Public Protection Manager referred to the mandatory conditions and additional conditions which were consistent with the operating schedule. In response to a request by Mr Grover, additional condition (b) had been amended to read "As in (a) above any EMP will provide details regarding appropriate security measures and deal with matters concerning the prevention of crime and disorder. The EMP will provide details regarding the proposed use of stewards and any qualified Security Industry Authority personnel in

accordance with the type and scale of the event being planned. It will also include the requirement for the reporting and recording incidents at any event.”

The Public Protection Manager referred to the Council’s policy and Government guidance. She informed the Sub-Committee that although paragraph 9.1 of the report incorrectly referred to guidance issued under section 182 of the Licensing Act 2003 in March 2015, the following paragraphs had been extracted from the current guidance issued in April 2017. She outlined the Sub-Committee’s options for determining this application.

The Chairman invited Mr Grover to put his case.

Mr Grover stated that he was representing the applicant, Mr Thomas Raynham, who was currently out of the country and had sent his apologies.

Mr Grover explained the location of the venue and the locations of the photographs which had been circulated. He stated that the walled garden was currently a grassed area and Mr Raynham wanted to improve it and bring it back into use. Mr Raynham considered that this was an exciting opportunity to bring a wide range of events to the area.

Mr Grover explained that the times requested in the application were to provide flexibility. There would be safeguards around how many times the venue could be used, particularly for late night events. Mr Raynham would ensure that all entertainments were run within the licensing rules and seek guidance from the relevant bodies. An EMP would be required for every event, professional and accredited companies would be used and Mr Raynham was prepared to attend meetings of the Safety Advisory Group where necessary and incorporate safety advice into the EMP.

Mr Grover circulated copies of a document containing Heads of Terms for EMPs. This would be given to organisations which wished to use the walled garden to enable them to prepare their own EMP. The document provided the basics that the plans must address but specific detail would be included for the individual events. He confirmed that the document matched the guidelines on the Council’s website.

Mr Grover addressed the issues raised in the local representations. He explained that a private festival event had been held under a Temporary Event Notice which had resulted in a number of concerns. Mr Raynham had organised a public consultation programme prior to the event and had worked with near neighbours to try to address concerns. The Police had called at the event only to warn Mr Raynham that an illegal rave nearby was being shut down and that people attending the rave might try to gain entry to the festival. The concerns raised regarding traffic was likely to have been associated with the rave rather than the festival.

Mr Grover stated that Mr Raynham was conscious that he had to co-exist with his neighbours. A minimum of four weeks’ notice would be given to the Police and the Licensing Authority and public notice given in a publication which was distributed to every home in the local area. Public events would also be advertised by roadside signs and in the press. He referred to events which were held at Holkham Hall, Blickling Hall etc and stated that Mr Raynham wanted to be able to promote events on a par with those venues. Mr Raynham considered that he could address fears through proper organisation and control measures. Mr Raynham had recently passed his personal licence course and would shortly be applying for a personal licence.

The Chairman invited Mr Bedingfield Dennis to question Mr Grover.

Mr Bedingfield Dennis had no questions but commented that since making his representation, Mr Raynham had visited him and shown him the heads of terms which were very reassuring. He explained where he lived in relation to the walled garden. He expressed concerns regarding the noise and stated that otherwise he was supportive of the proposal and Mr Raynham's plans for the estate. He acknowledged that there would be restrictions on music after midnight but was unsure as to how tight the restrictions would be.

At the request of the Legal Advisor in response to Mr Bedingfield Dennis's comments, Mr Grover explained that there would be a requirement to seek advice from a noise consultant with regard to events involving music. NNDC would be given the opportunity to attend the first event to provide an opinion on noise level settings etc. Local residents would be provided with a contact number for the event organiser. Mr Raynham would be prepared to limit the number of events between March and October which went on beyond midnight to a maximum of six.

In response to questions from Councillor N Pearce regarding the use of noise limiting equipment to cut the music if it reached a certain level, Mr Grover stated that he was happy to take this issue back to Mr Raynham. He would prefer it not to be a requirement but would accept it if necessary. Mr Bedingfield Dennis stated that it would be reassuring.

Councillor Mrs V Uprichard asked how traffic leaving the venue would be controlled as it could be quite noisy.

