



Vibrant, Safe and Sustainable Communities Scrutiny Panel

4 December 2014

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

Venue Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Chair Cllr Stephen Simkins (Lab)

Vice Chair Cllr Andrew Wynne (Con)

Labour

Cllr Mary Bateman
Cllr Greg Brackenridge
Cllr Ian Brookfield

Cllr Bhupinder Gakhal
Cllr Keith Inston
Cllr Caroline Siarkiewicz

Cllr Tersaim Singh

Conservative

Cllr Barry Findlay

Liberal Democrat

Cllr Richard Whitehouse

UKIP

Cllr Malcolm Gwinnett

Quorum for this meeting is three Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Item No. *Title*

- 1 **Apologies**
- 2 **Declarations of Interest**
- 3 **Minutes of previous meeting (20 November 2014)** (Pages 1 - 8)
- 4 **Matters arising**

DISCUSSION ITEMS

- 5 **Crime Reduction, Community Safety and Drugs Strategy Update** (Pages 9 - 18)
[To monitor progress to date in delivering outcomes detailed in the Crime Reduction, Community Safety and Drugs Strategy 2014-17.]
- 6 **Wolverhampton Local Policing and Crime Plan 2014/15** (Pages 19 - 24)
[To provide an update to the Wolverhampton Local Policing and Crime plan for 2014/15.]
- 7 **Draft Licensing Policy Changes** (Pages 25 - 88)
[To provide the draft Statement of Licensing Policy attached at Appendix 1 as part of the statutory consultation process.]

INFORMATION ITEM

- 8 **Contacting the Police - Front office closures** (Pages 89 - 98)
[To provide information relating to Police Station front office closures and changes to opening times.]



Vibrant, Safe and Sustainable Communities Scrutiny Panel Minutes - 20 November 2014

Attendance

Members of the Vibrant, Safe and Sustainable Communities Scrutiny Panel

Cllr Stephen Simkins (Chair)
Cllr Andrew Wynne (Vice-Chair)
Cllr Mary Bateman
Cllr Greg Brackenridge
Cllr Ian Brookfield
Cllr Barry Findlay
Cllr Bhupinder Gakhal
Cllr Malcolm Gwinnett
Cllr Keith Inston
Cllr Caroline Siarkiewicz
Cllr Tersaim Singh
Cllr Richard Whitehouse

Employees

Deborah Breedon	Scrutiny Officer
Nick Edwards	Assistant Director, Regeneration
Martin Fox	Interim Head of Finance
Adam Hadley	Scrutiny and Transparency Manager
Chris Huddart	Head of Commerce Services
Keren Jones	Assistant Director - Partnerships, Economy and Culture
Steve Woodward	Head of Service Public Realm

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies**
There were no apologies received
- 2 Declarations of Interest**
There were no declarations of interest
- 3 Minutes of the previous meeting (02.10.2014)**
Resolved

That the minutes of the meeting 2 October 2014 were agreed subject to the minute relating to the Community Trigger being amended to show that Cllr Richard Whitehouse questioned the value of review if the community trigger is not backed up with legislation.

4 **Budget Review - 2015/16 Budget and Medium Term Financial Strategy 2015/16 - 2018/19**

The Chair, Cllr Stephen Simkins clarified the order the budget savings proposals would be considered and welcomed the Cabinet Members and lead officers.

The Chair invited Cllr Peter Bilson and Nick Edwards to the table to provide a brief summary of the 'Economic Regeneration and Prosperity' savings proposals. The comments of the panel were recorded. The Chair thanked Cllr Bilson and officers for their attendance.

The Chair invited Cllr Elias Mattu to the table to consider the removal of subsidy for Blakenhall Community & Healthy Living Centre (Community) savings proposal. The comments of the panel were recorded and a report was requested to a future meeting of this panel.

Keren Jones was invited to join Cllr Elias Mattu to consider 'Education and Enterprise' savings proposals. Cllr Andrew Wynne asked for a report relating to the reconfiguration of internally delivered Cultural Services to a future meeting. The comments from discussion of the items were recorded and the Chair thanked the Cabinet Member and officer for their contribution to the debate.

The Chair invited Cllr John Reynolds and Chris Huddart to the table to consider the savings proposals from the Delivery Directorate. The comments of the panel were recorded. The Chair thanked them for their attendance.

The Chair invited Cllr Elias Mattu and Keren Jones back to the table to consider Item 5 on the agenda as part of the budget savings proposals for Education and Enterprise.

Cllr Stephen Simkins requested a report back to panel on the focus group relating to the neighbourhood wardens service, the outcomes which would also be fed into the budget consultation process.

Councillor Andrew Wynne requested that the conservative group opposition to the savings proposal was recorded on the same grounds as opposition at the recent Council meeting, that the social effects of not having wardens would cost more in the longer term and was not in effect a saving at all.

The comments of the panel were recorded.

Resolved

That the table of comments be referred to Scrutiny Board for consideration:

Savings Proposals		
Description of Saving	Directorate	Comments
Leisure and Communities		

Savings Proposals		
Description of Saving	Directorate	Comments
Removal of subsidy for Blakenhall Community & Healthy Living Centre	Community	<p>The availability of the Equality Analysis (EA) relating to this savings proposal was not available. The Cabinet Member gave assurance that the EA and impact on service users will be considered before a decision is made.</p> <p>The Cabinet Member expressed a will to retain a service in some form but would not be able to say what until the feedback from community consultation had been taken fully into account</p> <p>There was a suggestion from the Chair that there could be opportunity to explore work with Health and links to healthy living.</p> <p>Further report to be considered by Vibrant Safe and Sustainable Communities Panel (VSSC) in relation to Blakenhall community and healthy living centre.</p> <p>Agreed to note the proposal</p>
Deletion of Neighbourhood Wardens Service	Education & Enterprise	<p>The funding streams for Neighbourhood Wardens are no longer available. £480,000 per annum is required to deliver the service.</p> <p>Following a petition to Council a focus group will meet to discuss ways forward it was agreed that VSSC Panel will receive a report back on the focus group outcomes which will also be fed into the budget consultation process.</p> <p>Cllr Andrew Wynne requested that the conservative group opposition to the savings proposal was recorded on the same grounds as opposition at the recent Council meeting, that the social effects of not having wardens would cost more in the longer term and was not in effect a saving at all.</p> <p>The Cabinet Member assured VSSC panel that alternative ways of delivering warden services are being explored from neighbouring authorities and from</p>

Savings Proposals		
Description of Saving	Directorate	Comments
		<p>beyond the West Midlands.</p> <p>The VSSC panel reached consensus that all savings proposals would have some detrimental effect and that there was strength of feeling in some parts of the City for this Service. VSSC panel were mindful of the nationwide reduction to Police resource.</p> <p>VSSC panel agreed that any suggestion for new arrangements should be welcomed and any alternatives should be explored and fed into the consultation process as options.</p> <p>Comments for alternative arrangements:</p> <ul style="list-style-type: none"> • Traffic wardens, with appropriate training to carry out the neighbourhood warden role. • Local Enterprise Partnership (LEP) give consideration to environmental warden role. • The new combined authority to give consideration to neighbourhood warden services. • Neighbourhood wardens to be given powers of a litter warden to issue on the spot fines thereby generating income to pay for the service (previously rejected due to the need for wardens to be approachable). <p>The Cabinet Member re-affirmed that any ideas can be fed into the consultation process and re-iterated that The budget has to balance, anything put in something else has to be taken out, or alternative funding found.</p> <p>The VSSC panel noted that it was not a popular proposal with residents and</p>

