

<b>Classification</b>	<b>Item No. 5</b>
<b>Open / Closed</b>	

<b>Meeting:</b>	Licensing and Safety Committee
<b>Meeting date:</b>	19 February 2026
<b>Title of report:</b>	Operational Report
<b>Report by:</b>	Executive Director (Corporate Core)
<b>Decision Type:</b>	N/A Report for information only
<b>Ward(s) to which report relates</b>	All

**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

**1.0 BACKGROUND**

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

**2.0 COMPLIANCE/ENFORCEMENT**

**2.1 1 – 7 December**

**Client**

Complaint 5

Enforcement 2

**Premises**

Enforcement 3

Multi Agency 1

**Vehicles**

Enforcement 2

2.2 **8-14 December**

**Client**

Complaint 4

Enforcement 2

**Premises**

Complaint 4

Enforcement 12

Multi Agency Visits 11

**Vehicles**

Enforcement 6

2.3 **15 – 21 December**

**Client**

Complaint 2

Enforcement 8

**Premises**

Enforcement 2

Multi Agency 30

**Vehicles**

Enforcement 4

2.4 **22 December – 4 January**

**Client**

Complaint 3

Enforcement 1

2.5 **5 – 11 January**

**Client**

Complaint 3

Enforcement 8

**Premises**

Complaint 2

Enforcement 6

**Vehicles**

Enforcement 9

2.6 **12 – 18 January**

**Client**

Enforcement 21

**Premises**

Complaint 2

Enforcement 2

**Vehicles**

Enforcement 5

2.7 **19 - 25 January**

**Client**

Complaint 3

Enforcement 4

**Premises**

Complaint 3

Enforcement 1

**Vehicles**

Enforcement 2

2.8 **26 January – 1 February**

**Client**

Enforcement 5

**Premises**

Enforcement 6

Multi Agency 1

### **3.0 LICENSING HEARINGS SUB- COMMITTEES**

3.1 On the 18 December 2025, the Licensing Hearings Sub Committee considered an application to vary the Designated Premises Supervisor for the Towler Inn, 460 Walmsley Road, Bury. Members heard the evidence for Greater Manchester Police and decided to **refuse the application and remove the DPS.**

Reasons by the Sub- Committee included:-

- The position of DPS in charge of a licensed premises must be held by a responsible person.
- The nature and seriousness of the offence committed.
- Lack of notification to the Court about holding a personal licence.
- Doubts about personal self-control when in a position of being in charge of others.

The Chair advised of their right to appeal the decision to the Court within the relevant timescales upon receiving written notification.

3.2 On the 18 December 2025, the Licensing Hearings Sub Committee considered an application for the grant of a premises licence for Thani Whitefield, 190-194 Bury New Road, Whitefield. Members heard the evidence and decided to **grant the application subject to conditions as listed below:-**

- The last sales of food and drink off the premises would be 45 minutes before closing time on that particular day of operational hours.

#### **Opening Times:**

Sunday to Thursday 11.00am to 23.00pm  
Friday and Saturday 11.00am to 12.00pm (Midnight)  
New Years Eve 11.00am to 01.30am

#### **Supply of Alcohol (on and off the premises):**

Sunday to Thursday 11.00am to 23.00pm  
Friday and Saturday 11.00am to 12.00pm (Midnight)  
New Years Eve 11.00am to 01.30am

#### **Late Night Refreshment**

Sunday to Thursday 11.00am to 23.00pm  
Friday and Saturday 11.00am to 12.00pm (Midnight)  
New Years Eve 11.00am to 01.30am

#### **Playing of Recorded Music (Indoors)**

Sunday to Thursday 11.00am to 23.00pm  
Friday and Saturday 11.00am to 12.00pm (Midnight)  
New Years Eve 11.00am to 01.30am

### **Performance of Live Music (Indoors)**

Sunday to Thursday 11.00am to 23.00pm

Friday and Saturday 11.00am to 12.00pm (Midnight)

New Years Eve 11.00am to 01.30am

The Live Music Act permits Live Music and Recorded Music at a licensed Premises between the hours of 8.00am to 23.00 hours.