Mr Grover stated that events would be stewarded and people would be requested to keep noise levels down and drive off the site in an orderly manner. There was good visibility at the exit which would help in getting people out of the site. Notices could also be erected asking people to respect the local residents.

The Legal Advisor asked Mr Bedingfield Dennis to comment on the proposal to limit events after midnight to six.

Mr Bedingfield Dennis stated that he would like six to be a maximum number. He would have preferred a maximum of four events but he was not a killjoy. He referred to the festival event and considered that he was probably at fault for not realising it would be a music festival. He considered that adequate notice would allow residents to get away if they wished to do so. A party had been held in the walled garden which did not cause any problems with noise and traffic. He confirmed that music was the problem.

The Legal Advisor referred to the open nature of the walled garden and the fact that noise travelled in a rural area. She asked Mr Grover how the applicant intended to address this.

Mr Grover agreed that noise travelled in a rural area. Much depended on the cloud base, wind direction and position of speakers. The applicant would try to limit the effect of noise on neighbours through EMPs and reduction of noise levels after midnight. He confirmed that a contact number would be included in the EMP.

Councillor N Pearce sought clarification as to the position of the entrance to the car parking area. He expressed concerns as to the proposals for getting cars off the site in the event of heavy rain during an event.

Mr Grover explained the location of the entrance. He assured the Sub-Committee that wet weather contingencies would be included in the EMP.



There being no further questions or closing statements, the Legal Advisor advised the Sub-Committee that it had to consider this application with a view to the four licensing objectives, particularly those relevant to the responses which had been received. She advised the Sub-Committee to give weight to the fact that no responsible body had objected; however it also needed to consider those who had made representations and Mr Grover's comments as to how the applicants would approach the issues raised in the representations. She outlined the Sub-Committee's options for determining this application.

The Sub-Committee retired at 12.02 pm and returned at 12.53 pm.

## **RESOLVED**

**That the licence be granted subject to:**

- 1. The mandatory conditions applicable under the Licensing Act 2003.**
- 2. The conditions consistent with the operating schedule as detailed in the report and as amended by the Public Protection Manager.**
- 3. The following additional conditions which were considered by the Sub-Committee to be appropriate and proportionate to promote the licensing objective of the prevention of public nuisance:**

### **Condition 1**

**Prominent clear notices shall be displayed at all exits, and in the car park, requesting customers to respect the needs of local residents and leave the premises and the area quietly.**

Reason: To address the noise of persons leaving the premises.

### **Condition 2**

**Any event extending beyond midnight is only permitted between March and October inclusive. The number of days permitted to extend beyond midnight within this period is limited to 6 days a year.**

Reason: To limit the disturbance from noise to members of the public during sensitive times when they are sleeping.

## **5. APPLICATION FOR A NEW PREMISES LICENCE - SHERINGHAM & CROMER LIONS CLUB ON THE CARNIVAL FIELD, RUNTON ROAD, CROMER, NORFOLK**

This application had been withdrawn.

The meeting closed at 12.59 pm.

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Chairman

## LICENSING AND APPEALS SUB-COMMITTEE

Minutes of a meeting of the Licensing Sub-Committee held on 12 June 2017 in the Council Chamber, Council Offices, Holt Road, Cromer at 10.00 am.

**Sub-Committee** Mrs H Cox (Chairman)  
Mrs V Uprichard  
Dr P Butikofer

**Officers in Attendance:** Licensing Enforcement Officer, Legal Advisor and Committee Officer (Regulatory)

### 1 APOLOGIES

None.

### 2 ITEMS OF URGENT BUSINESS

None.

### 3 DECLARATIONS OF INTEREST

None.

### 4 EXCLUSION OF PRESS AND PUBLIC

#### RESOLVED

**That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12A (as amended) to the Act.**

### 5 Application for a Licence to Drive Hackney Carriage or Private Hire Vehicles in North Norfolk (WK/170009559)

Present: Applicant

The Chairman introduced Members of the Sub-Committee and Officers.

The Legal Advisor outlined the purpose of the hearing and explained the procedure for the meeting.

The Licensing Enforcement Officer presented the report. The applicant had applied for a licence to drive hackney carriage or private hire vehicles in North Norfolk. There were issues on his DBS report which required further consideration. A second reference had now been received. This was circulated to the Sub-Committee.

The Chairman requested clarification as to why the referee's address was different from that on the application form, and also why the address given for the applicant on the eye examination report was different from the remaining documentation.