Savings Proposals		
Description of Saving	Directorate	Comments
		<p>highlighted that cutting neighbourhood warden service could send out the wrong messages to the residents that maintaining law and order was less important than another frontline service. The Chair indicated that representation should be made to Government relating to the neighbourhood warden service nationwide.</p> <p>With the exception of those councillors who have expressed opposition, and who are not in agreement with the proposal, the VSSC panel agreed to note the savings proposal.</p>
Acceleration of reconfiguration of internally delivered Cultural Services	Education & Enterprise	<p>The proposal was agreed last year and is due to be accelerated through restructure. VSSC panel recognised that all cultural establishments had been retained at a reduced function; that under the proposal there would not be so many exhibitions unless external funding could be secured and that the archives had to be maintained as a statutory requirement.</p> <p>Councillors highlighted the following:</p> <ul style="list-style-type: none"> • Generating money in cafes at venues. • The excellent reputation and quality of cultural exhibitions and events. • The long and rich history and heritage in Wolverhampton and Bilston. • That a reduction of cultural events would not be a saving if the City offer is reduced; visitors stop coming and potential inward investment is impacted. • Cultural services are linked to adult education and inclusion. • Increased signage in the City to

Savings Proposals		
Description of Saving	Directorate	Comments
		<p>promote visitor attractions.</p> <ul style="list-style-type: none"> • Need to look for other facilities in Wolverhampton during the refurbishment of Wulfrun Hall and Civic Halls such as Dunstall Park and Molyneux. <p>The VSSC panel reached consensus that there is a need for the Cabinet Members and officers to give more time to this proposal, to consider the marketing strategy and promoting Wolverhampton's history and heritage.</p> <p>VSSC Panel also felt strongly that there is a need to consider the business strategy with a mind to increase income from fully utilising current assets and exploring other assets across the City with potential to bring more people to the City.</p> <p>Officers confirmed that in the restructure there are no savings proposed that will affect our ability to market the City and fundraise.</p> <p>Agreed to note the proposal</p>
Accelerated Savings From Grand Theatre Grant	Education & Enterprise	<p>The VSSC panel had previously scrutinised the options for making this saving and recommended the option set out in the savings proposal.</p> <p>The Vice-Chair referred to the previous savings proposal discussed and highlighted that many points made were relevant to the savings from the Grand Theatre Grant particularly in relation to the huge cultural asset the Theatre is and how such assets are key to the regeneration of the City Centre and the night time economy in the City.</p> <p>Agreed to note the proposal</p>

Savings Proposals		
Description of Saving	Directorate	Comments
Review of Community Safety Service	Education and Enterprise	Agreed to note the proposal
City Services		
Reduction in the level of management in the waste service	Delivery	Agreed to note the proposal
Acceleration of saving proposal 0041 - reconfiguration of the waste service	Delivery	VSSC panel welcomed that the efficiency savings had been identified by effective deep cleaning and regular maintenance of the food waste pit. Agreed to note the proposal
Reduction in waste disposal costs (landfill)	Delivery	Agreed to note the proposal
Removal of the historical contract growth costs for landfill tax	Delivery	Agreed to note the proposal
Economic Regeneration and Prosperity		
Additional New Homes Bonus through the Empty Homes Council Tax data cleanse	Education & Enterprise	Finance to provide further information to the Scrutiny Board to advise how many years the new homes bonus has been in operation. Agreed to note the proposal
Housing Revenue Account Shops Portfolio	Education & Enterprise	Agreed to note the proposal
New combined Housing service	Education & Enterprise	Agreed to note the proposal

5

Savings Proposal URN 0360 - Deletion of Neighbourhood Wardens Service
Item 5 was considered during consideration of item 4 on this agenda.

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Vibrant, Safe and Sustainable Communities Scrutiny Panel

4 December 2014

Report title	Crime Reduction, Community Safety and Drugs Strategy 2014-17 – Progress Update	
Cabinet member with lead responsibility	Councillor Elias Mattu Leisure and Communities	
Wards affected	All	
Accountable director	Tim Johnson, Education and Enterprise	
Originating service	Community Safety	
Accountable employee(s)	Karen Samuels	Head of Community Safety
	Tel	01902 55(1341)
	Email	Karen.samuels@wolverhampton.gov.uk
Report to be considered by		

Recommendation(s) for action or decision:

The Panel is recommended to:

1. Comment on progress achieved to date in delivering the city's Crime Reduction, Community Safety and Drugs Strategy 2014-17.

1.0 Purpose

- 1.1 To monitor progress to date in delivering outcomes detailed in the Crime Reduction, Community Safety and Drugs Strategy 2014-17.

2.0 Background

- 2.1 As part of the Crime and Disorder Act 1998, responsibility is placed on Local Authorities and the Police in England and Wales to work together in auditing crime and disorder and producing and delivering strategies to reduce local crime and disorder.
- 2.2 Following a period of priority setting during 2013 and extensive consultation with councillors, communities and partners, the strategic priorities for tackling crime and improving community safety were agreed and reflected in the 2014-17 Crime Reduction, Community Safety and Drugs Strategy. The draft strategy was discussed at Vibrant, Safe and Sustainable Scrutiny Panel on 13 March 2014 as part of the consultation process and the final strategy approved at Cabinet on 14 May 2014.
- 2.3 The following strategic priorities were detailed in the strategy with key outcomes set against each:
- Reducing Reoffending
 - Substance Misuse
 - Gangs and Youth Crime
 - Violence Against Women & Girls
- 2.4 To aid Safer Wolverhampton Partnership (SWP) Board in monitoring progress, a performance management framework has been established through which quarterly monitoring of progress is monitored.
- 2.5 A risk management matrix has also been developed which identifies potential risks to delivery. This is considered at SWP Board meetings to ensure potential risks are identified and mitigating actions put in place to safeguard delivery.

3.0 Summary of Progress

- 3.1 A short summary of progress in delivering the outcomes against each of the strategic priorities is provided below.

3.2 Reducing Reoffending

Wolverhampton has continued to perform as one of the top ten authorities, nationally, for reducing reoffending through its model of Integrated Offender Management (IOM). IOM brings agencies together to actively manage offenders to reduce their risks of reoffending. Probation services, now split under the Government's Transforming Rehabilitation agenda, (the National Probation Service (NPS) manage high risk

offenders, and the Community Rehabilitation Company (CRC) manage low-medium risk offenders) lead offender management arrangements for adults, whilst the Youth Offending Team (YOT), provide multi-agency management of offenders aged under 18.

Reducing Reoffending Key outcomes for 2014-2017

- Reduction in reoffending
- Increase of offenders achieving stable employment
- Increase of offenders moving into stable accommodation

Progress to date

IOM widened to bring in a range of offenders causing most damage and concern (e.g. high priority domestic violence (DV) perpetrators)

Tighter co-location of Agencies at Wolverhampton Police Station.

Q1 and Q2 management of: 68 Prolific Offenders, 60 High crime causing users (Drug Misuse), 10 Domestic Abuse offenders and 39 Gang-related offenders.

Development of pathways for short term prisoners into support services as part of new specification for CRC's – to come into effect from the point of "share sale" into non-public status.

