

COMPLAINTS 2011/2012

The Licensing Section received the following expressions of concern/complaints:

Complaint	Action	Outcome
<p>A letter was received from a member of the public setting out a complaint in relation to a Licensed Premises of alleged noise nuisance breaches of conditions of licence and associated anti-social behaviour. Also contained in the letter was a request for a review of licence on the grounds of public nuisance through noise pollution and associated ant-social behaviour late a night. The letter was copied to the police and Ward Members.</p>	<p>The Licensing Officer considered that in Accordance with the Licensing Act 2003 there was insufficient evidence to call a review of licence but the DPS needed to be made aware of the allegations made in relation to the management of the premises and to discuss and agree with both Environmental Health and Licensing Enforcement the actions that could be undertaken to prevent any re-occurrence of the issues.</p> <p>Accordingly the Licensing Officer wrote a detailed letter to the review applicant setting out the relevant parts of the Licensing Act 2003 and explaining the action that would be taken and undertaking to write to them again when the matter was concluded. This was copied to all recipients of the original letter.</p> <p>Licensing enforcement liaised with environmental health and arranged a joint visit to the premises to discuss the issues with Designated Premises Supervisor. Following the discussion licensing wrote to the DPS detailing the issues which had been discussed together with the agreed actions. The letter also pointed out to the DPS that if further representations were received and that the agreed recommendations were not put into force a review of the Premises Licence could ensue.</p> <p>.</p>	<p>We all agreed that paragraph 11.11 of the Guidance to the Licensing Act should be posted on the web site as this together with the DCMS Guidance to Making Representations would help members of the public to understand the process of requesting a Review of a Premises Licence.</p>

<p>A Special Needs School was experiencing difficulties with parking in relation to private hire vehicles and hackney carriages dropping and picking up vulnerable children being conveyed under the Council's Home to School Contracts.</p> <p>One resident wrote several letters of complaint, concerned that his drive would be blocked and he would be unable to get his car out at short notice to take his chronically sick wife to hospital. He also telephoned the Licensing Office several times.</p>	<p>There was a meeting between an Elected Member, Licensing, the School, Police and Highways and it was agreed that a lay by outside the schools should be designated a hackney carriage rank and an adjacent road used as a waiting area for hackney carriage and private hire vehicles when the lay by was full. It was estimated that the vehicles would be parked in the adjacent road for a maximum of ten minutes.</p> <p>The Licensing Officer sent a letter to all the residents in the road informing them of the scheme giving contact details and asking them to let her know if there were any issues.</p> <p>The operators of the taxi companies and the drivers received letters explaining the scheme, requesting that they do not block resident's drives and telling them that initially Licensing Enforcement would attend everyday at pick up and drop off times to ensure smooth running of the scheme.</p> <p>Licensing Enforcement closely monitored the scheme including taking photographs of parked trade vehicles. On no occasion was the drive blocked and no vehicle was parked in the street for more than 7 minutes.</p>	<p>The resident met with all parties at a meeting chaired by an Elected Member. It was agreed that the scheme was working successfully and that Enforcement Officers would continue to monitor the situation closely. Nothing more has been heard from the resident and there have been no reports from Enforcement that the drivers have parked inconsiderately.</p>
<p>Expression of concern received in relation to the new CRB procedure which will come fully into operation on 31st August 2012.</p>	<p>We were alerted to the impending changes to the procedure in May by the CRB. We immediately wrote to all drivers explaining the changes and informing them that we would be running both the new and old procedures side by side to help them understand the changes. We also made it clear that if a driver could not meet the new requirements prior to 31st August</p>	<p>We all agreed that this is not an easy procedure for either the drivers or ourselves, it is also very time consuming. Accordingly, if the submission of documentation is not straight forward the driver would be taken into the back office and a member of staff from the back office would deal with the matter. This will ensure both</p>

	we would simply follow the old procedure and explain what would be necessary when he next applies for a CRB.	driver privacy and keep the front office blockage free.
Expression of concern received in relation to submission of insurance details. Most of these have been resolved to the satisfaction of the driver/insurance company.		Many of the issues arise from insurance companies failing to send the original documentation to the driver before his previous insurance expires. Taking each case on its merit, we have agreed that the insurance company can email us directly with confirmatory documentation.