The Licensing Enforcement Officer explained that no response had been received from the original named referee and therefore a further referee had

been sought. The applicant also explained that the address on the optician's report was his previous address which had not been updated.

The applicant put his case. He stated that he had applied to a taxi driving licence so he could help one of his children through university. He explained that his offending had resulted from difficulty in adjusting to civilian life after leaving the Army. He had started drinking too much, made some poor decisions and it had taken him some time to realise that there were underlying issues which led to him repeating those mistakes. He had sought help with those issues and had worked through the problems. He wanted to be a good role model to his children so they did not make the same mistakes.

The Sub-Committee questioned the applicant with regard to his most recent offence, his family circumstances and his Army service.

The Chairman stated that she was concerned as to how the applicant would deal with difficult passengers and asked the applicant if there were particular circumstances which triggered his behaviour.

The applicant explained that his experiences during his Army service had led to him later suffering from PTSD. He had used drink to help him sleep but his issues had presented themselves in aggressive and inappropriate behaviour. He had now received treatment for his PTSD and no longer drank to excess. As a taxi driver, he would have to be tolerant of passengers' behaviour.

In closing, the applicant stated that he regretted his past actions and would like to put them behind him. He would always be accountable for those actions but wanted to move forward, be a better person and provide for his children.

The Legal Advisor advised the Sub-Committee that it should consider what had been said and the contents of the report. The main issue was the applicant's DBS check and Members should consider the number of convictions, how long ago they had occurred and their relevance to driving taxis. The Sub-Committee would determine the applicant's suitability to drive taxis in North Norfolk.

The Sub-Committee retired at 10.24 am and returned at 10.34 am.

## **RESOLVED**

**That the licence be granted.**

### **6 Application for a Licence to Drive Hackney Carriage or Private Hire Vehicles in North Norfolk (WK/170016576)**

Present: Applicant

The Chairman introduced Members of the Sub-Committee and Officers.

The Legal Advisor outlined the purpose of the hearing and explained the procedure for the meeting.

The Licensing Enforcement Officer presented the report. The applicant had applied for a licence to drive hackney carriage or private hire vehicles in North Norfolk. There were historic convictions on his DBS report which required

further consideration. Whilst there were medical issues to consider, the applicant had been certified as fit to drive by a medical practitioner.

The applicant did not wish to make a statement but answered Members' questions with regard to his historic convictions and fitness to drive.

The applicant gave the details of one of his convictions and outlined his driving history in relation to previous employments and his general level of fitness. He explained that following tests required as a result of his D4 medical he had been declared fit to drive by a medical practitioner. He confirmed that he had regular checks for his eye condition.

The applicant did not wish to make a closing statement.

The Legal Advisor advised the Sub-Committee that it should consider the written information, the applicant's previous convictions, medical history and comments made by the applicant. Members should consider the number of convictions, how long ago they had occurred and their relevance to driving taxis. The Sub-Committee would determine the applicant's suitability to drive taxis in North Norfolk.

The Sub-Committee retired at 10.50 am and returned at 10.59 am.

## **RESOLVED**

**That the licence be granted.**

The meeting closed at 11.00 am

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Chairman

**Report of Public Protection Workload**

Summary: To present information to the Committee regarding licences issued and workloads of the Public Protection Team for the 2017 to date (calendar year)

Conclusions: N/A

Recommendations: N/A

Cabinet Member(s) Councillor Richard Price – Portfolio Holder Councillor Hilary Cox - Chair of the Licensing Committee	Ward(s) affected - All
Contact Officer, telephone number and email: Gemma Faircloth 01263 516139 <a href="mailto:gemma.faircloth@north-norfolk.gov.uk">gemma.faircloth@north-norfolk.gov.uk</a>	

**1. Introduction and Background**

- 1.1 This report has been produced in order to update the Committee on the Public Protection workload. It informs the Committee on the current licences issued by the team and the total numbers held.
- 1.2 The report also provides information on the licences processed each year, visits undertaken and the number of service requests/complaints investigated. This includes totals (to date) for the calendar year 2017.