Reduction of reoffending (current SWP target is to reduce reoffending to 12% better than the predicted rate) Previous performance was 18.3% below predicted rate (Q3 2013/14)*

Increased number of offenders moving into stable employment by end of order/licence (current SWP target 45%) = 44.7% Year To Date (YTD)

Increased number of offenders moving into stable accommodation by end of order/licence (current SWP target 87%). = 86.4% (YTD)

*Data is not available further to this. This data is centrally collected by the Ministry of Justice and published quarterly. Notification has been received that due to changes in systems of data collection and revised reporting framework (in line with Transforming Rehabilitation changes), such localised performance data will not be available until further notice.

3.3 Substance Misuse

Local delivery of the drugs intervention programme is through the drug and alcohol service 'Recovery Near You' (RNY) which was awarded a 3 year contract with Public Health in April 2013. The programme has developed into an integrated drug and alcohol offender pathway and the team work alongside Police and Probation in the custody environment, at Probation and within the treatment setting. During the first 12 months, embedding a re-designed service with a consortium of new providers provided an added challenge. Implementation of the city's alcohol strategy ensures a coordinated approach to reducing alcohol harm.

Substance Misuse Key outcomes for 2014-2017

- Prevent substance misuse through earlier identification and effective interventions amongst children and young people.
- Improve the long term health outcomes for substance misusers.
- Managing convicted offenders to tackle their substance misuse needs

Progress to date

Multi-agency care package that addresses multiple needs of clients to access a range of specialist interventions

Activities delivered in the cells and court, through the arrest referral scheme - RNY has redeployed staff to enable a support worker to provide daily coverage in court to target people coming from police custody who have tested positive for Class A drugs. Workers will also be available for the IOM courts.

Reductions in young people who indicated they had had an alcoholic drink and an increased awareness of young people's drug and alcohol services.*

Improved testing and access to available support services for low prolific offenders - RNY setting up weekly outreach with the IOM police to reduce the Required Assessment breaches.

Improved identification of mental health issues within custody – clients are assessed and referrals to other services made if required. Good liaison with mental health, police and RNY are present to ensure people in need of additional support are referred appropriately.

Improved information sharing between RNY and Police regarding test results can be shared in accordance with appropriate client consent.

Meetings with Public Health England (PHE) continue to ensure criminal justice data collection is accurate and pathways from cells, courts and prisons are working effectively.

Monthly meetings with the criminal justice team take place at RNY with police and probation to ensure a cohesive working relationship.

*Health Related Behaviour Survey 2014 – based on 7,790 primary and secondary pupil responses.

3.4 Gangs/Youth Crime

The Reducing Gang Harm Strategy 2011-15 has provided a particular focus for tackling Gangs and Youth Violence over the last few years. With well-established provision in place to aid gang exit, a revised problem profile is being developed to inform a refreshed strategy to include a greater focus on earlier identification and support for young people. A multi-agency approach has led to the development of exit pathways and targeted interventions to support gang exit. A commissioning model is in place which is reviewed annually to enable contracting with a few specialist providers to deliver one-to-one support; this provides excellent value for money. Youth Crime reduction is currently led through YOT where concentrated preventative work is delivered to an identified under 18's 'deter cohort', with an opportunity to include this work within the city's new Early Help Strategy.

Gangs and Youth Crime Key outcomes for 2014-2017

- Reduced incidents of gang violence and harm
- Improved gang and youth crime interventions (providing support and employing civil and legal remedies where needed)
- Gangs dismantled and offenders diverted using offender management pathways such as education, employment and training
- Fewer knife and firearms incidents
- Reduction in young people aged 10-17 committing crime
- Improved community engagement by working in partnership
- Improved awareness within schools and educational establishments

Progress to date

Delivery of bespoke interventions for individuals deemed as high risk of being involved or associated to gangs. Contracting arrangements in place with local specialist providers delivering services for:

- Individuals at medium/high risk
- Women and girls associated with gangs
- Responsive community mediation – in response to heightened community tensions involving gangs

7 client referrals have been received for these services, where their needs are assessed and clients sign up to an agreed intervention plan where they will work alongside a support worker.

Shift in focus towards younger cohort of gang members following success of Operation No Deal which resulted in jail sentences totalling over 50 years for 23 individuals in Jan 2014 including entrenched gang members.

There have been 4 occasions where heightened gang tensions have arisen which have required crisis intervention call outs to be utilised. The interventions have diffused these tensions and avoided escalations of violence.

Delivery of Youth Inclusion Support Programme to aid youth crime reduction in the city - Youth crime rates remain low, and our reoffending rates remain in the top performance quartile in the country.

Work with pre-court concerns and Out of Court Disposals has contributed to the continued maintenance of low reoffending rates, maintenance of low numbers of First time Entrants into the Youth Justice system and general diversionary activities that keep rates of crime in the local neighbourhood low.

3.5 Violence Against Women and Girls (VAWG)

VAWGs, whilst including provision for men and boys, recognises the gender bias that exists with these crimes. The VAWG Strategy 2012-15 which covers domestic and sexual violence, forced marriage, honour based violence and female genital mutilation is in the process of review. VAWG, and particularly DV, remains a community safety issue for Wolverhampton. In line with the general economic downturn there has been a rise in reported DV to specialist agencies. Nationally, DV retains the highest repeat offending

rate of any crime. In Wolverhampton the rate is around 29% repeat victimisation with alcohol a significant factor acting as both a disinhibitor for violence, and an inappropriate coping mechanism for both victims and perpetrators.

VAWG Key outcomes for 2014-2017
<ul style="list-style-type: none">• Increased confidence in reporting VAWG• Reduction in repeat offending & victimisation• Reduction in serious harm and homicide
Progress to date
Increased reporting - there has been a 41% increase in reported DV over the first half of the 2014/15 compared to the same period last year.
Increased number of offenders brought to justice - there were 375 DV perpetrators brought in front of the specialist DV and Crown courts in Wolverhampton during the first 5 months of the year, an increase of 18% for the same period last year.
Reduced criminal justice attrition rate – the successful prosecution rate for the first 5 months of this year is 70%, similar to last year’s overall position.
During the first half of 2014/15 the high risk Independent DV Adviser (IDVA) provided crisis intervention and safety planning for 205 victims at highest risk of serious harm and homicide at the co-located multi-agency team.
Alongside colleagues in Social Care, the Police, and Wolverhampton Hospital Trust, the IDVA has also jointly screened and assessed 1354 reported domestic violence incidents involving children and pregnant women during the first half of this year.

3.6 Prevent

An annual briefing of the Counter Terrorism Local Profile (CTLP) ensures the risk and threat of terrorism is widely understood by key stakeholders in the city; especially those organisations delivering front-line services or community organisations or Councillors active in communities. Invitation to the briefing, held in October 2014 was extended to include wider representation and was well attended by a range of partners.

Following the briefing, the current CTLP Plan will be updated to factor in emerging risk and threat and ongoing areas of work stemming from the Prevent Scrutiny Review held in 2013. Whilst the majority of the Scrutiny Review recommendations have been fully completed, some areas of work are still being progressed as they require a longer-term commitment before being fully realised. In particular, engagement with schools is ongoing, training provision for councillors and partners is being progressed in the New Year and awareness of Prevent and Channel is being promoted across partners as an extension to existing safeguarding practice.

3.7 Support for Victims

Support for victims continues to be delivered by a range of agencies, predominantly through third sector services. The PCC allocated funding to each of the West Midlands Community Safety Partnerships (CSPs) to support capacity and capability building within the third sector; Wolverhampton received £67,000 in 2014/15 ringfenced for this purpose.

Future need and commissioned activity will be determined through the PCC's Victim's Commission where third sector agencies represent the themed areas where support for victims is needed.

