

Chief Executive: Dawn French

# **Licensing and Environmental Health**

Date: Monday, 12 June 2017

**Time:** 19:30

Venue: Committee Room

Address: Council Offices, London Road, Saffron Walden, CB11 4ER

Members: Councillors R Chambers (Chairman), A Anjum, G Barker, J Davey, A

Gerard, T Goddard, J Gordon, E Hicks, S Morris, G Sell

Substitutes: H Asker, J Freeman, R Freeman, D Jones, J Loughlin

# **Public Speaking**

At the start of the meeting there will be an opportunity of up to 15 minutes for members of the public to ask questions and make statements subject to having given notice by 12 noon two working days before the meeting.

# AGENDA PART 1

# **Open to Public and Press**

- 1 Apologies for absence and declarations of interest
- 2 Minutes of the meeting 12 April 2017

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- 3 Licensing Act 2003 Statement of Licensing Policy Revised
- 7 56
- 4 Any other items which the Chairman considers to be urgent

A member training session will be held on both the Taxi and Licensing Act 2003 immediately after the meeting has formally finished.

# MEETINGS AND THE PUBLIC

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Members of the public and representatives of parish and town councils are permitted to speak or ask questions at any of these meetings. You will need to register with the Democratic Services Officer by midday two working days before the meeting.

The agenda is split into two parts. Most of the business is dealt with in Part I which is open to the public. Part II includes items which may be discussed in the absence of the press or public, as they deal with information which is personal or sensitive for some other reason. You will be asked to leave the meeting before Part II items are discussed.

Agenda and Minutes are available in alternative formats and/or languages. For more information please call 01799 510510.

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# LICENSING AND ENVIRONMENTAL HEALTH COMMITTEE held at COUNCIL OFFICES LONDON ROAD SAFFRON WALDEN at 7.30pm on 12 APRIL 2017

Present: Councillor R Chambers (Chairman)

Councillors G Barker, J Davey, E Hicks, S Morris and G Sell.

Officers in attendance: A Bochel (Democratic Services Officer), M Chamberlain (Enforcement Officer), T Cobden (Principal Environmental Health Officer), J Jones (Licensing Officer) and E Smith (Solicitor).

Also Present: Barry Drinkwater and Doug Perry (representing ULODA).

# LIC58 PUBLIC SPEAKING

Public statements were made to the meeting as follows:

1. Doug Perry as President of ULODA

2. Barry Drinkwater as Chairman of ULODA

The statements are appended to these minutes.

In response to statements by Doug Perry and Barry Drinkwater, the Chairman said that the Scrutiny Committee had agreed that the issues presented by ULODA did not need to go before Cabinet. The department was looking at more efficient processes for dealing with licensing, and better ways of communicating with taxi organisations. Taxi Chat had been released and looked good. Consultation should carry on between drivers and officers, but it was up to the Council to decide policy. The department and the committee have an excellent relationship with the taxi trade, but times have moved on and the department and the committee must always do what is best for the public.

The Principal Environmental Health Officer said that a review of licensing and enforcement was being undertaken. There was no intention of disengaging from consultation with the taxi trade, but it was only the beginning of the review process. A critical friend had been identified to provide feedback. Taxi Chat had been released, and he supported ULODA's idea for a website, although the Council had a similar idea planned. The possibility of looking at statistics relating to specific problems and specific taxi organisations was interesting, and there was a possibility that the department could do some work on this.

Doug Perry thanked both the Chairman and Principal Environmental Health Officer for their positive comments. He said ULODA had a vast amount of knowledge to be used, and that the trade's main fear was that it would have no remit for consultation.

The Chairman said the Council intended to have a full and productive consultation, and that he hoped it would be helpful to both sides.

#### LIC59 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

An apology for absence was received from Councillor Anjum.

#### LIC60 MINUTES OF PREVIOUS MEETINGS

The minutes of the meetings held on 23 and 25 January and 24 March were received and signed by the Chairman as a correct record.

# LIC61 REVIEW OF GAMBLING ACT POLICY

The Licensing Officer said that the revised policy contained minor changes only. A consultancy period had taken place, with letters and emails inviting feedback sent to a range of people and organisations. No written responses had been received.

RESOLVED to approve the proposed amendments to the policy and recommend to Council that the amended policy be adopted.

# LIC62 ENFORCEMENT

The Enforcement Officer presented the report.

Councillor Sell asked in what cases licenses were immediately suspended for reasons of public safety, and whether there were fewer cases going to court because of changing licensing procedures.

The Chairman said that immediate suspension occurred in serious cases, such as when a driver had committed an act of violence. He added that the committee was in no way softening its approach, and that it took public safety very seriously.

The Principal Environmental Health Officer said that the department intended to review its approach to enforcement. One option was to introduce a graduated scale depending on the seriousness of the offence. The department would like to be more pro-active, but this would depend on resources. This issue would form a part of the licensing review.

The meeting ended at 8.10pm.

# PUBLIC STATEMENTS MADE AT THE LICENSING MEETING ON 12 APRIL 2017

PUBLIC STATEMENT from Doug Perry, Honorary President, ULODA

Both my Chairman and I addressed Cabinet at its last meeting and we were well received.

We were given a number of positive replies and observations in response to our questions. I propose now to mention just a few of them.

The deputy Leader made a very pertinent statement as to the reforming of the Taxi forums which will be implemented.

The Leader was concerned and questions were raised with the CEO as to why Time Factors had been allowed to pass, with no action being seemingly taken.

A lot of consideration was given to working in partnership for the good of all, an example of which is the new process to check the Right to Work. Although a resounding success from the trade's point of view, there has been no feedback from the Council about how well it is working. There is surprisingly no feed back on the latest issue of Taxi Chat, late again. However I must congratulate the officers and Licensing Department for its presentation and content.

The Council and Trade must work together in Partnership.

The Trade is united and although it brings in many Millions of pounds into the Uttlesford economy many operators are still being ignored or not consulted. Why is this?

My final points are that a number of drivers are appearing or about to, before the Committee. It should not be taken out of proportion as the number involved is less that ONE PER CENT of registered Drivers. That the intelligence services use the Trade for the gathering of intelligence as does the Police.

So why does UDC continue to procrastinate and fail to take advantage. This seems to be less than respectful.

Lastly ULODA is launching its website in the very near future and would like to have a link into UDC Licensing to refer certain matters. I know that we will have your approval.

I am going to pass over to my Chairman to expand further and put meat on the bones.

Doug PERRY Hon President

#### PUBLIC STATEMENT from Barry Drinkwater

Good evening from me too, Barry Drinkwater, Chairman of ULODA on and off (mainly on) since 2004, new members may like to know. We are the trade association of choice for the taxi and private hire trade and have been addressing the committee since before Doug was its Chairman (Eric Hicks will also remember us too as the trade's voice of reason when he was LEHC Chairman).

Just a quick recap. The minutes of your last meeting on 25 January refer to our joint presentation with Robert Sinnott, Managing Director of Acme Transport (one of our largest operators who used to be on ULODA's executive committee - until that is his business became his sole focus of attention with its acquisition of NCS, Newport Contract Services) and Murray Hardy, your previous Licensing Officer now retired and employed as Consultant with the 24x7 Group, Andy Mahoney's company with its extensive schools contracts division and the official taxi service provider at Stansted Airport since the BAA days. We are, as Doug said, united, we speak with a single, rational voice on behalf of the trade as we have done together, on this same platform, since 2008.

Robert and Andy send their apologies and are sorry they can't be with us this evening. Andy has asked to be placed on record his sincere thanks to the Licensing Team for going the extra mile last month to issue licences for over 250 private hire vehicles. Thank you very much, Mr Cobden (and Jo Jones - nice to see you this evening).

Doug and I spoke (in church!) to Cabinet on 30 March about Scrutiny's Enforcement Task Group, which reported its findings in September following the trade's extensive involvement in its work over six months in 2016. Cabinet discussed Scrutiny's report on 12 January and resolved to implement several recommendations. We were disappointed that four of these (including one which supported new enforcement policies for licensing, taxis and private hire operators) were approved WITHOUT a timed schedule for implementation, after Scrutiny had stipulated "before April 2017". Scrutiny's final recommendation on taxi forums was referred to this committee and we are patiently awaiting the next stage - a question we asked at your January meeting, Chairman, when you chose not to comment..... The Deputy Leader's positive words to us in public on 30 March were heavenly music to our ears!

Cllr Dean, Chair of Scrutiny, has now asked the council's Scrutiny Officers to investigate "the actions that have been implemented and those that have not", to quote from his email to me. His offer to "follow this through as soon as possible" has prompted the inevitable question "by when, please?" That was 10 days ago and we await his response....

Finally, your agenda has its usual regular item on Enforcement Activity since your last meeting. We note that 73 cases understood to be related to the trade are currently ongoing. It will be interesting to know of any trends worthy of our attention - are the cases primarily drivers failing to notify (FTNs), which Tony Cobden says in the new issue of Taxi Chat out today is the vast majority of offences. Our analysis has quantified this at a virtually unchanging 70% over several years. Also, are there any notable operator trends where we may help with their education?

Thank you, Chairman and members. Have a good meeting, which we will be of interest to us all.

Committee: Licensing & Environmental Health Agenda Item

Date: 12 June 2017

Title: Licensing Act 2003 – Statement of

**Licensing Policy - Revised** 

Author: Amanda Turner, Licensing Team Leader Item for decision

# Summary

 In accordance with the requirements of the Licensing Act 2003 the Licensing Authority is required to review and publish its statement of licensing policy every 5 years. The committee is therefore asked to approve the following recommendations.

#### Recommendations

- 2. To approve the revised Licensing Policy Statement for the period 2017 to 2022 and agree for it to go out to consultation for a 12 week period.
- 3. To delegate the Assistant Director Housing and Health to approve any minor amendments to the policy as a result of the consultation, before being presented back to the Licensing Committee if there are amendments, and finally Full Council for approval and publishing.