**2. Update on Public Protection Team workload for Licensing**

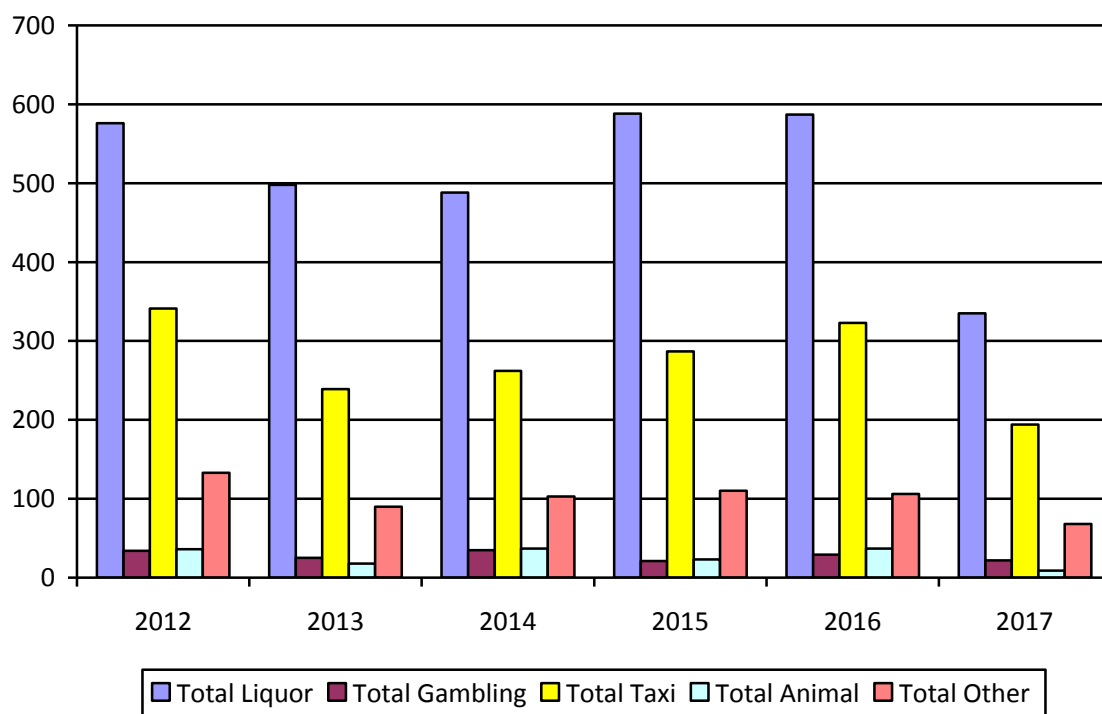
- 2.1 In order to enable effective monitoring of workload and issue of licences, a database has been set up and the following information is taken from the database. Recording of work prior to 2014 was more sporadic, and the codes currently used have been amended in order to better reflect work being done.
- 2.2 The table below shows total current licences (plus DBS applications processed). There has been a change in total numbers since the previous report and the figures in brackets indicate either the increase or decrease in licences held.

Licence Type	Licence Description	Current Total
LABO	Animal Boarding	18
LAGC	Adult Gaming Centre	8
LATE	Cosmetic Skin Piercing	90 (+4)
LBNT	Betting Premises Non Track	6
LBRG	Dog Breeding	3
LBTR	Betting Premises Track	1 (+1)
LCAM	Camping Site	3
LCLB	Club Premises	49 (-1)
LCRB	Disclosure Barring Service (DSB)	287 (+20)
LCVN	Caravan Site	190 (72 on database (+2))
LCEX	Caravan Site [exempt]	4 (+4 new code)
LDD3	Taxi Driver - 3 Years	278 (+12)
LDWA	Dangerous Wild Animals	1 (+1)
LFCEP	Gaming Permit - FEC	20
LFEC	Family Entertainment Centre	2
LGCB	Gambling Club Gaming Permit	4
LGCM	Gambling Club Machine Permit	7
LGPN	Gambling Premises Notification	79 (+2)
LHCO	Hackney Carriage Operator	40 (+3)
LHCV	Hackney Carriage Vehicle	170 (+4)
LHHC	House to House Collection	31 (-3)
LIND	Personal Licence; Sale of Alcohol	1629 (+20)
LNOI	Notification Of Interest	1
LPHO	Private Hire Operator	54 (+2)
LPHV	Private Hire Vehicle	74 (+2)
LPRM	Alcohol & Entertainment	536 (+19)
LPS	Pet Shop	6 (+1)
LPSK	Premises - Skin Piercing	39 (+2)
LRE	Riding Establishment	6 (+2)
LSC	Street Collections	185 (+15)
LSLA	Lottery - Small Premises	110 (+7)