3.8 Safeguarding: Reducing Harm & Vulnerability

SWP continues to work closely with Wolverhampton Safeguarding Children's Board and Safeguarding Adults Board to identify areas of commonality. Particular focus has included interventions to support young people to exit gang lifestyles and provide support for those at risk, supporting safeguarding activity around child sexual exploitation, implementing changes from serious case reviews and domestic homicide reviews and contributing to the development of the Early Help plan.

4.0 Key Risks and Mitigating Action

4.1 Delivery of the strategy is being undertaken against a backdrop of unprecedented organisational change and resource reductions across all sectors. Development of the SWP annual strategic assessment and Local Policing and Crime Plan enables sufficient flexibility to be maintained within partner operating models to respond to changing need. This needs to be supported by regular monitoring and negotiation with Partners.

4.2 SWP has developed a risk register which is regularly monitored and updated to enable identified risks to be managed effectively. From the risks identified, the red rated risks (which have a risk rating of 15 and above based on probability and impact), are summarised below:

- i) Impact of ongoing funding reductions and organisational change on delivery of planned CS programme from 2015/16 onwards.

Mitigation: SWP has charged a task and finish group to consider alternative delivery options and opportunities for joint commissioning; alternative funding options are being explored including re-allocation of resources; SWP Board to be alert to current and planned cuts and potential impact on delivery of SWP priorities.

- ii) Lack of Prevent and Channel awareness across partners resulting in continuing low rates of Channel referrals and failure to identify individuals who pose a risk.

Mitigation: Extended partner involvement in Counter Terrorism Local Profile (CTLP) briefings; updated CTLP Action Plan developed; roll out of available training to key stakeholders; appointment of Prevent Coordinator role to build staff capacity; integration of Channel into partner safeguarding training.

iii) Areas of SWP underperformance are not improved:

Contracted drug and alcohol service continues to under-perform; an outline of performance was discussed in detail at SWP Board meeting in July 2014.

Mitigation: An improvement plan has been put in place with RNY; the Director of Public Health will be updating SWP Board on the latest position and any improvements in performance at the SWP Board meeting in January 2015.

Levels of Public Place Violence with Injury (PPV) continues to increase with the Local Policing Unit (LPU) recording an additional 107 offences (+16.8%) year to date as at 17 November 2014.

Mitigation: PPV is a Force and LPU priority and the Force is co-ordinating its response to this as part of Operation Greenshield. From a LPU perspective, each Sector has identified a Neighbourhood for activity throughout November and the forthcoming period to have an impact on the current levels that the LPU is experiencing.

5.0 Financial implications

- 5.1 Implementation of the strategy requires targeted mainstream resource allocation from a broad range of delivery partners. An annual allocation of Home Office Community Safety Grant (CSF) via the Police and Crime Commissioner (PCC) is made to SWP to deliver the community safety programme. Cabinet (Resources) Panel 11 March 2014 agreed that the 2014/15 allocation of £493,000 from PCC be delegated to SWP for this purpose in line with conditions of the funding. It is currently unknown to what extent the new PCC elected in August 2014 will divert from this arrangement to passport CSF to local areas. A decision regarding the CSF allocation for 2015/16 is expected in early 2015.
[CF/20112014/T]

6.0 Legal implications

- 6.1 Sections 5 and 6 of the Crime and Disorder Act 1998 require the Council and other responsible authorities to formulate and implement strategies to reduce crime and disorder in the area. Subsequent revisions to the Act (Police and Justice Act 2006) places a duty on Community Safety Partnerships to prepare strategic assessments with the purpose of informing the partnership plan revisions.
- 6.2 Section 17 of the Crime and Disorder Act 1998 (amended) requires the Council along with the other Responsible Authorities to exercise their functions with due regard to do all that they reasonably can by way of preventing crime and disorder, anti-social behaviour, substance misuse and re-offending in the locality. All aspects of this requirement are featured within the draft strategy.
[AS/20112014/W]

7.0 Equalities implications

7.1 A full equality analysis has been undertaken with the development of the strategy informed by strategy consultation responses. There were no adverse impacts identified from the analysis or consultation; the Strategy will impact positively on a number of the protected characteristics by catering for the different needs of clients and addressing the victimisation associated with the gender-biased crimes within the Violence Against Women and Girls priority.

8.0 Environmental implications

8.1 The development and implementation of a Crime Reduction and Community Safety Strategy will impact positively across all areas of the city, particularly those priority neighbourhoods adversely affected by crime and anti-social behaviour.

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Vibrant, Safe and Sustainable Communities Scrutiny Panel

4 December 2014

Report title	Wolverhampton Local Policing and Crime plan for 2014/15.	
Cabinet member with lead responsibility	Councillor Elias Mattu Leisure and Communities	
Wards affected	All	
Contact	CI Tracey Packham	West Midlands Police

Wolverhampton Local Policing and Crime plan for 2014/15.

Further to the report submitted which provides an update around the city's crime reduction, Community safety and Drugs Strategy, the below information provides a brief update around action taken and progress made in relation to the Neighbourhood specific issues.

Anti-Social Behaviour

Following delivery of a very successful pilot of co-location between the Council and Wolverhampton Homes ASB staff over the last 18 months, approval has just been granted for a continuation of that improved service. The service saw a 5% increase in ASB reporting into the team, increased rates of customer satisfaction and evidenced value for money when benchmarked against similar areas. The service now benefits from closer working arrangements with Police and other partners.

The introduction of new ASB legislation in Oct 2014 has required Police, council, Wolverhampton Homes and RSLs across the city work together to prepare for the change. The Community remedy, led by the Police and the Community Trigger are new elements that provide communities with improved transparency and a greater say over how their ASB issues are handled.

Inconsiderate Parking

Whilst these issues continue to be largely managed in local areas via PACT, and direct engagement through schools, a parking task and finish group led by Sheila Collett has been established to look at best practice from elsewhere in the midlands. A pilot involving 2 schools in each constituency area will trial different approaches

and the impact monitored with a view to the most effective methods of addressing nuisance parking being rolled out across the city.

Neighbourhood teams continue to work with communities to address local speeding concerns through Community Speedwatch operations.

Prostitution

In response to community concerns about long-term issues of prostitution (mostly in Ettingshall ward but also in East Park, St Peter's and Park wards) a multi-agency Street Sex Workers group has been established to coordinate a range of interventions to tackle the problem. We now have 7 Engagement Support Orders against sex workers secured through the courts, with 3 further cases pending, 2 behaviour change course delivered locally which has engaged 15 punters and generated a small amount of income (spend suggestions will be informed by community members) – a third course is planned for the New Year, and outreach services being delivered by local third sector organisations (Changing Lives, Terence Higgins Trust, Recovery Near You) and local volunteers to engage the sex workers and provide support for exit. Funding applications are being developed to support the programme of interventions being delivered.

Although the focus has been primarily focussed in Ettingshall, multi-agency training is to be delivered to for staff working in other locations in the New Year and good practice rolled out wider. Work has also started to consider how the new ASB legislation can be used to tackle hot spot locations.

Appendix 1

The Wolverhampton Local Policing and Crime plan for 2014/15.

<http://www.westmidlands-pcc.gov.uk/media/293162/wolverhampton.pdf>

2014/15

WOLVERHAMPTON

Local Policing & Crime Plan



I am proud to lead the Wolverhampton Local Policing Unit of West Midlands Police, and of the officers and staff who police our city.