# **Financial Implications**

4. In the event that members do decide to review the Policy there will be costs involved in consultation and advertising but these can be met from within existing budgets.

# **Background Papers**

5. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

Uttlesford's current Statement of Principle Policy document Revised Guidance issued under sections 182 of the Licensing Act 2003 (April 2017 version)

# **Impact**

6.

unication/Consultation	There is a statutory requirement to consult prior to the adoption of a revised Licensing policy.
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Community Safety	This is encompassed in the licensing objective of public safety and the protection of children from harm	
Equalities	There are no equality issues arising from this report	
Health and Safety	Public safety is one of the licensing objectives promoted by the draft policy statement.	
Human Rights/Legal Implications	In the event that the Licensing Policy is not consistent with the legislation it is susceptible to challenge by way of judicial review. In the event that the Policy is inconsistent with government guidance and no good reason has been given for departure therefrom the Policy would also be susceptible to such challenge and the Authority would be at greater risk of adverse costs on appeal if the court decided the issue based on government guidance.	
Sustainability	None	
Ward-specific impacts	None	
Workforce/Workplace	None	

#### **Situation**

- 7. The Licensing Act 2003 which has been in force since 2005 requires that the authority produces a Statement of Licensing Policy and reviews it at least every 5 years. The current policy was last reviewed in 2012 and approved by Full Council on 11 December 2012.
- 8. In accordance with the requirement to keep the Policy under review the Policy has now been updated for the five year period 2017 to 2022.
- 9. In exercising its duties under the Act the Licensing Authority must act in accordance with the general principles of public administration, and under a duty to promote the statutory licensing objectives of preventing crime and disorder: preventing public nuisance: protecting public safety; and protecting children from harm.
- 10. During the life of the current policy, it has proved satisfactory and there have been no challenges made to any parts of the Policy. This revision contains additional supportive information and is in accordance with the revised guidance issued by the Secretary of State under section 182 of the Licensing

- Act 2003. It also contains relevant updates brought in by the Deregulation Act 2015, the Immigration Act 2016 and the Police and Crime Act 2017.
- 11. The Secretary of State's guidance however, requires Members to specifically consider the issue of a Cumulative Impact Policy and Late Night Refreshment Exemptions as part of the Licensing Policy process.
- 12. Cumulative Impact means the potential impact on the promotion of the licensing objectives of having a significant number of licensed premises concentrated in one area. It is open to Licensing Authorities to adopt a Cumulative Impact Policy, which creates a rebuttable presumption that applications for the grant or variation of licences or certificates which are likely to add to the cumulative impact will normally be refused, following relevant representations. Such a special policy needs to be set out within the Statement of Licensing Policy.
- 13. However, any decision to include a Cumulative Impact Policy within the Statement of Licensing Policy needs have an evidential basis. The Licensing Authority has not previously felt that there was any evidence of cumulative impact, and this was reflected by such statements in its previous Licensing Policies. Up to the point of this review, no evidence has been received by the Licensing Authority that indicates a Cumulative Impact Policy would be appropriate, and therefore no change has been made to the status quo.
- 14. Similarly, the Deregulation Act 2015 gives Licensing Authority powers to exempt certain premises, in certain circumstances, from the requirement to have premises licences to provide late night refreshment (the supply of hot food or drink between 23.00 and 05.00). These powers allow licensing authorities to choose to apply an exemption where they think it will be helpful to businesses and where there are no problems with anti-social behaviour or disorder associated with the night time economy.
- 15. Government guidance advises that licensing authorities should consider deregulation where possible. The decision to make an exemption is a licensing function that should be included in their statement of licensing policy. However, there is no obligation on a Licensing Authority to use the exemption powers.
- 16. The Licensing Authority has not received any comments from businesses that the current rules are too restrictive or costly, and the number of premises with Late Night Refreshment only licences is small, and therefore it is not considered appropriate to make any exemptions at this stage. The details of the types of premises that could benefit from any exemption, and the types of exemptions that could be made are set out in the draft policy for information.

- 17. Consultation on the draft policy will take place over a 12 week period after the licensing committee approval. The licensing team will consult with all the persons listed in s5(3) of the Act, being responsible authorities under the Act, all premises licensed in the district, local businesses, Councillors, and Town & Parish Councils.
- 18. The draft licensing policy statement will also be displayed on the Council's website throughout the consultation period. This will be accompanied by an invitation to submit relevant comments.
- 19. Once the consultation period is over all recommendations of amendment will be taken into account. If they are legitimate and follow legislation and statutory guidance they will be presented to the Assistant Director Housing and Health for approval and then coming back to this committee before going to Full Council for approval and thereafter be published.

# **Risk Analysis**

20.

Risk	Likelihood	Impact	Mitigating actions
The recommended policy is contrary to the government guidance	1. Members have been given extracts of the relevant sections of the updated guidance and will have regard to it	3. There is a risk of judicial review and adverse costs orders on appeals	Members give sound reasons for any provisions of the statement of government guidance and Licensing Policy which they propose should be otherwise that in accordance with government guidance.
The council does not review its licensing policy prior to the next scheduled review	1. The licensing and environmental health committee have previously approved draft Licensing Act policies in a timely manner	3. The council would suffer reputational damage it its policy was seen not to be consistent with the legislation and may be the subject of adverse costs awards on	Members recommend a revised policy for consultation as soon possible and in the meantime recommend a statement to be published on the Councils website outlining the changes

- 1 = Little or no risk or impact
  2 = Some risk or impact action may be necessary.
  3 = Significant risk or impact action required
  4 = Near certainty of risk occurring, catastrophic effect or failure of project.



# STATEMENT OF LICENSING POLICY

2017-2022

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#### STATEMENT OF LICENSING POLICY

#### 1.0 INTRODUCTION

#### Introduction

- 1.1 This is the fourth fifth Statement of Licensing Policy produced by Uttlesford District Council under the Licensing Act 2003, Since the adoption of the third statement the Act has been amended. The amendments expand the list of responsible authorities; extends the right to make representations with regard to applications and to seek reviews; reduces the evidential burden on licensing authorities by permitting them to take steps which they consider "appropriate" to the promotion of the licensing objectives rather than "necessary" for that purpose and amend the law relating to Temporary Events Notices. References in this statement to "the Act" are references to the Act as amended. This Statement sets out the general approach the Authority will be taking when making licensing decisions during the five year period up to December 204722.
  - 1.2 Uttlesford District Council is the Licensing Authority under the Act and is responsible for granting premises licences, club premises certificates and personal licences and acknowledging temporary events notices in the District in respect of the sale and/or supply of alcohol and the provision of regulated entertainment and late night refreshment. In doing so the Licensing Authority will carry out its functions in such a way as to promote the licensing objectives referred to at paragraph 1.4 below.
  - 1.3 When applications for new or variations to licences or certificates are made the responsible authorities and others may make representations. If no representations are received a licence will be granted subject only to those conditions required by statute and those offered by the applicant in the operating schedule. If representations are received however the application must be considered by the Licensing Authority. When assessing applications in respect of which relevant representations have been received, the Licensing Authority must be satisfied that the measures proposed in the applicant's operating schedule aim to achieve the promotion of the licensing objectives, as far as possible. Bold type refers to matters that the Licensing Authority expects to see addressed in the applicant's operating schedule, where appropriate. Passages of text that are not in bold are provided to assist applicants to understand what the Licensing Authority is seeking to achieve, the factors that influence the achievement of that outcome and the control measures that could be implemented by the applicant to achieve that outcome. Although it is open to applicants to omit any of the suggested

conditions, applicants should be aware that responsible authorities and others will scrutinise applications in the light of this policy. Failure to take account of the policy may therefore encourage representations.

1.4 It should be recognised that this policy covers a wide variety of premises and activities carried on in them including theatres, cinemas, restaurants, pubs, nightclubs, private members' clubs, village halls and community centres, as well as off-licences and late night food premises and vehicles selling hot food or hot drink after 11p.m. For this reason, this policy cannot detail all the factors that influence the achievement of the licensing objectives nor can this policy detail all the control measures that may be appropriate.

#### The Licensing Objectives

- 1.5 The Act requires the Licensing Authority to carry out its various licensing functions so as to promote the four licensing objectives. These are:
  - The Prevention of Crime and Disorder
  - Public Safety
  - The Prevention of Public Nuisance
  - The Protection of Children From Harm
- 1.6 In respect to the promotion of each of the four licensing objectives, if representations are received from responsible authorities or others applicants will need should to provide appropriate evidence to the Licensing Authority that suitable and sufficient measures, as detailed in their operating schedule, will be implemented and maintained, relevant to the individual style and characteristics of their premises and events. Reference will need to be made to Applicants should also consider whether additional measures will be taken on an occasional or specific basis such as when a special event or promotion is planned, which is intended to, or likely to attract, larger audiences.

#### Statement of Licensing Policy

- 1.7 The Act further requires that the Licensing Authority publishes a 'Statement of Licensing Policy' that sets out the policies the Licensing Authority will generally apply to promote the licensing objectives when making decisions on applications made under the Act. Applicants should be aware that the Licensing Authority will only make decisions on applications where representations are made by relevant authorities or others.
- 1.8 This 'Statement of Licensing Policy' has been prepared in accordance with the provisions of the Act and having regard to the guidance issued under Section 182 of the Act. This Policy Statement was reviewed in July 20127,

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- circulated for consultation between July and October 20127 and was ratified by Full Council on 11 December 2012 (date to be advised). It will take effect on 12 December 2012 (date to be advised) and will remain in force for a period of not more than 5 years. It will be subject to regular review and further consultation prior to 11 December 2017 (date to be advised).
- 1.9 When making and publishing and applying—its policy, the Licensing Authority must have regard to the Secretary of State's Guidance. The Licensing Authority may depart from this Licensing Policy if the individual circumstances of any case merit such a decision in the interests of the promotion of the Licensing Objectives and if this situation arises the Licensing Authority will give full reasons for doing so. It is possible that, during a consultation period the Guidance issued by the Secretary of State may be subject to revision leading to some temporary inconsistencies between the two documents. In such circumstances, the Licensing Authority will have regard to the revised Guidance as well as its Licensing Policy.