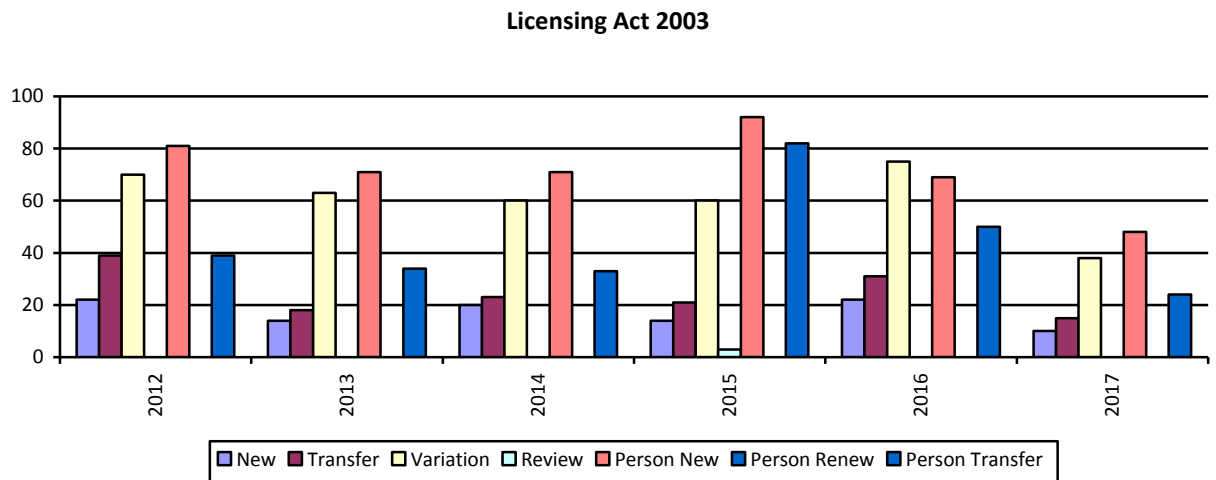
Licence Type	Licence Description	Current Total
LSMC	Scrap Metal Dealer - Collector	13 (+1)
LSMS	Scrap Metal Dealer - Site	7
LZOO	Zoo	2

- 2.3 DBS applications are processed every three years, the zoo licences have a either a 4 or 6 year licence (both are currently 6 years). Skin piercing registrations are issued once.
- 2.4 There have been some changes to the total number of licences as indicated in the table above, a note has been added to show if figures have increased or decreased. The code LCEX is new and has been added as part of the continuing caravan project where sites are exempt of licensing requirements. The code will enable an annual check to be made on these exempt sites to confirm that they still meet the provisions allowing them the exempt status. This work is ongoing and therefore the figures are not complete at this time.
- 2.5 The number of licences issued each year can be seen in the following graph; taxi licences were introduced as 3 year licences in 2012 which may account for the apparent drop in licences issued per year. The 'other' category includes; piercing, scrap metal, street and house to house collections and caravan sites. A further breakdown has been given in the subsequent three graphs for Liquor, taxi licences and Temporary Event Notices. The Personal Renewal code is no longer required as the change in legislation removed the requirement to renew a licence after 10 years.

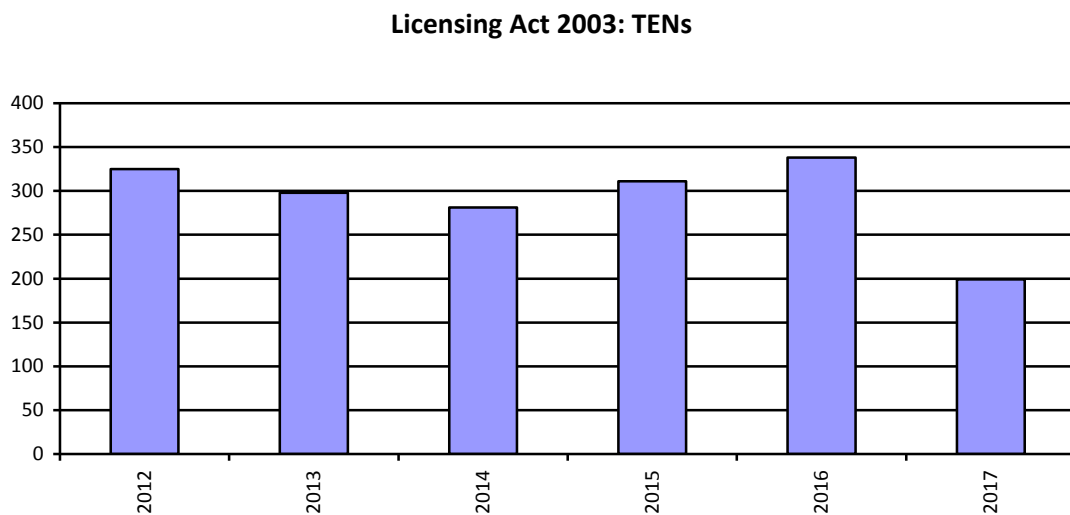
Licences Issued (Graph 1)