Our mission is simple; it is to provide the highest quality of service to you, our public, and to protect you from harm.

This policing plan for 2014/15 sets out the particular priorities you want us to focus on and results from extensive consultation through local neighbourhood meetings, surveys and engagement with partners.

The plan has been subsequently endorsed through the Wolverhampton Local Policing and Crime Board which is made up of members of our community and partner agencies.

If you would like to know more about the work that we are doing on a daily basis in your area, visit your local police website at wolverhamptonpolice.org.uk. You can also contact us on Facebook at facebook.com/wolverhamptonpolice and follow us on twitter @wolvespolice.



Chief Superintendent Simon Hyde
Local Policing Unit Commander

As the Chair of Safer Wolverhampton Partnership, the Local Policing & Crime Board for the city, I am delighted to outline our plans for delivering your priorities for 2014-15 in this Local Policing & Crime Plan. An extension of our Board membership to include increased third sector, community and business representation means we are much more alert to local needs, for those living and working in or visiting our city.

Only by working in close partnership with Police and other providers across the city can we retain new and existing services which support the strategic priorities of Reducing Reoffending; Gangs and Youth Crime; Substance Misuse, and Violence Against Women and Girls. These are the strategic priorities communities and stakeholders have told us need to be delivered by working in partnership; this plan provides the detail of how we do this whilst providing flexible and responsive services to meet the issues affecting our neighbourhoods.

Significant financial pressures have created a heightened focus to drive out inefficiency and be more creative in how we deliver our services; in doing this, however, we will continue to ensure the standard of those services remains high and they are delivered in a more targeted way to meet identified need.



Simon Warren
Chair of Safer Wolverhampton Partnership

Our Values

- We put the public first in everything we do
- We act with integrity, fairness and humanity
- We are one team working together
- We listen, learn and strive to improve
- We do the right thing and deliver a service that our friends and family would be proud of.

Our Mission

Serving our communities, protecting them from harm



west midlands
police and crime
commissioner



Community Concerns

2013 saw the formation of Wolverhampton's Local Policing & Crime Board (LPCB). This was in response to the Police and Crime Commissioners drive to encourage politicians, community representatives, partners and the public to come together to better understand local policing and influence the way policing is delivered.

The LPCB has carried out consultation to help inform the setting of the Board's priorities, which involved residents of the City as well as a number of organisations from the Public and Third Sector. As a result of this consultation and in conjunction with the 2014-2017 Crime Reduction, Community Safety and Drugs Strategy for Wolverhampton the four strategic priorities are:

Reducing Reoffending

We know that a high number of offences are committed by a very small group of repeat offenders. By robustly targeting the management of these offenders by working with a range of agencies, we aim to break the cycle of offending and significantly reduce victims of crime.

Gangs and Youth Crime

Gang issues affect a small number of areas in the city; our multi-agency delivery to take enforcement action and provide interventions to exit the gang lifestyle has seen marked reductions in violent crime and use of weapons. Engaging young people at an earlier point will divert them away from criminal activity to reduce anti-social behaviour and stem the recruitment to gangs; Targeted Youth Support provides a coordinated approach across agencies to identifying where early intervention is needed.

Substance Misuse

The association between substance misuse and criminal activity has long been widely accepted; levels of drug and alcohol use in the city fuels crime, increases long term illness and reduces life expectancy. By continuing to provide new recovery focused treatment services in the city, the numbers of people engaging in treatment and achieving successful outcomes will continue to improve.

Violence Against Women and Girls

These types of crimes, which include sexual assaults, domestic abuse, child sexual exploitation, forced marriage and honour-based violence, are under reported to both the police and agencies despite work done to raise awareness and build confidence in victims to come forward. A targeted approach is needed to tackle these issues, which also cover violence relating to men and boys, to reduce levels of reoffending and bring offenders to justice.

Neighbourhood Specific Issues

Where issues relate to specific locations and are neighbourhood-based, rather than strategic, these will be addressed through local arrangements. 'Police and Communities Together' (PACT) meetings and neighbourhood tasking will be flexible and respond to these issues as they arise and feedback directly where the issues were raised to update on progress. You have identified the following neighbourhood specific issues consistently across Wolverhampton and we will focus our teams, working with partners to tackle these things that cause you concern.

Anti-Social Behaviour (ASB) - We will reduce incidents of ASB and improve your confidence in us by understanding the causes of this behaviour and adopting a problem solving approach in the communities that are most affected. Our focus will be on ASB that involves young people, off road motorbikes, vagrancy/homelessness and alcohol.

Inconsiderate speeding & parking - We will continue to conduct regular enforcement and education initiatives, working with partners. We will focus on the key neighbourhoods and road networks across the borough.

Prostitution - On street prostitution can blight a community and increase incidences of ASB, litter, criminality and seriously impact on the quality of residents lives. We will work with key partners to tackle key root causes and prevent re-offending.

Drug taking/dealing - Operation No Deal was a huge success for the people of Wolverhampton and we will continue to respond to community concerns, prioritising enforcement, prevention and treatment activity.

Where neighbourhood issues are persistent and are proving difficult to resolve at the local level, these will be escalated through Safer Wolverhampton Partnerships structures. Wolverhampton Police and partners' commitment to delivering targeted intervention in Priority Areas will be on-going. Priority Areas are: City Centre, All Saints & Blakenhall, Whitmore Reans, Heath Town & Park Village, Low Hill & Scotlands and Pennfields.

Our Objectives

To tackle these issues that matter to you, as well as providing the service that you expect from us, there are actions that we will take and lots of activity that we will be doing across Wolverhampton. In doing this we will focus on 3 key areas of policing business:

Reduce Crime

We will strive to have our lowest ever crime levels. Public place violence and property related crime, with a focus on burglary, robbery, thefts relating to vehicles and business crime will continue to be a priority for Wolverhampton Police.

With partners, we will also continue to tackle the locations and people that contribute the highest crime levels and demands on public services

Reducing harm and vulnerability

Whilst all crime and anti-social behaviour cause harm to most individuals, there are also those offences which cause most harm to fewer individuals. With this in mind, we will encourage the reporting of crimes from vulnerable victims, such as those subject to domestic abuse, hate crime and sexual exploitation.

Responding to Community Concerns

Listening to what the people of Wolverhampton want and need is important to us, but more important is that we respond and deliver a service that the community expects and deserves. We will monitor and seek to increase confidence in policing and improve perceptions of safety. We will also work to increase satisfaction with services provided relating to crimes and anti-social behaviour.

Our Vision

Pride in our Police

Through our hard work and passion for public service we are striving to build your pride in us. You can help us recognise the life changing work so many colleagues do on a daily basis as well as sharing your experiences where we could and should have done better so we can continually improve. You can share your feedback with us and the wider public via www.rateyourlocalpolice.co.uk

One of the ways you can let your neighbourhood policing team know directly about the things that matter to you is via west-midlands.police.uk/np/wolverhampton/

If you wish to let us know what you think about policing locally you can also contact me via Contact Your Commander on our website www.west-midlands.police.uk/np/wolverhampton/contact/

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Vibrant, Safe and Sustainable Communities Scrutiny Panel

4 December 2014

Report Title

**Licensing Act 2003 – Review of
Statement of Licensing Policy**

Classification

Public

Wards Affected

**Accountable Strategic
Director**

Tim Johnson, Education and Enterprise

Originating service

Licensing Services

Accountable employee(s)

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Recommendations

The Panel are recommended to:

- (i) Consider the draft Statement of Licensing Policy attached at Appendix 1 as part of the statutory consultation process.