#### Consultation

- 1.10 1.10 There are a number of groups who have a stake in the leisure industry, including providers, customers, residents, businesses and enforcers, all of whom have views and concerns that require consideration as part of the licensing function and promotion of the licensing objectives. These are in addition to those authorities and agencies that the Council is statutorily required to consult with in accordance with Section 5(3) of the Licensing Act 2003
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- 1.11 In developing thise Policy Statement and this revision, the Licensing Authority consulted widely. Along with the statutory consultees (the Chief Police Officer for the District, the Essex County Fire and Rescue Service and the Primary Care Trust), local representative for the Director of publice Health in England) the views of existing licence holders, businesses, voluntary groups and residents were also taken into account and persons/bodies representative of existing licence and certificate holders, the views of Ward councillors, Town and Parish Councils, Appropriate weight and Due-consideration was given to the views of all those who responded to that consultation process.

# **Links to other Strategies**

1.12 In preparing the statement of licensing policy and this revision, the Licensing Authority has had regard to and consulted those involved in its local strategies on crime prevention, planning, transport, culture, tourism and economic development, provision of private hire vehicles and hackney carriages to ensure the proper co-ordination and integration of the aims and actions of

these policies. Review and amendment of these strategies will be considered for their impact on this statement of licensing policy.

- 1.13 Further, arrangements will be made for the Licensing Committee to receive reports, when appropriate, on the needs of the local tourist economy to ensure that these are reflected in their considerations. The Licensing Committee will also be appraised of the local employment situation and the need for new investment and employment, where appropriate.
- 1.14 To ensure proper integration with the Licensing Authority's planning policies, the Licensing Committee will provide reports to the Development Control Committee, where appropriate, on the situation regarding licensed premises in the area, including the general impact of alcohol related crime and disorder, to enable the Development Control Committee to have regard to such matters when making its decisions.
- 1.15 The Licensing Authority recognises its responsibilities under the Equality Act 2010. The impact of this policy on those sharing protected characteristics will be monitored through Uttlesford District Council's equality scheme.

#### **Regulated Entertainment**

1.16 Having regard to the Live Music Act 2012 ,Licensing Authority's Leisure and Culture Strategy Corportate plan and the International Covenant on Economic, Social and Cultural Rights (ICESCR), ratified in 1976, a diverse provision of cultural activities is welcomed for the benefit of communities. Where representations are made by responsible authorities or others the Licensing Authority will monitor the licensing of regulated entertainment, especially with regard to live music and dancing, theatrical performances, circuses, etc. to ensure that such events are promoted without unreasonable restrictions being imposed, which would discourage such events. Where representations are made the Licensing Authority will need to balance the natural concern to prevent disturbance in neighbourhoods with the wider cultural benefits, particularly the cultural benefits for children. Advice and guidance on this matter will be sought from the Licensing Authority's Youth and Arts Development Officer. appropriate cultural and leisure services within Uttlesford District Council.

# **Applications**

1.17 When considering applications after receiving representations, the Licensing Authority will have regard to

- the Act, and the licensing objectives,
- Government guidance issued under Section 182 of the Act,
- any supporting regulations
- this statement of licensing policy
- 1.18 This does not however undermine the rights of any person to apply under the Act for a variety of permissions nor does it override the right of any person to make representations on any application or seek a review of a licence or certificate where they are permitted to do so under the Act. Where such representations or a request for a review is made the application or review will be considered on its individual merits.
- 1.19 When following the receipt of representations the Licensing Authority is considering any application, it will avoid duplication with other regulatory regimes, so far as possible, and does not intend to use the licensing regime to achieve outcomes that can be achieved by other legislation. In particular, its licensing functions will be discharged separately from its functions as the local planning authority. However, applications for premises licences for permanent commercial premises should normally be from businesses with appropriate planning consent for the property concerned. (Other permissions may be applicable to licensed premises and applicants are expected to ensure that such permissions are obtained where necessary.) In some instances the conditions on a licence or certificate will be inconsistent with another consent (e.g. the closing time specified in a planning permission inrespect of licensed premises may be different from that contained in the licence). In such circumstances licence holders should be aware that the more restrictive condition is the one that applies. Thus in the example given, if a planning permission required premises to close at 11 pm but the licence permits the premises to be open until midnight the planning permission prevails.
- 1.20 When one part of the Licensing Authority Council seeks a premises licence from the Licensing aAuthority, the licensing committee and its officers will consider the matter from an entirely neutral standpoint. If relevant representations are made, for example, by local residents or the police, they will be considered by the committee on its merits. Those making representations genuinely aggrieved by a positive decision in favour of a local authority application by the licensing authority may be entitled to appeal to the magistrates' court and thereby receive an independent review of any decision made.
- 1.21 In all cases, applicants and those making representations in respect of applications to the Licensing Authority have a right of appeal to the Magistrates' Court against the decisions of the Licensing Authority.

#### 1.22 Publicity for Applications

The Licensing Authority wishes to ensure that those entitled to make representations are aware of applications for licences and variations. When an application is made for a premises licence or a variation to such a licence in addition to the statutory publicity given to the application the Licensing Authority will notify the Town or Parish Council for the area within which the premises are situated. The Licensing Authority will also notify all district councillors and occupants of residential premises adjoining, opposite and to the rear of properties which are the subject of such applications.

1.23 Guidance will be available for applicants setting out the details of the application process, having regards to the Licensing Act 2003, as amended, the regulations, statutory guidance and local practice and proceedures. It should be noted that incomplete applications will not be accepted but will be returned with an explanation as to why it is incomplete.

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#### Representations

- 1.24 The Chief Officer of Police, the Fire Authority, the Enforcing Authority for health and safety purposes, the local planning authority, the authority responsible for minimising or preventing the risk of pollution, the trading standards authority, the Child Protection Authority Children's safeguarding service, the Primary Care Trust for the District and the Licensing Authority are all known as 'Responsible Authorities'. These responsible authorities may make representations on applications, so far as they relate to the promotion of the four licensing objectives, and request reviews once licences have been granted.
- Other parties are free to raise relevant representations. A representation would only be 'relevant' if it relates to the likely effect of the grant of the licence on the promotion of at least one of the four licensing objectives. In addition, the representation must not be frivolous or vexatious, and in the case of reviews, not repetitious. If a party making representations does not live in or carry on a business in the vicinity of the premises and is unable to demonstrate that they would be affected by any licensable activities carried on at the premises their representations may be declined as being frivolous or vexatious.
- 1.26 Where relevant representations are made, the Licensing Authority must provide copies of those representations to the Applicant. The Licensing Authority accepts that in exceptional circumstances, where there is a genuine and well-founded fear of intimidation or violence, an Interested Party may not wish for his/ her personal details to be disclosed to the applicant

- 1.27 Where the Licensing Authority consider that a relevant representation has been made and that exceptional circumstances exist, details of the name and address may be withheld from the copy of the representation that is provided to the Applicant.
- 1.28 Representations should be made within 28 days of the day after the application is made to the Licensing Authority in order to be considered. If a representation is made outside of this period, it cannot be considered.

#### Conditions

- 1.29 Licensing is about the appropriate control of licensed premises, qualifying clubs, temporary events and the people who manage them or hold personal licences within the terms of the Act. Where relevant representations are made, the Licensing Authority will seek to make objective judgements as to whether conditions may need to be attached to various authorisations, to secure achievement of the licensing objectives. Any conditions arising from the operating schedule or as a result of representations will primarily focus on the direct impact of the activities taking place at licensed premises on those attending the premises and members of the public living, working or otherwise engaged in normal activity in the area concerned and will cover matters that are within the control of individual licensees.
- 1.30 The Licensing Authority acknowledges <u>and proportionate</u> that the licensing function cannot be used for the general control of the anti-social behaviour of individuals once they are beyond the direct control of the licensee of any premises concerned. However, other mechanisms may be utilised, where appropriate, to tackle unruly or unlawful behaviour of consumers when beyond the control of the individual, club or business holding the licence, certificate or authorisation concerned. These include:
  - (a) planning controls
  - (b) positive measures to create a safe and clean town environment in partnership with local businesses, transport operators and other departments of the local authority
  - (c) the provision of CCTV surveillance in town centres, ample taxi ranks, provision of public conveniences open late at night, street cleaning and litter patrols
  - (d) powers of local authorities to designate parts of the local authority area as places where alcohol may not be consumed publicly
  - (e) police enforcement of the general law concerning disorder and anti-social behaviour, including the issuing of fixed penalty notices
  - (f) the prosecution of any personal licence holder or member of staff at such premises who is selling alcohol to people who are under age or drunk
  - (g) the confiscation of alcohol from children and adults in designated areas
  - (h) police powers to close down any licensed premises for between 48 and 336 hours where there has been persistent sales of alcohol to children <u>Use</u> of Police and/or Local Authority powers (under the Anti-Social Behaviour

- Crime and Policing Act 2014) to close down instantly for 24 hours up to a maximum of 48 hours any licensed premises or temporary events on grounds of disorder or the likelihood of disorder or noise emanating from premises causing a nuisance.
- (i)(h) police and/or local authority powers to close down instantly for up to 24 hours any licensed premises or temporary events on grounds of disorder, the likelihood of disorder or noise emanating from the premises causing a nuisance
- (j)(i) the power of the police, other responsible authorities or a local resident or business to seek a review of the licence or certificate in question
- (k)(j) Action under the Violent Crime Reduction Act 2006.
- 1.31 If an applicant volunteers a prohibition or restriction in their operating schedule because their own risk assessment has determined such prohibition or restriction to be appropriate, such volunteered prohibitions or restrictions will become conditions attached to the licence, or certificate and will be enforceable as such.
- 1.32 The Licensing Authority recognises that where representations are made applications should be considered on an individual basis and any condition attached to such a licence will be tailored to each individual premises, in order to avoid the imposition of disproportionate and other burdensome conditions on those premises. Standard conditions will therefore be avoided. Conditions will be not be imposed that cannot be shown to be appropriate or proportionate for the promotion of the licensing objectives.