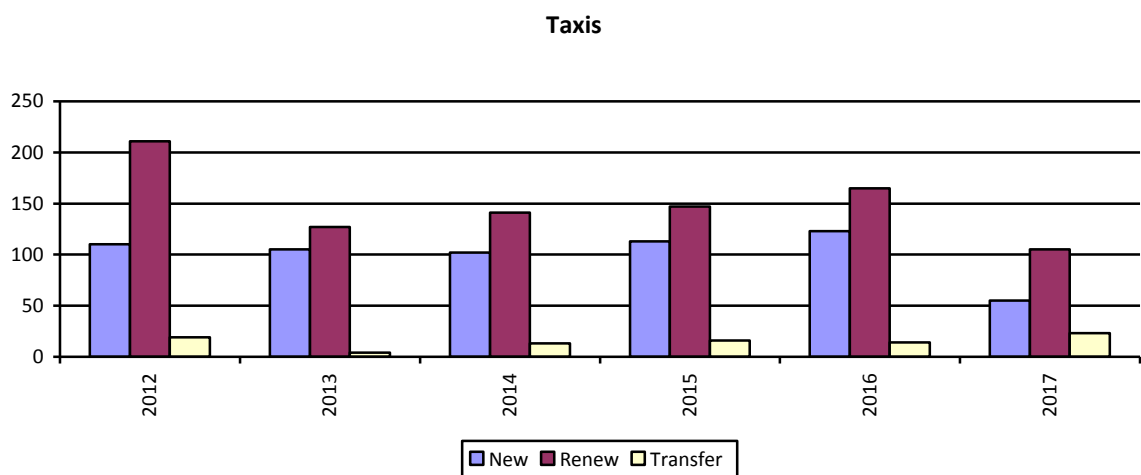
Breakdown of Licences Issued under the Licensing Act 2003 (excluding TENS)  
(Graph 2)



Breakdown of Temporary Event Notices (TENS) (Graph 3)



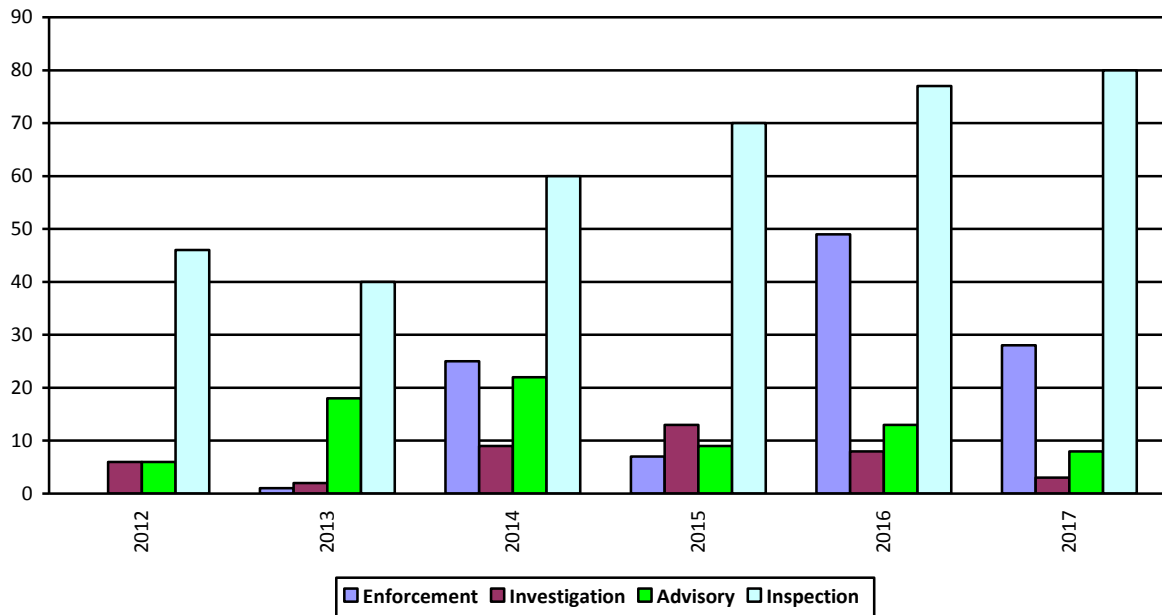
Breakdown of Licences Issued for taxis, including vehicles, drivers, operators (Graph 4)