1.0 Purpose of Report

1.1 The purpose of this report is to:-

- (i) For the Vibrant, Safe and Sustainable Communities Scrutiny Panel to consider the draft Statement of Licensing Policy attached at Appendix 1 as part of the statutory consultation process.

2.0 Background

2.1 Section 5 of the Licensing Act 2003 requires that all licensing authorities prepare and publish a Statement of Licensing Policy which they propose to apply in exercising their functions under the Act every five years; as amended by the Police Reform and Social Responsibility Act published in April 2012.

2.2 The Council's current Statement of Licensing Policy came into force on 7 January 2011.

2.3 In accordance with legislation, and guidance issued by the Secretary of State under Section 182 of the Act, the Council, in its capacity as a Licensing Authority, is now required to determine its Policy for a further five years and publish a statement of that policy. In accordance with the statutory time requirement, the revised policy for Wolverhampton City Council must be in force with effect from 7 January 2016.

2.4 Once published the Statement of Licensing Policy shall (subject to any further reviews and consultation) be in force for a further period of up to five years. However the document can be revised before this time as the policy is a live document which is subject to continuous review to meet the changing needs of the community, business circumstances and legislation.

2.5 Before determining its Statement of Licensing Policy the Council are required to consult on the matter.

3.0 Draft Statement of Licensing Policy

3.1 The Draft Statement of Licensing Policy is attached at Appendix 1 to this report.

3.2 The draft policy contains a number of minor revisions resulting from the Police and Crime Act, these include:

- Details of the change in requirement to review the policy, extended from three to five years
- The introduction of the Licensing Authority and the Director of Public Health as Responsible Authorities and the resulting local development of the Responsible Authorities Forum.
- Changes to the test applied for the Licensing Authority to take steps to promote the licensing objectives.

3.3 The draft policy also proposes significant changes to the current Cumulative Impact Policy (CIP) and proposes the introduction of an additional four Cumulative Impact Zones

(CIZs) and an extension of the current city centre CIZ. These changes are discussed in more detail at Section 4 of this report.

- 3.4 The draft policy also seeks to reflect recent changes to deregulate certain types of regulated entertainment.
- 3.5 The existing pools of model conditions attached to the current policy have been retained within the draft. However views will be sought through consultation process, particularly from the Responsible Authorities Forum, to refine these conditions in the final policy and update them to reflect technical and legislative changes since they were first published by the Secretary of State in 2004.
- 3.6 Generally the draft policy is more streamlined and less prescriptive than the current policy and it is hoped that this will provide some protection regarding the frequent legislative change that alcohol and entertainment licensing has experienced since the current policy was published. The draft policy is also written with a focus towards promoting and supporting the regeneration of the city and encouraging a more diverse and higher quality leisure and night time economy offer.

4.0 **Revisions to the Cumulative Impact Policy**

4.1 The draft policy contains a number of proposed revisions to the current CIP. The first of these revisions is to extend the area of the current CIZ for the city centre. Additionally there are four new areas proposed for CIZs identified through the Responsible Authorities Forum. These are as follows:

- Avion Centre (off licences only)
- Dudley Road (on and off licences)
- Bilston Town Centre (on and off licences)
- Wednesfield Town Centre (on and off licences)

4.2 Each of these CIZs is discussed in more detail below:

4.3 **City Centre Cumulative Impact Zone**

4.3.1 It is proposed that the city centre CIZ (which was first introduced in 2009) be extended to include additional areas to the south of the city centre; this includes areas where the night time economy has grown since the policy was first introduced.

4.3.2 The city centre CIZ will remain applicable to the sale and supply of alcohol for both on and off licensed premises and late night refreshment.

4.4 **Bilston Cumulative Impact Zone**

4.4.1 It is proposed that the Bilston CIZ will be applicable to the sale and supply of alcohol for both on and off licensed premises.

4.5 **Wednesfield Cumulative Impact Zone**

4.5.1 It is proposed that the Wednesfield CIZ will be applicable to the sale and supply of alcohol for both on and off licensed premises.

4.6 **Dudley Road Cumulative Impact Zone**

4.6.1 It is proposed that the Dudley Road CIZ will be applicable to the sale and supply of alcohol for both on and off licensed premises.

4.7 **Avion Centre Cumulative Impact Zone**

4.7.1 It is proposed that the Avion Centre CIZ will only be applicable to the sale and supply of alcohol for off licensed premises.

4.8 Each proposed CIZ is shown at Appendix F to the draft policy.

4.8 Supporting crime and disorder information relating to each proposed CIZ provided by West Midlands Police is attached at Appendix 2 to this report.

5.0 **Consultation on the Revised Statement of Licensing Policy**

5.1 Section 5 of the Licensing Act 2003 requires that the Licensing Authority consult prior to determining its Statement of Licensing Policy.

5.2 Section 5(3) requires that the following are consulted as part of this processes;

- The chief officer of police for the area
- The fire and rescue authority for the area
- Such persons as the licensing authority considers to be representative of holders of premises licences issued by the authority
- Such persons as the licensing authority considers to be representative of holders of club premises certificates issued by that authority
- Such persons as the licensing authority considers to be representative of holders of personal licences issued by that authority, and
- Such other person as the licensing authority considers to be representative of businesses and residents in its area.

5.4 The consultation will go well beyond these statutory minimum detailed above and will follow best practice allowing all parties 12 weeks to submit their responses.

5.4 As part of the consultation process the draft policy will be distributed widely and published on the Council's website. Views will be sought pro-actively from a range of stakeholders outside those detailed in the Act. This will include (not an exhaustive list):

- Responsible Authorities Forum
- City Centre Pubwatch
- Bilston Centre Pubwatch
- Safer Wolverhampton Partnership
- PACT meetings (including attendance at those areas where CIZs are proposed)

- Equalities groups

6.0 **Timetable**

6.1 In order to comply with the statutory duty to consult and to publish the revised policy for April 2015 the following timetable is proposed.

Draft policy to Licensing Committee	- 12 November 2014
Period for consultation	- 1 December 2014 to 28 February 2015
Draft policy presented to Licensing Committee following consultation	- 18 March 2015
Draft policy to Full Council	- 3 April 2015
Policy effective from	- 3 April 2015

7.0 **Legal Implications**

7.1 The Licensing Authority is required to act in accordance with the:

- provisions of the Licensing Act 2003,
- statutory guidance issued by the Secretary of State

7.2 Section 5 of the Licensing Act 2003 provides that a Licensing Authority must, every five years, determine and publish a statement of licensing policy.

7.3 The integrity of the Statement of Licensing Policy has the potential to directly impact upon the Council's determination of applications under the Act and as such decisions made could be the subject of judicial review or appeal.

7.4 The Licensing Authority in determining applications and taking enforcement action pursuant to the Licensing Act 2003 will also have regard to the provisions of the Human Rights Act. [SH/26112014/Q]

8.0 **Financial Implications**

8.1 The costs associated with the preparation and publication of the Statement of Licensing Policy will be met from existing Licensing Services budgetary provision. There are no other financial implications arising from this report. [MF/25112014/B]

9.0 **Equalities Implications**

9.1 An Equalities Assessment will be integrated into the consultation process detailed at Section 5 of this report.

10.0 **Environmental Implications**

- 10.1 This report has no direct environmental implications. However various public nuisance issues associated with licensed premises can have a detrimental impact on the environment and relevant stakeholder will be consulted on the draft policy regarding these issues.