#### **Delegation of Functions**

1.33 With the exception of the approval and review of its Licensing Policy and the making of <a href="Eearly Mmorning alcehol-Rrestriction Oerders">Eearly Mmorning alcehol-Rrestriction Oerders</a>, and late night refreshment exemptions decisions on licensing matters will be taken in accordance with an approved scheme of delegation aimed at underlining the principles of timely, efficient and effective decision-making. Applications which do not attract relevant representations will be granted by officers under delegated powers. Where such representations are received the application will be determined by Members of the Licensing Committee. The Licensing Committee will receive regular reports regarding licences determined by officers under delegated powers, in order to maintain an overview of the general situation.

#### The Need for Licensed Premises

1.34 There can be confusion about the difference between "need" and the "cumulative impact" of premises on the licensing objectives. "Need" concerns the commercial demand for another pub or restaurant or hotel. This is not a matter for a licensing authority in discharging its licensing functions or for its statement of licensing policy.

#### **Cumulative Impact of a Concentration of Licensed Premises**

- 1.35 "Cumulative impact" means the potential impact on the promotion of the licensing objectives of a significant number of licensed premises concentrated in one area. The cumulative impact of licensed premises on the promotion of the licensing objectives is a proper matter for a licensing authority to consider in developing its licensing policy statement.
- 1.36 The Licensing Authority acknowledges that a concentration of licensed premises in a particular area can result in an increased number of people walking through or congregating in streets during the night with the potential impact of an increase in crime, anti-social behaviour, noise pollution and other disturbance to residents, together with an increase in littering or fouling. In such cases the amenity of local residents can be placed under severe pressure but may not be attributable to any individual premises.
- 1.37 The Licensing Authority will only adopt a special policy on cumulative impact if there is evidence that a significant number of licensed premises concentrated in one area are resulting in unacceptable levels of crime and disorder or public nuisance.
- 1.38 The Licensing Authority, having regard to the evidence currently available, considers that there is no particular part of the district causing a cumulative impact on any of the licensing objectives.
- 1.39 However, the cumulative impact of licensed premises in a particular area may, at a future time, on representation from residents or businesses or a responsible authority, trigger the consideration of whether any additional licences or substantial variations to existing licences, to increase such aspects as capacity or operating hours, would lead to an unacceptable saturation in an area. The onus will be on the objector to provide evidence that additional licences or the variation of existing licences will produce the cumulative impact claimed.

#### Late night refreshment exemptions

The provision of late night refreshment is regulated primarily because it is often linked to alcohol-fuelled crime and disorder in the night-time economy, such as at

fast-food takeaways where late-night drinkers congregate. However, these safeguards may not be needed everywhere or for every type of late night refreshment business. Paragraph 2A of Schedule 2 to the 2003 Act (as inserted by the Deregulation Act 2015) gives licensing authorities powers to exempt premises, in certain circumstances, from the requirement to have a licence to provide late night refreshment.

The powers therefore allow licensing authorities to choose to apply an exemption specifically where they think it will be helpful to businesses and where there are no problems with antisocial behaviour or disorder associated with the night time economy.

The powers allow a relevant licensing authority to exempt the supply of late night refreshment if it takes place:

- a) on or from premises which are wholly situated in a designated area;
- b) on or from premises which are of a designated description; or
- c) during a designated period (beginning no earlier than 11.00 p.m. and ending no later than 5.00 a.m.).

When choosing to designate particular categories of premises as exempt, a licensing authority can only exempt types of premises set out in the regulations. These are:

- □ Motorway service areas;
- petrol stations;
- □ local authority premises (except domestic premises) unless there is an event taking place at which more than 500 people are present;
- □ schools (except domestic premises) unless there is an event taking place at which more than 500 people are present;
- □ hospitals (except domestic premises);
- □ community premises (church, chapel, village, parish or community hall or other similar
  - <u>building</u>) unless there is an event taking place at which more than 500 people are present;
- □ licensed premises authorised to sell by retail alcohol for consumption on the premises between the hours of 11pm and 5am.

<u>Licensing</u> authorities do not have to use the exemptions at all and can continue to require all late night refreshment providers to be licensed. However, licensing authorities should consider deregulation where appropriate.

When deciding which exemption to use, if any, the relevant licensing authority should always first consider what the risks are in terms of the promotion of the licensing objectives. the late night refreshment exemptions are not made on a case by case basis and there is no recourse to bring an individual premises back into the licensing regime if there is a problem with that particular premises. In such

cases the licensing authority would have to take a decision about the entire exemption and apply it across the whole area.

The Licensing Authority having regard to the evidence available at this time does not consider it necessary to make any exemptions.

#### **Advice and Guidance**

- 1.40 The Licensing Authority recognises the valuable cultural, social and business importance that premises and events requiring a licence under the Licensing Act provide and welcomes the diversity of activities that are provided by licence holders. For this reason, pre-application discussions will be encouraged to assist applicants to develop their operating schedule. The Licensing Authority, Environmental Health, Essex Police and/or Essex County Fire and Rescue Service will offer as much advice and guidance to applicants, as resources permit.
- 1.41 The Licensing Authority will also seek to liaise with applicants and/or mediate between applicants and others who may make representations, to achieve a satisfactory outcome for all involved, wherever possible and where resources permit. Where an applicant considers that mediation and liaison may be likely or probable, it is recommended that the applicant discuss his proposal with the licensing department/section and those from who they think representations are likely prior to submitting their application. Once an application has been lodged, there are statutory time scales imposed upon the application and determination process, which restrict the opportunity for such discussions, liaison and mediation.

#### **Reviews**

- 1.42 Where possible and appropriate <u>all Responsible Authorities</u> the Licensing Authority, Environmental Health, Essex Police, Essex Fire Service and/or the PCT will give early warning to licence holders of any concerns about problems identified at premises and of the need for improvement.
- 1.43 Responsible authorities and/or others can trigger a review of a premises licence but an evidentiary basis would be required to be presented to the Licensing Authority and would ordinarily be expected to substantiate their complaints at a hearing.

- 1.44 No more than one review from persons other than responsible authorites\_will be normally permitted within any 12 month period on similar grounds except in exceptional and compelling circumstances.
- 1.45 This Authority will not consider anonymous representations. However, the Licensing Authority accepts that in exceptional circumstances, a member of the public may not wish to provide their personal details to the licence or certificate holder. In those circumstances the member of the public might consider providing the relevant Responsible Authority with details of how they consider the licensing objectives are being undermined so that the Responsible Authority can apply for a review.

#### **Enforcement**

- 1.46 The Licensing Authority Council delivers a wide range of enforcement services aimed at safeguarding the environment and the community and at providing a 'level playing field' on which businesses can fairly trade. The administration and enforcement of the licensing regime is one of these services. The Authority has adopted the Government's Enforcement Concordat designed to ensure effective and efficient public protection services. The Council is subject to the provisions of the Regulators Code which is designed to ensure effective and efficient public protection services. Specifically, the Licensing Authority is committed to accord with the principles of good enforcement practice by carrying out its regulatory functions in a proportionate, open and consistent manner.
- 1.47 The Enforcement Concordat The Council will base any enforcement action on is based on the principles that businesses should:
  - Be clear about the issues that have made enforcement action necessary
  - receive clear explanations from enforcers of what they need to do and by when;
  - have opportunities to resolve differences before enforcement action is taken unless immediate action is needed;
  - receive an explanation of their rights of appeal
- 1.48 The Licensing Authority recognises the interests of both citizens and businesses and will work closely, with partners, to assist licence holders to comply with the law and the four licensing objectives it seeks to promote. However, proportionate but firm action will be taken against those who commit serious offences or consistently break the law.
- 1.49 The Licensing Authority will establish an enforcement protocol with Essex Police, Essex County Fire and Rescue Service, Essex County Licensing Authority Trading Standards, Environmental Health and the council's Enforcement Team on

enforcement issues. This protocol will provide for the targeting of resources towards high-risk premises and activities that require greater attention, while providing a lighter touch in respect of low risk premises that are well operated. A draft of the protocol can be viewed on the Licensing Authority's website: www.uttlesford.gov.uk. Hard copies are available on request.

#### 2.0 LICENSING OBJECTIVES

- 2.1 The following sections set out the Licensing Authority's Policy relating specifically to the four licensing objectives:
  - the prevention of crime and disorder
  - public safety
  - the prevention of public nuisance
  - the protection of children from harm
- 2.2 In each section relating to the objectives, the Licensing Authority has defined its intended outcome (in bold type). Each section then lists the influencing factors on the achievement of that objective but, because of the wide variety of premises and activities to which this policy applies, the lists provided are not exhaustive. Applicants should know their premises best and should consider all aspects relevant to the individual style and characteristics of their premises and events.
- 2.3 Further, in each section, a list of possible control measures is provided, to be of assistance to applicants, but again is not intended to be an exhaustive list. Many control measures achieve more than one objective but have not necessarily been listed under each objective. Similarly, applicants need not mention a control measure more than once in their operating schedule.
- The selection of control measures, referred to in 2.3 above, should be 2.4 based upon a risk assessment of the premises, events, activities and the customers expected to attend (e.g. their age, number, etc.). Whilst the Licensing Authority cannot require such risk assessments to be undertaken or documented, (other than where required by other legislation), it considers such documentation to be good practice and a useful tool in the instruction and training of staff, as well as a sound basis for review by the licence holder, in the event of requiring to make to application for variation in response changing orcircumstances/conditions at the premises.
- 2.5 Additional measures may be appropriate on an occasional or specific basis such as when a special event (e.g. popular live band) or promotion (e.g.

during major sporting occasions) is planned, which is intended to, or likely to attract larger audiences and/or audiences of a different nature, and which can have a significant impact on the achievement promotion of the licensing objectives. If representations are made the Licensing Authority will expect to see reference to be made in an applicant's operating schedule, where applicable, to such occasions and the additional measures that are planned in order to achieve the licensing objectives.