### Operating Schedule

#### **General**

The premises licence holder must ensure that:

*1. The premises are operated responsibly and in full compliance with the Licensing Act 2003;*

*2. All staff are trained to uphold the four licensing objectives;*

*3. A high-quality CCTV system is maintained covering all key areas, with recordings retained for at least 30 days;*

*4. A Challenge 25 policy is put in place for all alcohol sales to prevent underage drinking;*

*5. The premises are kept clean, well lit, and safely managed with clear escape routes and regular fire safety checks;*

*6. Noise levels are controlled by keeping doors and windows closed during evening hours, as well as by reminding customers to leave quietly;*

*7. Clear notices are displayed regarding age restrictions, noise control, and responsible behaviour; and*

*8. There is a close working relationship with local authorities and neighbours to prevent nuisance or disturbance.*

#### **The prevention of crime and disorder**

The premises licence holder must ensure that:

*9. A CCTV system covering internal and entrance areas, recordings kept 30 days and the Challenge 25 policy is in operation.*

#### **Public safety**

The premises licence holder must ensure that:

*10. Fire extinguishers and emergency lighting is maintained regularly; and*

*11. Clear evacuation routes are marked and staff are trained in fire procedures.*

### **The prevention of public nuisance**

The premises licence holder must ensure that:

*12. Doors and windows closed when music is playing.; and*

*13. Customers are encouraged to leave the premises quietly.*

### **The protection of children from harm**

The premises licence holder must ensure that:

*14. no alcohol service to persons under 18 and signage to this effect is displayed; and.*

*15. children are accompanied by adults whilst on the premises.*

The Chair advised of their right to appeal the decision to the Court within the relevant timescales upon receiving written notification.

- 3.3 On the 19 December 2025, the Licensing Hearings Sub Committee considered an application vary the premises licence for Rawas Indian Street Food, 453 Bury New Road, Prestwich. Members heard the evidence and decided to grant the variation in the terms requested and agreed during the hearing noting the opening hours would remain the same.

#### **Opening Hours:**

Monday to Sunday 12.00 Noon to 23.00pm

#### **For Supply of Alcohol (On and off the premises):**

Monday to Sunday 12.00 Noon to 23.00pm

#### **Playing of Recorded Music (Indoors)**

Monday to Sunday 12.00 Noon to 23.00pm

#### **Provision of Late-Night Refreshment (Indoors)**

Monday to Sunday 12.00 Noon to 23.00pm

#### Operating Schedule

#### The prevention of crime and disorder

1. The premises licence holder must ensure that:

- I. CCTV cameras are located within the premises to cover all public areas including all entrances and exits.
- II. The system records clear images permitting the identification of individuals.

- III. The CCTV system is able to capture a minimum of 24 frames per second and all recorded footage must be securely retained for a minimum of 28 days.
- IV. The CCTV system operates at all times while the premises are open for licensable activities [or specify timings]. The Premises Licence Holder or the Designated Premises Supervisor must notify the licensing office or the Police in the event of CCTV breakdown or malfunction as soon as is reasonably practicable and in any event within 24hrs.
- V. All equipment must have a constant and accurate time and date generation.
- VI. The CCTV system is fitted with security functions to prevent recordings being tampered with, i.e. password protected.
- VII. There are members of trained staff at the premises during operating hours able to provide viewable copies on request by the police or authorised officer of the local authority officers as soon as is reasonably practicable or in any case within 12 hours of receiving the request whether that be verbal or written request.

2. All staff authorised to sell alcohol shall be trained in:

- I. Relevant age restrictions in respect of products
- II. Prevent underage sales
- III. Prevent proxy sales
- IV. Maintain the refusals log
- V. Recognising signs of drunkenness and vulnerability
- VI. How overservice of alcohol impacts on the four objectives of the Licensing Act 2003
- VII. VII. How to refuse service
- VIII. VIII. The premises' duty of care policy, understanding and dealing with situations involving vulnerable people, and incidents of harassment
- IX. Action to be taken in the event of an emergency, including the preservation of a crime scene and reporting an incident to the emergency services
- X. The conditions in force under this licence.

3. Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than 6 monthly intervals. Training records shall be made available for inspection upon request by a police officer or an authorised officer of Bury Council.

4. No person in possession of a drink in a sealed or unsealed container shall be allowed to enter the premises except for the purposes of delivery or from moving from one part of the premises to another.

5. No alcoholic beverage shall be removed from the premises in an unsealed container.

6. An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the Police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:

- I. all crimes reported to the venue, or by the venue to the Police
- II. all ejections of patrons
- III. any incidents of disorder

- IV. any faults in the CCTV system
- V. any visit by a relevant authority or emergency service

#### Public safety

- 7. Customers are to be prevented from leaving the premises with glasses or open bottles.
- 8. Alcohol will only be served to customers who have ordered food.
- 9. Customers will only be permitted to consume alcohol if sat at a table. No standing consumption will be permitted.
- 10. All glass drinking containers will be cleared from tables in a timely manner and as soon as reasonably practicable.

#### The prevention of public nuisance

- 11. Prominent, clear and legible notices must be displayed at all exits requesting that customers respect the needs of local residents and to leave the premises and area quietly.
- 12. Management and staff are to use their best endeavours to prevent persons loitering outside the premises and to ensure that persons refused entry or ejected are asked to leave the vicinity of the premises.
- 13. All external doors and windows are to be kept closed when live entertainment or recorded music is in progress.

#### The protection of children from harm

- 14. The Challenge 25 scheme must be operated to ensure that any person who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, photo card driving licence, an EU/EEA national ID card or similar document, an HM Forces warrant card, a card bearing the PASS hologram, or any electronic or biometric age verification technology approved by the licensing authority.
- 15. The premises shall display prominent signage indicating at any point of sale that the Challenge 25 scheme is in operation.
- 16. A refusals record must be kept at the premises which details all refusals to sell alcohol. This record must include the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. All entries must be made within 24 hours of the refusal. The record must be made available for inspection and copying within 24 hours of a request by an officer of a Responsible Authority.

The Chair advised of their right to appeal the decision to the Court within the relevant timescales upon receiving written notification.

3.4 On the 19 December 2025, the Licensing Hearings Sub Committee considered an application for the grant of a premises licence for KFC, Bury New Road, Prestwich. Members heard the evidence and decided to grant the application subject to conditions as listed below:-

- The erection of a permanent barrier to block access onto the car parking area from midnight until opening time of the business the following day.

An advisory notice was also issued by the panel to request the provision of additional noise reduction measures adjacent to the nearby housing to minimise the potential impact on those neighbours due to extended opening times.

### Operating Schedule

#### General

The premises licence holder shall train all staff for their job and function on the premises in a suitable manner. This training shall be written into a programme of ongoing review and will be made available to relevant responsible authority upon request. In addition to this, training shall be provided to all staff engaged, or to be engaged, related to:

- a. General safety
- b. Fire and other emergencies
- c. Allergens policy

#### Prevention of Crime and Disorder

1. CCTV will be in operation at the premises: The CCTV system shall be fully operational at the commencement of the licence. The CCTV equipment shall be maintained in good working order and continually record when licensable activity takes place. The premises licence holder shall ensure images from the CCTV are retained for a period of 31 days.

2. The premises licence holder shall ensure that there are trained members of staff available during licensable hours to be able to disclose CCTV images to officers upon request. The premises licence holder shall provide, subject to GDPR, such images at the request of an authorised officer of the licensing authority or the local constabulary.

3. There shall be clear signage indicating that CCTV equipment is in use and recording at the premises during all licensable hours.

4. An incident log shall be maintained at the premises and made available on request to an authorised officer, the Local Authority or Police. The register shall record the following:

- a. All crimes reported to the venue.
- b. All ejections of patrons.