Wolverhampton City Council

Draft Statement of Licensing Policy

Proposed revisions to the policy are highlighted as displayed

Index

1. Introduction
2. Context of Statement of Licensing Policy
3. Consultation
4. Licensing Committee
5. Integration of strategies and avoidance of duplication
6. General principles of the Policy and the role of licensing
7. Rights of applicants and those making representations against applications and Reviews
8. Licensing objectives
9. The prevention of crime and disorder
10. Public safety
11. The prevention of public nuisance
12. Protection of children from harm
13. Cumulative Impact Policy
14. Licence conditions
15. Representations concerning this document

Appendices

- A. Delegation of licensing functions
- B. Measures relating to the reduction of crime and disorder
- C. Measures relating to public safety
- D. Measures relating to the prevention of public nuisance
- E. Measures relating to the protection of children from harm
- F. City Centre Cumulative Impact Area

Wolverhampton City Council

Draft Statement of Licensing Policy

1 INTRODUCTION

1.1 This is the fourth Statement of Licensing Policy issued by Wolverhampton City Council (the Council) in accordance with Section 5 of the Licensing Act 2003 (the Act) approved by Full Council on 3 April 2015 and effective as of the same date. The Statement of Licensing Policy sets out in broad terms, how the Council will implement the Act, taking into account the Regulations and Guidance issued by Government.

1.2 In developing this Policy the Council has consulted with the statutory consultees and a wide range of businesses and individuals. The Council is grateful for the help; support and advice given by all those who responded during the consultation period that helped shape this Policy.

1.3 This is a 'living document' that will be modified and developed over time to reflect changing circumstances. The Council will consider representations from statutory bodies and individuals that propose changes to the document. The Council is legally required to review its Policy Statement every five years.

1.4 The Statement of Licensing Policy focuses on the four statutory objectives which will be promoted by the Council when undertaking its duties under the Licensing Act 2003. They are:

- The prevention of crime and disorder.
- Public safety.
- The prevention of public nuisance.
- The protection of children from harm.

1.5 This Policy will also be used to support the regeneration of the city and the Council will seek to work closely with businesses to ensure that the city has a diverse, vibrant and high quality leisure offer. This will be achieved through seeking to develop:

- Better and more proportionate regulation of the sale of alcohol and public entertainment.
- Integration of this policy with other policies and strategies.
- Greater choice for consumers.
- Support and advise for new businesses
- Encouragement of more family friendly premises.
- Further development of live music, dancing and theatre.
- Better protection for local residents and businesses.

1.6 The Statement of Licensing Policy also identifies what is required of those applying for licences under the Act i.e.:

- Premises Licences.
- Club Premises Certificates.
- Temporary Permitted Activities.
- Personal Licences.

1.7 The Council will help and support those applying for licences whilst protecting the rights of those affected by the issue of such licences.

2 CONTEXT OF THE STATEMENT OF LICENSING POLICY

2.1 Wolverhampton City Council is the licensing authority for all of the licensed activities specified under the Act within the City. The Council has the responsibility for determining applications for Premises Licences, Club Premises Certificates, Temporary Permitted Activities, Personal Licences in respect of the sale and supply of alcohol, the provision of regulated entertainment, late night refreshment and consideration of applications made in respect of those licence applications. In carrying out these responsibilities the Council will have regard to this Statement of Licensing Policy, Government Guidance, Regulations, the four licensing objectives and any other relevant information.

2.2 The Council has an equality scheme which monitors the effects of its policies on the promotion of race equality, gender issues and disability. To support these policies the Council has consulted with a wide range of residents and businesses as part of an Equalities Assessment. No adverse impacts were identified during the assessment. It will also act in accordance with its duties under the Crime and Disorder Act 1998, the Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000 and the Human Rights Act 1998.

3 CONSULTATION

3.1 In formulating this fourth Statement of Licensing Policy, the Council has consulted with:

- The Chief Officer of Police for the Council's area.
- The Fire Authority for the area.
- Such persons as the Council considered being representative of holders of premises Licences issued by the authority.
- Such persons as the Council considered being representative of holders of club premises certificates to be issued by the authority.
- Such persons as the Council considered being representative of holders of personal licences issued by the Authority.

- Such persons as the Council considered being representative of businesses and residents in its area e.g. Tenants and Residents Groups, The Chamber of Commerce, Voluntary and Community Groups.
- Responsible Authorities

The above bodies will be consulted on any future revisions to this Statement of Licensing Policy.

4 LICENSING COMMITTEE

- 4.1 The Council's Licensing Committee delegates its functions under the Act. Members of the Licensing Committee have received training on the legislation and their role in determining applications and reviews of licences. The Licensing Committee will be kept informed by way of reports from officers on a wide range of matters that impact on their role, some of which are described below. The Committee will also receive regular reports on the matters dealt with by officers under delegated powers.
- 4.2 Sub-Committees drawn from the membership of the full Licensing Committee will normally deal with contested applications. The scheme of delegation to be adopted by the Council is shown in **Appendix A**. The proposed delegations are based on Government Guidance issued under Section 182 of the Act.
- 4.3 Although the presumption is that the majority of contested applications will be dealt with by the Sub-Committee this will not preclude significant applications and matters that are considered to be sufficiently serious from being referred to the full Licensing Committee for determination (or where future guidance recommends it).
- 4.4 The Act states that an uncontested licence application will be granted. It follows therefore that this type of application will be delegated to officers to deal with provided that all information required to determine the application has been provided by the applicant.

5 AVOIDANCE OF DUPLICATION WITH PLANNING

- 5.1 The licensing function is, and should remain, distinct from planning control. It will be for the planning process to determine land-use decisions and for the market place to determine need for particular types of premises/activities. Licensing decisions will be made with regard to the furtherance of the licensing objectives. In most circumstances, it is expected that the applicant will have the necessary planning permission or Certificate of Lawful Use or the proposed use of the premises. However this is not a requirement and the applicant will need to ensure they comply with planning legislation before operating a business for which they have obtained a licence under the Licensing Act 2003 or he/she may be subject to sanctions under planning legislation.

5.2 The Licensing Committee will receive from time to time reports regarding the economic state of the City with regard to the sector for which they have licensing responsibility. These reports may include contributions from those responsible for the promotion of tourism, cultural development, planning, transport, reduction of crime and anti-social behaviour etc. This should enable the various agencies or service groups with their own strategies, aims and objectives to keep the Licensing Committee aware of the wider picture in pursuance of the licensing objectives.

6 RESPONSIBLE AUTHORITIES

6.1 On 25 April 2012 a number of reforms to the Licensing Act 2003 were introduced following the implementation of the Police Reform and Social Responsibility Act 2011. Among the reforms was the addition of the Licensing Authority and Public Health as Responsible Authorities under the Licensing Act 2003. Since this revision both services have made representations on several applications.

6.2 Outside the Police Reform and Social Responsibility Act 2011 and the city's Alcohol Strategy; Councillors have fed back a number of issues from Licensing Sub-Committee meetings, these have included;

- inconsistency of representations from individual Responsible Authorities,
- the non-participation of some Responsible Authorities,
- attendance at hearings, and,
- significant variance in conditions requested by different Responsible Authorities.

6.3 In response to the above issues it has been agreed to establish a Responsible Authorities Forum. The Forum has been established to provide a collective approach to executing the various roles agencies have in their capacity as Responsible Authorities, developing policy and co-ordinating compliance activities.