- 2.6 The Licensing Authority considers the effective and responsible management of the premises, instruction, training and supervision of personnel engaged on the premises and the adoption of best practice to be amongst the most essential control measures for the achievement of all the licensing objectives. For this reason If representations are made the Licensing Authority will expect to see, these elements specifically considered and addressed within an applicant's operating schedule.
- 2.7 In addition, the occupancy capacity for premises, and events as appropriate, is also considered to be an essential factor in the achievement of the promotion of the four licensing objectives, (except in respect of premises licensed for the consumption of food and/or alcohol off the premises). If representations are made the Licensing Authority will expect the issue of occupancy capacity to be considered and addressed, where appropriate, within an applicant's operating schedule.
- 2.8 The design and layout of premises are important in determining capacity, as is the availability and size of exits within recommended travel distances. Other factors should also be considered when assessing the appropriate capacity for premises or events. These include:
  - (a) the nature of the premises or event
  - (a) the nature of the licensable activities being provided
  - (b) the provision or removal of such items as temporary structures, such as a stage, or furniture
  - (c) the number of staff available to supervise customers both ordinarily and in the event of an emergency
  - (d) the age of the customers
  - (e) the attendance by customers with disabilities, or whose first language is not English
  - (f) availability of suitable and sufficient sanitary accommodation
  - (g) nature and provision of facilities for ventilation
- 2.9 The agreement to a capacity for premises or events should not be interpreted as a requirement to also provide permanent monitoring arrangements such as doorstaff, attendance clickers or maintenance of attendance records. The Licensing Authority recognises that the person in charge at the premises can often readily assess the capacity of premises

without resort to such measures. However, If representations are made the Licensing Authority will expect that where the capacity is likely to be reached (such as on known busy evenings) and particularly where a special event or promotion is planned, the applicant will be expected to detail the additional arrangements that will be put in place to ensure that the capacity of the premises is not exceeded.

2.10 The Licensing Authority will consider applications for minor variations to premises licences, provided that the Authority is satisfied that the variation will not adversely impact on any of the licensing objectives and the Licensing Authority will consult with such of the Responsible Authorities as it deems appropriate to make such assessment.

#### 3.0 PREVENTION OF CRIME AND DISORDER

- 3.1 The <u>Licensing Authority Council</u> is committed to further improving the quality of life for the people of the District of Uttlesford by continuing to reduce crime and the fear of crime.
  - 3.2 Section 17 of the Crime and Disorder Act 1998 introduced a wide range of measures for preventing crime and disorder and imposed a duty on Uttlesford District Council, Essex Police, Essex County the Licensing Authority and others to consider crime and disorder reduction in the exercise of all their duties. The Act reinforces this duty for local authorities.
  - 3.3 The prevention of crime includes the prevention of immigration crime, and the Licensing Authority will work with Home Office Immigration Enforcement in respect of these matters.

The promotion of the licensing objective, to prevent crime and disorder, places a responsibility on licence holders to become key partners in achieving this objective. If representations are made to the Licensing Authority applicants will be expected to demonstrate in their operating schedule that suitable and sufficient measures have been identified and will be implemented and maintained to reduce or prevent crime and disorder on and in the vicinity of their premises, relevant to the individual style and characteristics of their premises and events.

- 3.4 When addressing the issue of crime and disorder, the applicant should consider those factors that impact on crime and disorder. These may include:
  - Underage drinking
  - Drunkenness on premises
  - Public drunkenness
  - Drugs

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- · Violent behaviour
- Anti-social behaviour
- Illegal working

# **Control Measures**

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- 3.5 The following examples of control measures are given to assist applicants who may need to take account of them in their operating schedule in the event that representations are received, having regard to their particular type of premises and/or activities:
  - (a) Effective and responsible management of premises
  - (b) Training and supervision of staff
  - (c) Adoption of best practice guidance (e.g. Safer Clubbing, the National Alcohol Harm Reduction Strategy Toolkit and other voluntary codes of practice, including those relating to drinks promotions e.g. The Point of Sale Promotions published by BBPA, Security in Design published by BBPA and Drugs and Pubs, published by BBPA)
  - (d) Acceptance of accredited 'proof of age' cards e.g. PASS, locally approved 'proof of age' cards e.g. 'Prove It' and/or 'new type' driving licences with photographs or adoption of industry best practice (e.g. Challenge 245 policy)
  - (e) Provision of effective CCTV and mirrors in and around premises
  - (f) Employment of Security Industry Authority licensed Doorstaff
  - (g) Provision of toughened or plastic drinking vessels
  - (h) Provision of secure, deposit boxes for confiscated items ('sin bins')
  - Provision of litterbins and other security measures, such as lighting, outside premises
  - (j) Membership of local 'Pubwatch' schemes or similar organisations
  - (i)(k) Right to work checks on staff and retention of documents

#### **Designated Premises Supervisor**

3.6 Within the operating schedule for premises from which alcohol will be sold, save for certain community premises, a Premises Supervisor must be designated ('Designated Premises Supervisor' DPS). The Licensing Authority will normally expect the DPS to have been given the day to day responsibility for running the premises by the premises licence holder. Mandatory conditions under the Act impose express duties upon the DPS and the premises licence holder with regard to irresponsible drinks promotions, the pouring of alcohol into the mouth of a third party, the supply of tap water and the availability of alcoholic drinks in small measures. In addition to the DPS holding a personal licence, the Licensing Authority would strongly encourage the DPS to undergo additional training, and to have experience commensurate with the nature and style of entertainment provided and the capacity of the premises.

- 3.7 Whilst the Licensing Act 2003 requires each sale of alcohol (other than in certain community premises) to be made or authorised by a personal licence holder there is no requirement for every sale to be made by a personal licence holder or for them to be personally present at every transaction. In determining whether the real authorisation was given, the Guidance issued by the Secretary of State encourages the practice of a written authorisation to make supplies of alcohol being given by personal licence holders to persons not holding a personal licence.
- In the case of community premises (church halls, chapel halls, village halls, parish halls, community halls or other similar buildings) run by a management committee, providing the Licensing Authority does not consider that the conditions requiring there to be a DPS and for all sales to be made or authorised by a personal licence holder appropriate for the promotion of the crime prevention objective, then these conditions can be replaced by a condition that all sales must be made or authorised by the management committee. On an application for a new licence for such premises requesting the alternative condition, if representations are made the alternative condition must be included in the licence if the Licensing Authority is satisfied that the management arrangements are adequate and it does not consider that the conditions requiring there to be a DPS and for all sales to be made or authorised by a personal licence holder appropriate for the promotion of the crime prevention objective.

#### 4.0 PUBLIC SAFETY

- 4.1 The Licensing Authority is committed to ensuring that the safety of any person visiting or working in licensed premises is not compromised. If representations are made applicants will be expected to demonstrate in their operating schedule that suitable and sufficient measures have been identified and will be implemented and maintained to ensure public safety, relevant to the individual style and characteristics of their premises and events.
- 4.2 When addressing the issue of public safety, an applicant should consider those factors that impact on the standards of public safety. These may include:
  - (a) the occupancy capacity of the premises
  - (b) the age, design and layout of the premises, including means of escape in the event of fire
  - (c) the nature of the licensable activities to be provided, in particular the sale or supply of alcohol, and/or the provision of music and dancing and including whether those activities are of a temporary or permanent nature

- (d) the hours of operation (differentiating the hours of opening from the hours when licensable activities are provided, if different)
- (e) customer profile (e.g. age, disability)
- (f) the use of special effects such as lasers, pyrotechnics, smoke machines, foam machines, etc.
- (f)(g) Compliance with the Disability Discrimination Act etc

#### **Control Measures**

- 4.3 The following examples of control measures are given to assist applicants who may need to take account of them in their operating schedule, in the event that representations are received, having regard to their particular type of premises and/or activities:
  - (a) Suitable and sufficient risk assessments
  - (b) Effective and responsible management of premises
  - (c) Provision of a sufficient number of people employed or engaged to secure the safety of the premises and patrons
  - (d) Appropriate instruction, training and supervision of those employed or engaged to secure the safety of the premises and patrons including the use of CCTV system
  - (e) Adoption of best practice guidance (e.g. Guide to Fire Precautions in Existing Places of Entertainment and Like Premises, The Event Safety Guide, Safety in Pubs published by the BBPA))
  - (f) Provision of effective CCTV in and around premises
  - (g) Provision of toughened or plastic drinking vessels
  - (h) Implementation of crowd management measures
  - (i) Proof of regular testing (and certification where appropriate) of procedures, appliances, systems etc. pertinent to safety

# 5.0 PREVENTION OF PUBLIC NUISANCE

- 5.1 Licensed premises have a significant potential to adversely impact on communities through public nuisances that <a href="might-arise">might\_arise</a> from their operation. The Licensing Authority wishes to proactively maintain and protect the amenity of residents and other businesses from the potential consequence of the operation of licensed premises whilst recognising the valuable cultural, social and business importance that such premises provide.
- 5.2 The Licensing Authority intends to interpret "public nuisance" in its widest sense, and takes it to include such issues as noise, light, odour, litter and anti-social behaviour, where these matters impact on those living, working or otherwise engaged in normal activity in an area.
- 5.3 Applicants need to be clear that the Licensing Authority may apply stricter conditions, including controls on licensing hours, where licensed premises

are in or near residential areas and where relevant representations have been received. Conversely, premises which can demonstrate that they have effective <u>controls and measures in place or proposed planned to prevent public nuisance</u>, may be suitable for 24-hour opening.