- c. Any complaints received concerning crime and disorder.
- d. Any incidents of disorder.
- e. All seizures of drugs or offensive weapons.
- f. Any visit by a relevant authority or emergency service.

#### Public Safety

5. All exit routes and high traffic areas shall be kept unobstructed, shall have non slippery and even surfaces, shall be free of trip hazards and shall be clearly signed.

6. No accumulation of combustible rubbish, dirt, surplus material or stored goods shall be permitted to remain in any part of the premises except in an appropriate place and of such quantities so as not to cause a nuisance, obstruction or other safety hazard.

7. Notices detailing the action to be taken by staff in the event of fire or other emergencies including how the fire service can be summoned shall be prominently displayed and shall be protected from damage or deterioration

#### The Prevention of Public Nuisance

8. All delivery drivers will be obliged to comply with a code of conduct as to delivery methodology.

The Chair advised of their right to appeal the decision to the Court within the relevant timescales upon receiving written notification.

### **4.0 IMMEDIATE SUSPENSIONS**

4.1 The Licensing Service are continuing, following consultation with the Chair, to immediately suspend drivers who do not have a valid subscription with the DBS Update Service. Since the last Licensing and Safety Committee on 11 December 2025 a further 55 drivers have been suspended.

### **5.0 PARTNERSHIP WORKING**

5.1 Licensing Enforcement Officers worked alongside Greater Manchester Police on 3 evenings over the Christmas Period including "Mad Friday" visiting licensed premises, giving advice and ensuring compliance with conditions. A number of issues were identified and dealt with.

5.2 Officers from Trading Standards and Licensing alongside Wagtail (Dora the tobacco dog) on a day of action. Dora and her handler are from wagtail who work in partnership with Trading Standards. The partnership worked in action across the borough, visiting off licences, mini markets, and newsagents. The visits took place across the borough, from Prestwich though to Ramsbottom. Dora was on hand to find all the concealed hiding place. Seven premises were visited, and a total of 1300 packets of illegal cigarettes, 200 pouches of illegal hand rolling tobacco and 127 illegal vapes, and 38 counterfeit and unsafe toys

were seized which has a street value of around £25,000. Councillor Morris and James Frith MP attended the day of action with the officers.

## **6.0 Hackney Support Fund**

6.1 The Licensing Service have been advised by TfGM and the Growth Company that 100% of eligible vehicle proprietors of non-compliant Hackney Carriages have submitted applications to receive the Hackney Support Fund to enable them to upgrade to a compliant vehicle. This equates to 24 vehicle proprietors.

## **7.0 Proposed Private Hire Vehicle Support Fund**

7.1 A press release has been issued by Transport for Greater Manchester [Greater Manchester steps up support for taxi drivers with new £4.45m vehicle fund](#)

7.2 Greater Manchester is proposing a new £4.45 million Private Hire Vehicle (PHV) Support Fund to help locally licensed private hire drivers upgrade to cleaner, lower- emission vehicles. Under the scheme, eligible drivers would be able to access either a £5,000 interest- free loan or a £1,000 non- repayable grant to support the transition to compliant vehicles, complementing the existing £8m fund for hackney cab owners. The initiative forms part of Greater Manchester's investment- led approach to improving air quality and follows extensive engagement with the taxi trade, where drivers highlighted the need for additional financial support. If approved, the fund is expected to open for applications later this year

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## **Community impact / links with Community Strategy**

Not applicable

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## **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.*

<b>Equality Analysis</b>	<i>Please provide a written explanation of the outcome(s) of either conducting an initial or full EA.</i>
<i>The Licensing Service have considered the Equality Act 2010 and due to each application being dealt with on its own merits there is no positive or negative on any of the protected characteristics.</i>	

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**Assessment of Risk:**

The following risks apply to the decision:

<b>Risk / opportunity</b>	<b>Mitigation</b>
None	.

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**Consultation:**

Not applicable

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**Legal Implications:**

Not applicable

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**Financial Implications:**

Not Applicable

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**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	