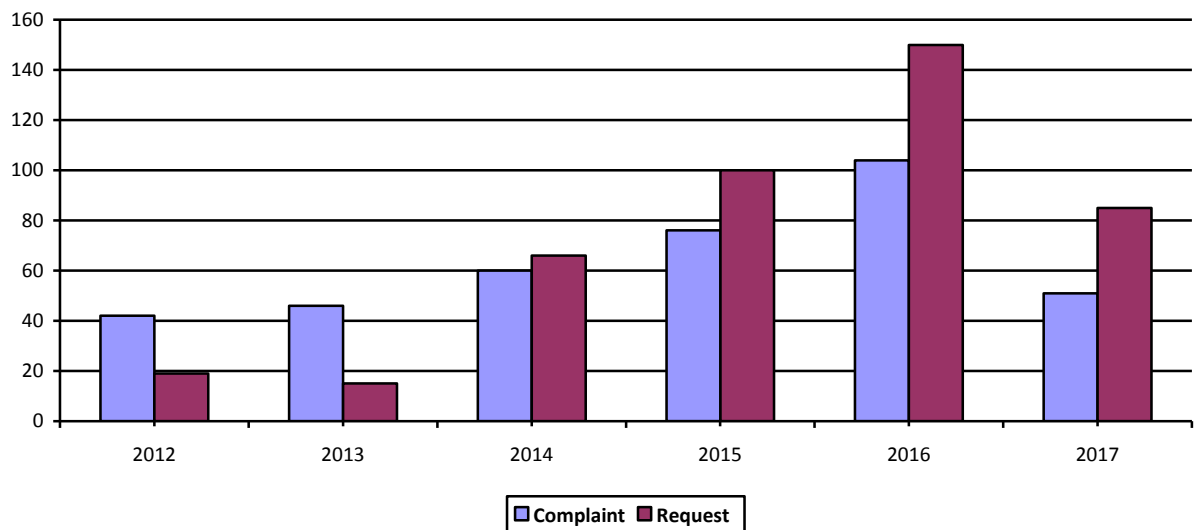
2.7 The following graph shows the number and type of visits per year. Proactive inspections and advisory visits continue to be programmed more consistently and the figures show the continued increase as more proactive inspection programmes are being developed by the team.

Visits per year (Graph 5)



2.8 The following graph shows totals received per year of complaints /requests which are investigated by the team; these continue to be recorded more accurately.

Service Requests/Complaints (Graph 6)



2.9 In addition to the above we also monitor incident records provided by the Police in order to target our enforcement and advisory visits effectively to those licensed premises that have a high number of incidents or that are serious.

- 2.10 The Environmental Health Service, including the Public Protection Team is undertaking Business Process Review (BPR). This will undoubtedly lead to changes in work practice and process in the future and I will include this as part of my updates. As part of the BRP process changes have been made to the IT Database used within the department for recording all work, this has caused some delay and difficulty in processing licences and progressing with projects. The team are endeavouring to work around these issues which will, hopefully, be resolved in the next update release for the system.

### **3 Implications and Recommendations**

N/A

### **4. Financial Implications and Risks**

- 4.1 Not Applicable to this report.

### **5. Sustainability**

- 5.1 Not Applicable to this report.

### **6. Equality and Diversity**

- 6.1 Not Applicable to this report.

### **7. Section 17 Crime and Disorder considerations**

- 7.1 Not Applicable to this report.