- 5.4 In the case of shops, stores and supermarkets selling alcohol, the Licensing Authority will normally permit the hours during which alcohol is sold to match the normal trading hours during which other sales take place, unless representations are made and there are exceptional reasons relating to disturbance or disorder.
- 5.5 The Licensing Authority does recognise that in some circumstances flexible licensing hours may help to avoid concentrations of customers leaving premises simultaneously and could reduce the potential for disorder. It also recognises that licensing hours should not inhibit the development of safe evening and night-time local economies. However, the Authority will always seek to balance their decisions with the duty to promote the four licensing objectives and the rights of residents to peace and quiet.
- 5.6 If representations are made applicants will be expected to demonstrate in their operating schedule that suitable and sufficient measures have been identified and will be implemented and maintained to prevent public nuisance, relevant to the individual style and characteristics of their premises and events.
- 5.7 When addressing the issue of prevention of public nuisance, the applicant should consider those factors that impact on the likelihood of public nuisance. These may include:
  - the location of premises and proximity to residential and other noise sensitive premises, such as hospitals, hospices and places of worship
  - (b) the hours during which the licensable activities will be carried out particularly between 23.00 and 07.00
  - (c) the closing time of the premises A "wind down period" between the end of the licensable activities and closure of the premises
  - (c) the nature of activities to be provided, including whether those activities are of a temporary or permanent nature and whether they are to be held inside or outside premises
  - (d) the design and layout of premises and in particular the presence of noise limiting features
  - (e) the occupancy capacity of the premises
  - (f) the availability of public transport
  - (f)(g) A last admission time
- 5.8 The following examples of control measures are given to assist applicants who may need to take account of them in their operating schedule, in the

event that representations are received, having regard to their particular type of premises and/or activities:

- (a) Effective and responsible management of premises
- (b) Appropriate instruction, training and supervision of those employed or engaged to prevent incidents of public nuisance, e.g. to ensure customers leave quietly
- (c) Control of operating hours for all or parts (e.g. garden areas) of premises, including such matters as deliveries and clearing up
- (d) Provision of effective CCTV in and around the premises
- (e) Adoption of best practice guidance (e.g. Good Practice Guide on the Control of Noise from Pubs and Clubs, produced by Institute of Acoustics, Licensed Property: Noise, published by BBPA)
- (f) Installation of soundproofing, air conditioning, acoustic lobbies and sound limitation devices
- (g) Management of people, including staff, and traffic (and resulting queues) arriving and leaving premises
- (h) Liaison with public transport providers
- (i) Siting of external lighting, including security lighting
- (j) Management arrangements for collection and disposal of litter
- (k) Effective ventilation systems to prevent nuisance from odour

#### 6.0 PROTECTION OF CHILDREN FROM HARM

- 6.1 The protection of children from harm is a most important issue. While it is hoped that family friendly premises will thrive, the risk of harm to children remains a paramount consideration when determining applications.
- 6.2 The general relaxation in the Licensing Act giving accompanied children greater access to licensed premises is a positive step, aimed at bringing about a social change in family friendly leisure. Clearly this relaxation places additional responsibilities upon licence holders. However, it is also recognised that parents and others accompanying children also have responsibilities.
- 6.3 The protection of children from harm includes the protection of children from moral, psychological and physical harm and in relation to the exhibition of films, or transmission of programmes or videos, this includes the protection of children from exposure to strong language and sexual expletives. In certain circumstances children are more vulnerable and their needs will require special consideration. Examples would include topless bar staff, striptease, lap, table or pole dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language. This vulnerability includes their susceptibility to suggestion, peer group influences, inappropriate example, the unpredictability of their age and the lack of understanding of danger.

- The Licensing Authority considers that there should be no presumption of giving or preventing children's access to licensed premises. The Licensing Authority will rarely impose complete bans on access to children. If representations are made then in exceptional circumstances, conditions restricting access or excluding children completely may be considered appropriate. Where no licensing restriction is appropriate, admission of children will remain entirely a matter for the discretion of the individual licensee or club, or person who has given a temporary event notice.
- 6.5 If representations are made applicants will be expected to demonstrate in their operating schedule that suitable and sufficient measures have been identified and will be implemented and maintained to protect children from harm, relevant to the individual style and characteristics of their premises and events.
- 6.6 Whilst children may be adequately protected from harm by the action taken to protect adults, they may also need special consideration and no policy can anticipate every situation. When addressing the issue of protecting children from harm, the applicant should consider those factors that impact on harm to children. Areas that will give particular concern in respect of children include:
  - (a) where entertainment or services of an adult or sexual nature are commonly provided
  - (b) where there have been convictions of members of the current staff at the premises for serving alcohol to minors or with a reputation for underage drinking
  - (c) with a known association with drug taking or dealing
  - (d) where there is a strong element of gambling on the premises, and
  - (e) where the supply of alcohol for consumption on the premises is the exclusive or primary purpose of the services provided at the premises.

Control Measures

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- 6.7 The following examples of control measures are given to assist applicants and are considered to be amongst the most essential that applicants should take account of in their operating schedule, in the event that representations are received, having regard to their particular type of premises and/or activities. These examples can be adopted in any combination:
  - (a) Effective and responsible management of premises
  - (b) Provision of a sufficient number of people employed or engaged to secure the protection of children from harm
  - (c) Appropriate instruction, training and supervision of those employed or engaged to secure the protection of children from harm

- (d) Adoption of best practice guidance (Public Places Charter, The Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks)
- (e) Limitations on the hours when children may be present, in all or parts of the premises
- (f) Limitations or exclusions by age when certain activities are taking place
- (g) Imposition of requirements for children to be accompanied by an adult
- (h) Measures to ensure children do not purchase, acquire or consume alcohol
- Measures to ensure children are not exposed to incidences of violence or disorder
- (j) <u>Acceptance of accredited "proof of age" cards and/or "new type"</u> driving licences with photographs

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#### Film Exhibitions

In the case of film exhibitions, If representations are made, the 6.8 Licensing Authority will expect licence and certificate holders and those who have given notice of a temporary event within the terms of the 2003 Act to implement measures that restrict children from films age-restricted viewing classified according recommendations of the British Board of Film Classification or the Licensing Authority. In the case of a film exhibition that has not been classified, the Licensing Authority will expect the licensee not to permit children to view the film unless it has been approved by the Licensing Authority applying British Board of Film Classification standards.

If representations are made the Licensing Authority may require that adult supervisors who regularly work with children having access to licensed premises who are not accompanied by an adult be checked with the Criminal Records Bureau for suitability to work with children.

6.9 The Licensing Authority expects that when a licensable activity is held exclusively for children and young persons, that there will be sufficient numbers of staff available who have undertaken an enhanced disclosure check with the DBS, to ensure the safety of those children. This does not require each member of staff to have undergone this level of check but the Licensing Authority expects that there should be sufficient members that have, who are then able to supervise others, e.g there will be one person at the main entrance to the premises who has been subject of advanced disclosure responsible for supervising the searching and checking of children by those who have not.

# 7. TEMPORARY EVENTS

7.1. Certain temporary events are not required to be licensed but can be notified to the Licensing Authority using the Temporary Event Notice procedure. However, depending on the nature and location of such events, these can have serious crime and disorder and/or public nuisance

- implications. Organisers of these events are encouraged to submit their notification as soon as reasonably practicable to enable the police, environmental health and the Licensing Authority to work with them to identify and reduce the risk of crime and disorder.
- 7.2. There are 2 categories of temporary event, "standard temporary events" and "late temporary events".
- 7.3. A standard temporary events notice must be served at least 10 working days before the event is to take place. Organisers of these events should be aware that if a counter notice is served this has the effect of preventing the event from going ahead unless the counter notice is overturned on appeal. The appeal process is likely to take several months and unless the standard temporary events notice is served well in advance of the proposed event there may not be sufficient time for an appeal to be brought.
- 7.4. A late temporary event notice may be served between 5 and 9 working days before the event. Organisers of these events should be aware that in the event of a counter notice being served the event may not go ahead There is no right of appeal against a counter notice in response to a late temporary events notice.
- 7.5. Event organisers should also be aware that either the police or the council's Environmental Health Department can object to a temporary events notice (either a standard or late notice) on the basis that to permit the event to go ahead would undermine ANY of the licensing objectives. Where such an objection is received in respect of a late temporary events notice the Licensing Authority must serve a counter notice and the event cannot take place. Where a counter notice relates to a standard temporary events notice then the Licensing Authority must hold a hearing in order to determine the issue. At a hearing into objections to a standard temporary events notice any conditions on a premises licence or club premises certificate may be attached to the temporary events notice if the Licensing Authority consider it appropriate for the promotion of the licensing objectives unless the conditions would effectively prevent the event going ahead
- 7.5.7.6. If TENs must be made with the minimum amount of permitted notice given, it must be understood that the requirements for 5 or 10 clear working days does not include the day the notice was received or the day of the event. If the period includes a bank holiday the the notice must be extended by 1 working day for each bank holiday. The Council has no ability to waive or reduce the legal notification periods.

8. THE ROLE OF THE LICENSING AUTHORITY AS A RESPONSIBLE AUTHORITY

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- 8.1. As a responsible authority the Licensing Authority may make representations on applications for the grant or variation of a premises licence or club premises certificate and may also seek a review of a licence or certificate
- 8.2. Without imposing any limitations on its power to make such representations or to call for a review it is the view of the Licensing Authority that the other responsible authorities are generally better placed to determine whether representations are appropriate or whether a review should be called for. The Licensing Authority is therefore likely to exercise its powers in the capacity of a responsible authority only in exceptional circumstances. This in no way inhibits the right of the other departments of the Council which are responsible authorities in their own right (namely Environmental Health and Planning) to make representations or to apply for reviews if they consider it appropriate to do so
- 8.3. To ensure that the Licensing Committee are able to conduct a hearing impartially and to reach a conclusion on its merits the power of the Licensing Authority to make representations and to seek reviews has been delegated to the Team Leader of the Council's Licensing Enforcement Team Officer.

