



Classification	Item No.
Open / Closed	

Meeting:	Licensing & Safety Committee
Meeting date:	24 March 2022
Title of report:	Operational Report
Report by:	Executive Director (Operations)
Decision Type:	N/A Report for information only
Ward(s) to which report relates	N/A

Executive Summary: A report to advise members on operational issues within the Licensing service.

Recommendation(s)

That the report be noted.

Key considerations

Not applicable

Community impact/ Contribution to the Bury 2030 Strategy

Equality Impact and considerations:

24. *Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:*

A public authority must, in the exercise of its functions, have due regard to the need to -

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

25. *The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services.*

Assessment of Risk:

The following risks apply to the decision:

Risk / opportunity	Mitigation
None	.

Consultation:

Legal Implications:

Not Applicable

Financial Implications:

Not Applicable

Report Author and Contact Details:

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Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
None	

1.0 **BACKGROUND**

1.1 The report advises Members on operational issues within the Licensing service.

2.0 **COMPLIANCE/ENFORCEMENT**

2.1 The Licensing Service have dealt with the following compliance and enforcement matters for the following periods

2.2 **7 February to 13 February**

Client

Complaint 3

Enforcement 8

Operator

Complaint 2

Enforcement 1

Premises

Complaint 2

Compliance 3

Enforcement 5

Vehicle

Enforcement 13

Complaint 2

Compliance 1

2.3 **14th February to 20th February**

Clients

Complaint 3

Enforcement 1

Intel 2

Operators

Complaint 2

Premises

Enforcement 3

Vehicle

Complaint 2

Enforcement 4

2.4 **21st February to 27th February**

Client

Complaint 4

Enforcement 6

Operators

Complaint 1

Enforcement 1

Premises

Enforcement 14

Vehicle

Enforcement 13

2.5 **28th February until 6th March**

Client

Complaint 6

Enforcement 1

Operator

Complaint 2

Premises 0

Vehicle

Enforcement 5

3.0 SECOND TESTING STATION

- 3.1** The Licensing Service have recently met with Sunnybank Service Station, the successful bidder for the concessionary contract, to give them training on the policies and procedures relating to the testing of Hackney Carriage and Private Hire vehicles.
- 3.2** A review of the Testing Manual has taken place and a copy of the updated version is available on the Council's Website. There has not been any fundamental changes to the document.
- 3.3** The Licensing Service have been working to ensure that the on-line application forms have been updated, which will enable a smooth transition when the contract commences on the 1st April 2022.
- 3.4** A communications plan has been drafted which includes a frequently asked questions page on the Council's website and updated guidance and information on the changes to the application process, including how vehicle proprietors can select their desired testing station. This information will be sent out to all drivers, operators, and Trade Associations before the commencement of the contract.

4.0 PARTNERSHIP WORKING

- 4.1** The Licensing Service have recently attended a meeting with Greater Manchester Police to discuss about the creation of a Tactical Licensing Meeting. All responsible authorities under the Licensing Act 2003 will be asked to attend to discuss any matters relating to licensed premises that are not promoting the four licensing Objectives which are:
- Prevention of Crime and Disorder
 - Public Safety
 - Prevention of Public Nuisance
 - Protection of Children from Harm

This may result in review applications being submitted to the Licensing Hearings Sub-Committee for consideration.

5.0 STATISTICS (TELEPHONES)

- 5.1** Following the request of the Licensing and Safety Committee, please find below a weekly statistical breakdown of telephone calls to the Licensing Service:-

Weeks	Calls Offered	Calls Answered	Hunt Group % Calls Answered	Calls Abandoned	Hunt Group Calls to Voicemail	Avg Call Handling Time
7	226	142	60.2	18	76	0.02.14

8	220	158	71.8	24	38	0.02.18
9	197	134	68.0	17	46	0.02.09
10	285	128	44.9	37	120	0.01.46

- 5.2 The Licensing Service deal with a large number of different types of licences, registrations and consents and the above calls may be from current licence holders, new applicants, Solicitors and members of the public. On the Licensing hunt group extension number there is a facility to leave a message which drops into the Licensing Inbox. The Licensing Service contact all individuals who have left messages as soon as possible. The Licensing Service are continuing to work with the "Lets Do it Once" Programme Board to ensure our processes have a digital offer for all new/existing licence holders.

6.0 NEW APPOINTMENT ENGAGEMENT OFFICER

- 6.1 The Licensing Service has secured external funding and appointed an engagement officer who is now working with the trade to provide support. This work includes contacting drivers whose licences are due to expire to explain the importance of renewing licenses on time and to encourage the early submission of renewal applications. The officer will also provide support and advice around the clean taxi fund linked to the GM Clean Air Zone, which is currently under review.