#### 9. PERSONAL LICENCES

Much of the foregoing policy relates to premises licences and club premises certificates. However, the Licensing Authority will also be responsible for issuing personal licences authorising individuals to supply alcohol or to authorise the supply of alcohol, in accordance with a premises licence.

30.2 Provided that an applicant fulfils the requirements of Section 120 (2) (a), (b) and (c), of the Act, a licence will be granted unless the applicant has a relevant conviction or a foreign conviction as defined in the Act. In the event of such a conviction, the application will be referred to the Police, and if the Police give an objection notice, a hearing will generally be held. Whilst each application and objection will be considered on its merits, the application will normally be rejected if the Licensing Authority considers this appropriate for the crime prevention objective.

From 6 April 2017 the Licensing Authority has the power to revoke or suspend personal licences where they become aware of relevant conviction, foreign offence or civil penalties for immigration matters. In making their decision the Licensing Authority will have regard to the crime preventation objective

30.3 From the 1st April 2015 the requirement to renew a personal licence has been

removed. As a result of that amendment a personal licence will no longer have an expiry date.

The Immigration Act 2016 requires that personal licences may only be granted to individuals if they have provided evidence of their lawful immigration status and proven their eligibility to undertake work relating to the carrying on of licensable activity in line with the requirements of the legislation and guidance. Licences issued after 6 April 2017 automatically lapse if and when the licence holder's lawful leave or permission to work ends.

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# APPENDIX (Outline of the District)

Uttlesford is a rural area in north west Essex and is geographically the second largest district in the County. It has a population of approx—77500\_85100 (2015). There are four main centres of population, Great Dunmow, Saffron Walden, Stansted and Thaxted. The remainder of the district consists of numerous villages and hamlets. In the south of the District is Britain's fourth largest airport, Stansted. A survey carried out for the Sunday Times—Mail in 200214—stated that Uttlesford offered the best quality of life in England and Waleswas in the top 10 rural places to live in Britian. Its pleasant rural setting attracts many visitors from day trippers to those staying for longer periods many of whom will make use of licensed facilities within the district.

Currently there are 3006 premises within the District licensed to sell alcohol for consumption on and/or off the premises. Of these premises 76 are on sales only, 54 for off sales only, 144 authorise sales both on and off the premises and 32 that do not permit the supply of alcohol. 188 are public houses or registered clubs, 57 are off licences, 42 restaurant licences and 13 are residential. In addition there are some bars airside at the airport which are not subject to the Licensing Acts by virtue of government designation.



# **Uttlesford** District Council

# Fast-track equality impact assessment (EqIA) tool

#### What is this tool for?

This tool will help you to assess the impact of existing or new strategies, policies, projects, contracts or decisions on residents and staff. It will help you to deliver excellent services, by making sure that they reflect the needs of all members of the community and workforce.

# What should be equality impact assessed?

You only need to equality impact assess strategies, policies, projects, contracts or decisions that are **relevant** to equality. If you are not sure whether your activity is relevant to equality take the 'relevance test' on Page 9.

## How do I use the tool?

This tool is easy to use and you do not need expert knowledge to complete it. It asks you to make judgments based on evidence.

The tool uses a system of red flags to give you an indication of whether or not your responses are identifying potential issues. Getting a red flag does not necessarily indicate a problem, but it does mean that your assessment is highlighting issues or gaps in data that may require further investigation or action.

If there is insufficient space to answer a question, please use a separate sheet.

Gei	General information			
1	Name of strategy, policy, project, contract or decision.	Licensing Act 2003 – Statement of Licensing Policy 2017/2022		
2	What is the overall purpose of the strategy, policy, project, contract or decision?	The District Council is the Licensing Authority under the Licensing Act 2003 and must review and publish its Statement of licensing Policy every fifth year.  The next Statement to be published will be for the period 2017-22. The Statement must address, within the framework of the 2003 Act, how the Authority will promote the four licensing objectives of:  (a) the prevention of crime and disorder; (b) public safety; (c) the prevention of public nuisance; and (d) the protection of children from harm.		
3	Who may be affected by the strategy, policy, project, contract or decision?  Consultation on the draft policy will take place over a 12 week period after the licensing committee approval. The licensing team will consult with all the persons listed in s5(3) of the Act, being responsible authorities under the Act, all premises licensed in the district, local businesses, Councillors, and Town & Parish Councils.	X Residents  Staff  A specific client group/s e.g. linked by geographical location, social economic factors, age, disabilities, gender, transgender, race, religion or sexual orientation (please state)		
4	Responsible department and Head of Division.	Department: Housing & Environmental Health Head of Division: Roz Millership		
5	Are other departments or partners involved in delivery of the strategy, policy, project, contract or decision?	No X Yes (please state):		

	The council as licensing authority has overall responsibility for delivery of the policy through the Community Directorate. The practical application of it is shared through the responsible authorities named in the Licensing Act (the police, fire service, Local Children's' Safeguarding Board, Trading Standards, Environmental Health, the Local Planning Authority and Public Health).			
Gat	thering performance data			
6	Do you (or do you intend to) collect this monitoring data in relation to any of the following diverse groups?	X	Age	Disability
	Age		Sex	Race
	Apart from the measures designed to prevent harm to children, the Policy does not explicitly seek to adopt		Gender Reassignment	Sexual Orientation
	measures that distinguish individuals on the basis of age.		Religion & Belief	Pregnancy and Maternity
	The Equality Act 2010 disapplies age as a protected characteristic for those under 18 years in relations to services and public (DRAFT Code of Practice – Services, Public Functions and Associations Code, Equality & Human Rights Commission). There are lawful age restrictions within the Licensing Act 2003 that prevent individuals under 18 years of age from applying for a Personal Licence, a Premises Licence or from submitting a Temporary Event Notice.  The 2003 Act also makes it offences for unaccompanied children to be on premises licensed for alcohol sales between midnight and 5am, for alcohol to be sold to someone under		Marriage and Civil Partnerships	Rural

18 years of age, for liqueur confectionery to be sold to an individual aged under 16, for alcohol to be consumed by someone under 18 on alcohol licensed premises (except 16 and 17 years olds consuming beer, wine or cider with a meal), for unsupervised sales of alcohol by under 18year olds etc.

The Policy seeks to develop practices in licensed premises whereby they operate a Challenge 21/25 strategy whereby if someone looks over 18 but under 21/25 they will be asked to prove their age with certain verified age products.

Rather than adversely impacting on children, the policy seeks to positively consider children by ensuring that appropriate measures are in place for regulated entertainment for children to ensure that such entertainment is not used as cover for sales/consumption of alcohol.

Any residual entertainment of an adult nature is the subject of proposed safeguards and measures that would be appropriate to consider to avoid Children being exposed to such entertainment.

7	How do you (or how do you intend to) monitor the impact of the strategy, policy, project, contract or decision?		Performance indicators or targets
			User satisfaction
			Uptake
		X	Consultation or involvement
		X	Workforce monitoring data
		X	Complaints
			External verification
			Eligibility criteria
			Other (please state):
			None **

Ana	alysing performance data	
8	Consider the impact the strategy, policy, project, contract or decision has already achieved, measured by the monitoring data you collect. Is the same impact being achieved for diverse groups as is being achieved across the population or workforce as a whole?  No-one can apply for a licence if they are under 18. Except in very limited circumstances it is an offence to sell, buy or supply alcohol to under 18s or for unaccompanied children to be on licensed premises.	No*  Insufficient  Not applicable  *Please state your evidence for this, including full document titles and dates of publication for audit purposes. Where applicable please also state the nature of any issues identified:
9	Is uptake of any services, benefits or opportunities associated with the strategy, policy, project, contract or decision generally representative of diverse groups?  The policy proposes specific measures to prevent under-age sales and child protection measures as a positive measure	X Yes *  No*  Insufficient  Not applicable
		*Please state your evidence for this, including

		full document titles and date audit purposes. Where app state the nature of any issu	olicable please also
Cne	ecking delivery arrangements		
10	You now need to check the accessibility requirements below. Click on the hyper minimum criteria you should meet.		_
	If assessing a proposed strategy, policy anticipate compliance by launch of impl	•	
	The premises for delivery are accessible	e to all.	Yes No N/A
	Consultation mechanisms are inclusive	of all.	X
	Participation mechanisms are inclusive	of all.	X
	If you answered 'No' to any of the quest any legal justification.	tions above please explain w	hy giving details of

Che	ecking information and communication arrangements			
11	You now need to check the accessiblity of your information and communication arrangements against the requirements below. Click on the hyperlink for more detailed guidance about the minimum criteria you should meet.			
	If assessing a proposed strategy policy, project, contract or decision, in anticipate compliance by launch of implementation.	ndicate 'Yes' if you		
	Customer contact mechanisms are accessible to all.	Yes No N/A		
	Electronic, web-based and paper information is accessible to all.	X		
	Publicity campaigns are inclusive of all.	X		
	Images and text in documentation are representative and inclusive of	X		
	all.			
	If you answered 'No' to any of the questions above please explain why legal justification.	, giving details of any		
Fut	Future Impact			

12	Think about what your strategy, policy, project, contract or decision is aiming to achieve over the long term and the ways in which it will seek to do this. This is your opportunity to take a step back and consider the practical implementation of your strategy, policy, project, contract or decision in the future. As well as checking that people from diverse groups will not be inadvertently excluded from or disadvantaged by any proposed activities, it is also an opportunity to think about how you can maximize your impact, reach as many people as possible and really make a difference to the lives of everyone in Uttlesford regardless of their background or circumstances.  Is it likely to inadvertently exclude or disadvantage any diverse groups?			et, II
	X No Yes * •		OVERVIEW 70,000 residents Demographic make up according to diverse groups.	
	Insufficient evidence			ļ
	*Please state any potential issues Identified.			
	Statement of Licensing Policy – sections			
	1.15 The Licensing Authority recognises its responsibilities under the Equality Act 2010. The impact of this policy on those sharing protected characteristics will be monitored through Uttlesford District Council's equality scheme.			
	variety of permissions nor does it overrid on any application or seek a review of a li	le the l icence ns or a	ights of any person to apply under the Act for a right of any person to make representations or certificate where they are permitted to do so request for a review is made the application erits.	
lmr	provement actions			
13	If your assessment has highlighted			
10	any potential issues or red flags,		Yes	
	can these be easily addressed?		No* <sup>™</sup>	
		X	Not applicable	
	,	*If Yes	s, please describe your proposed action/s,	

		ended impact, mo plementation date	nitoring arrangements and lead officer:
Mal	king a judgement – conclusions and n	ext steps	
14	Following this fast-track assessment, ple	ease confirm the fo	ollowing:
	There are no inequalities identified that cannot be easily addressed or legally justified		No further action required. Complete this form and implement any actions you identified in Q13 above
	There is insufficient evidence to make a robust judgement.		Additional evidence gathering required (go to Q17 on Page 7 below).
	Inequalities have been identified which cannot be easily addressed.		Action planning required (go to Q18 on Page 8 below).
15	If you have any additional comments to make, please include here.	X None	
_			
Coi	npletion	_	
16	Name and job title (Assessment lead officer)	Amanda Turner	
	Name/s of any assisting officers and people consulted during assessment:	Tony Cobden	

Completion		
16	Name and job title (Assessment lead officer)	Amanda Turner
	Name/s of any assisting officers and people consulted during assessment:	Tony Cobden
	Date:	31 May 2017
	Date of next review:	2022
	For <b>new</b> strategies, policies, projects, contracts or decisions this should be one year from implementation.	

When completed, a copy of this form should be saved with the strategy, policy, project, contract or decision's file for audit purposes and in case it is requested under the Freedom of Information Act.

# Additional evidence gathering and action planning

17 If your fast-track assessment indicated that **complex issues** or **inequalities** were

10

identified which could not be easily addressed, or you had **insufficient evidence** to make a judgement, you need to undertake an additional evidence gathering and action planning process. This is described below:

(a) Gather and analyse relevant additional evidence (which may include engagement with diverse groups), to address gaps in your knowledge, enhance understanding of the issues and inform options for addressing these. Additional evidence is likely to include any or all of the following:

#### Data gathering

- Demographic profiles of Uttlesford
- Data about the physical environment, e.g. housing market, workforce, employment, education and learning provision, transport, spatial planning and public spaces
- Results of local needs analysis
- Results of staff surveys
- Research reports on the needs/experience of diverse groups
- National best practice/guidance
- Benchmarking with other organisations

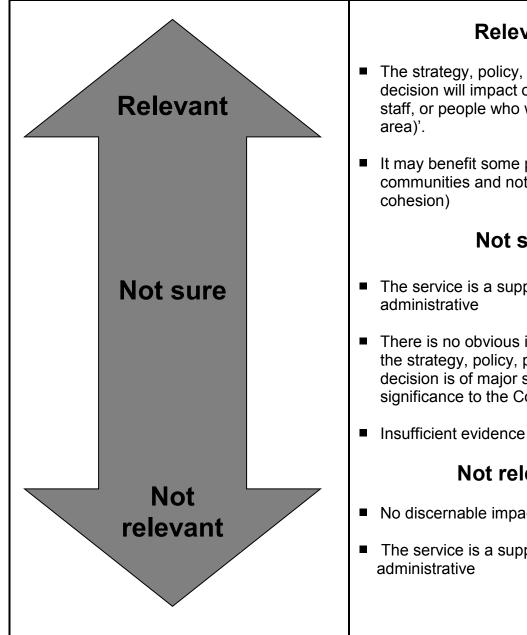
#### Consultation and involvement

- Existing consultation findings that may provide insight into the issues
- New, specially commissioned engagement with diverse groups
- Expert views of stakeholders/employers organisations representing diverse groups
- Advice from experts or national organisations
- Specialist staff/in-house expertise.
- (b) For advice on evidence gathering or engagement with diverse groups please contact your departmental equality lead officer. Discuss any proposed consultation with your departmental equality lead officer to ensure it is coordinated with related exercises across the Council as a whole.
- (c) Use your evidence gathering, analysis and engagement with diverse groups to develop options for addressing inequalities or unmet need, consulting with relevant management teams, Members, strategic groups/partners where necessary to confirm proposed actions and resource issues.
- (d) When options for addressing any issues are agreed, if these cannot be implemented immediately integrate them into the appropriate service plan/strategic plan/multiagency strategy, so that it is clear how they will be delivered, when they will be delivered, by whom and how this will be monitored.
- (e) Identify how the continuing implementation and impact of the strategy, policy, project, contract or decision on diverse groups in Uttlesford will be monitored.
- (f) Having gathered evidence re-evaluate this assessment.

	(g) Following completion of the above, pleas	se confirm the following:	
18	The conclusions and agreed proposals:		
	Summary of evidence gathered, including any internal and external consultation (please include full document titles and dates of publication and consultation for audit purposes):		
	Date proposals to be implemented and lead officer:		
	Where implementation is not immediate, please state in which service plan or strategy the proposed actions will be integrated:		
	Monitor arrangements (please include full	details for audit purposes):	
Add	ditional Comments		
19	If you have any additional comments to make, please include here:	None	
Cor	npletion		
20	Name and job title (Lead Officer):		
	Name/s of other assisting officers:		
	Date:		
	Date of next review (if any):		
con	When completed, a copy of this form should be saved with the strategy, policy, project, ontract or decision's file for audit purposes and in case it is requested under the Freedom of information Act.		

# The relevance test

Use the guick guide below to decide whether or not your strategy, policy, project, contract or decision is relevant to equality:



## Relevant

- The strategy, policy, project contract or decision will impact on 'people' (residents. staff, or people who work in or visit the
- It may benefit some people or communities and not others (community

#### Not sure

- The service is a support function or
- There is no obvious impact on 'people' but the strategy, policy, project contract or decision is of major scale and or significance to the Council's activities

# Not relevant

- No discernable impact on people.
- The service is a support function or

If you are not sure whether your strategy, project or decision is relevant to equality, ask , a member of the Council's Equality Standard Working Group Officer for advice.

Tel.

13

#### Ensuring your premises for delivery are easily accessible

In order to ensure that your premises for delivery are accessible to disabled customers and staff, older people and people with small children you should comply with the principles of accessible design summarised below.

In some cases, and for legitimate reasons, this may not be possible. Where this is the case you can still ensure your premises are accessible if you make appropriate reasonable adjustments. For guidance on reasonable adjustments see the 'Key contacts' section at the foot of this page.

#### Level access

Is there level access into and inside your premises? This means no steps, steep slopes or lips on doorways.

## Ramp or lift

If there are steps, can you fit a ramp or install a lift so disabled customers and staff and parents with pushchairs can get in? To be safe ramps must:

- Have a gradient of 1:20 or less
- Have a handrail
- Be firmly fixed to the ground

#### Bell or buzzer and alarms

Can you install a bell or buzzer outside and go out to disabled customers or staff when they ring? Do you have a visual as well as audible alarm?

#### **Door handles**

Are door handles easy to grip and easy to reach for customers or staff who are wheelchair users?

- Use an easy grip handle in a contrasting colour
- Install a magnetic device to hold doors open
- Are door locks easy to handle (not fiddly)?

#### **Doormats**

Are any doormats flush with the floor? Avoid bristle matting – it can be difficult for customers or staffs who are wheelchair users.

#### **Colour contrast**

Is there a colour contrast between your floors, walls, ceilings and doors? Use matt paint in contrasting colours or different tones.

#### Corridors and aisles

Are corridors and aisles clear enough for a wheelchair or pushchair to pass through?

#### Seating

Is there somewhere to sit down if customers or staffs have to queue or wait?

- Have seating with and without armrests, if possible.
- Leave space for a wheelchair user to pull up alongside a seated companion.

#### Height

Are all key facilities on the main floor? Are popular products on a mid-height shelf, and easy to reach from a wheelchair? Provide a lap tray or clipboard if a lower counter section is not available.

### Lighting

Is it easy for visually impaired customers or staff to see everything they need to?

- Make sure your premises are well lit.
- Mark corners, steps and counter edges with high visibility tape so they can be easily seen.
- Keep highly reflective surfaces away from signs to avoid glare.

#### Guide dogs

If you normally ban animals, you should consider relaxing this for assistance dogs. Remember, it is not just visually impaired people who use assistance dogs.

#### Signs and labels

Are signs and labels short and easy to read? Are Induction loops available?

- Use large clear text (for example, 24-point test for shelf bar labels)
- Use contrasting colours (for example, black text on a white or yellow background)
- Make sure signs are at a suitable height.

Use visual or picture symbols as well as words, if appropriate.

Key	contacts
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For further advice or information please contact , a member of the Council's Equality Standard Working Group Officer.

Email: Telephone: Text phone:

Alternatively, contact your Divisional Equality Lead Officer:

Division/Services	Head of Division/Services	Tel. No.

# Ensuring customer contact mechanisms are easily accessible

In order to ensure that customer contact mechanisms are accessible to disabled customers and staff, you should provide a range of alternatives – for example: phone, email, text phone, fax and face-to-face.

In some cases and for legitimate reasons, this may not be possible. Where this is the case you can still ensure customer contact mechanisms are accessible if you make appropriate reasonable adjustments. For guidance on reasonable adjustments see the 'Key contacts' section below.

# Key contacts

For further advice or information please contact , a member of the Council's Equality Standard Working Group Officer.

Email:

Telephone:

Text phone:

Alternatively, contact your Divisional Equality Lead Officer:

Division/Services	Head of Division/Services	Tel. No.