6.4 The Forum is Chaired by the Licensing Authority in its capacity as a Responsible Authority and held its first meeting on 19 September 2012

7 RIGHTS OF APPLICANTS AND THOSE MAKING REPRESENTATIONS AGAINST APPLICATIONS

7.1 This Policy does not seek to exclude any rights enshrined in the Act or any other legislation for applicants or those making representations against applications. Each application and any representations will be considered on their merits, taking into account the legislation, guidance and this Policy.

7.2 The Licensing Act 2003 includes the provision for other persons, including for example local residents or a local business, or responsible authority to call a review of an existing licence or certificate at any stage after the grant of a licence or certificate. However, any application to have a premises licence or a certificate reviewed must clearly show how the operation of the premises has not promoted one or more of the Licensing Objectives. The Licensing Authority in determining whether, following a request by other persons for a review must consider whether the request for a review to be frivolous vexatious or repetitious. In the event that a review is initiated interested parties and responsible authorities may also make representations relating to the relevant premises subject to review within 28 consecutive days of the original application being made.

8 LICENSING OBJECTIVES

8.1 The Act has four licensing objectives which the Council is required to promote:-

- The prevention of crime and disorder.
- Public safety.
- The prevention of public nuisance.
- The protection of children from harm.

8.2 Each of the licensing objectives is considered further in the following sections.

8.3 The Responsible Authorities Forum will develop a set of model conditions which will form an appendix to this policy document

8.4 Applicants are expected to detail steps which they intend to take to promote the licensing objectives. These should be tailored by applicants to the individual circumstances of their application. These steps should also have regard to the location of the premises and how this will impact on the promotion of the licensing objectives.

9 THE PREVENTION OF CRIME AND DISORDER

9.1 It is recognised that licensed premises offering alcohol, entertainment or late night refreshment can be the source of disturbance and, sometimes, crime and disorder. Where a number of premises may be in close proximity, it may be difficult to attribute any disorder to customers of particular premises. There is a duty on Licensees to act responsibly to ensure their own customers do not contribute to crime and disorder whilst in their premises or in the vicinity of their premises.

9.2 Applicants will be expected to state in their Operating Schedule (which forms an integral part of their application for a licence) how they intend to address the crime and disorder issue. This may be through a range of measures such as the use of CCTV, the provision of Door Supervisors or by way of the design of the premises or the planned

mode of operation over the period that the premises are open. Applicants may wish to seek professional guidance in these matters.

9.3 The Council is committed to fulfil its obligations under Section 17 of the Crime and Disorder Act 1998 in addressing crime and disorder issues.

9.4 Responsible Authorities will work closely with businesses to ensure licence conditions are met and that licensed premises are being operated according to the requirements of the Act.

10 PUBLIC SAFETY

10.1. It is the responsibility of the Licensee to ensure that their licensed premises are safe for the public and staff for the activities taking place.

10.2. The Council will consider attaching conditions where they are not contained within an applicant's Operating Schedule and, following relevant representations, the Authority may, if it thinks it is reasonable and proportionate, attach conditions to licences or permissions to promote safety.

11 THE PREVENTION OF PUBLIC NUISANCE

11.1 The types of business and range of premises covered under the licensing legislation could potentially lead to nuisance being caused to their neighbours.

11.2 This is particularly relevant for late night businesses as noise levels from equipment such as extractor fans, music or customers which may be acceptable during the day may not be acceptable at night.

11.3 Applicants must address in their Operating Schedules, as an integral part of their application, the issue of potential nuisance and what measures, if any, will be taken to ensure nuisance is not caused. Applicants may wish to seek professional guidance in these matters while drawing up their Operating Schedule. With the introduction of the Health Act 2006 and the requirement for customers to **have to** smoke outside the premises, there **is an increased potential for disturbance to be a resultant factor in residential areas**. All reasonable steps must be implemented to ensure this potential increase in disturbance to surrounding residential properties is kept to a minimum.

11.4 Applications will be determined on their individual merits. Following relevant representations the Council may, if it thinks it reasonable and proportionate, attach conditions in order to support the objective of preventing nuisance.

12 THE PROTECTION OF CHILDREN FROM HARM

12.1 The scope of 'Licensed premises' covered by the Act is very broad. It includes pubs, cinemas, theatres, restaurants, some shops etc. Children will generally not be restricted in their access to licensed

premises (apart from the restrictions referred to below) and neither will there be a requirement to give access to children. These will be subject to a Licensee's discretion. There are some circumstances where to promote the objective of 'protecting children from harm' restrictions will be necessary.

- 12.2 The Licensing Authority has regular meetings with WCC Safeguarding and will take appropriate action should concerns be raised regarding the welfare of children at any licensed premises.

13 **CUMULATIVE IMPACT POLICY**

- 13.1 It is not proposed to set quotas for particular types of licences. Applications will be considered on their individual merit thus ensuring that the characteristics of the many different types of licensed activity are fully considered. If crime and disorder or general disturbance/nuisance does prove to be linked to the concentration of customers of licensed premises or activities in these or any other particular areas, then it may be necessary to seek controls over the issue of new licences through a 'Cumulative Impact Policy'.
- 13.2 It would first be necessary to establish that, because of the number and density of licensed premises in a particular area, there are exceptional problems of nuisance, disturbance and/or disorder outside or away from those licensed premises as a result of their combined effect. Where particular premises are identifiable as being responsible for the problems, action will be taken against them.
- 13.3 Before deciding whether to adopt a Cumulative Impact Policy, the Council must be sure that the imposition of individual conditions to particular premises would not solve the problem. The Council has a duty under Section 17 of the Crime and Disorder Act 1998 to do all that it reasonably can to prevent crime and disorder.
- 13.5 In the Guidance issued under the Act there are four steps specified to be followed in considering whether to adopt a Cumulative Impact Policy:
- Identification of serious and chronic concern from a responsible Authority or representatives of residents about nuisance or disorder.
 - Assessment of causes.
 - Where it can be demonstrated that disorder and nuisance is arising as a result of customers of licensed premises, identifying the area from which problems are arising and the boundaries of that area.
 - Adopting a policy about future licence applications from that area.

13.6 The Licensing Committee will keep any Cumulative Impact Policy under review and modify or remove it, as considered appropriate.

13.7 As detailed above the Council recognises that because of the number of and density of licensed premises selling alcohol and/or Late Night Refreshment in particular areas there might be exceptional problems of nuisance, disturbance and/or disorder outside or away from those licensed premises as a result of their combined effect. In these cases it may be necessary to seek controls over the issue of new licences through a 'Cumulative Impact Policy'.

13.8 The Licensing Authority is now of the view that the number, type and density of premises selling alcohol for consumption on and off the premises and/or late night refreshment within five areas of the city is causing problems of nuisance and disorder. This is having a greater than normal impact on the prevention of crime and disorder and the prevention of public nuisance licensing objectives. The areas identified are shown in the attached plans at Appendix F to this policy.

13.9 The Licensing Authority is now of the view that in these areas this is causing cumulative impact and designates these areas as Cumulative Impact Zones. The details of the policy specific to each area are described below.

13.10 The effect of the Cumulative Impact Policy is to create a **rebuttable** presumption that applications in respect the licensable activities detailed below for new Premises Licences, Club Premises Certificates or Provisional Statements and applications for variations of existing Premises Licences, Club Premises Certificates (where the modifications are relevant to the issue of cumulative impact for example increases in hours or capacity) where the premises are situated in one of the Cumulative Impact Zones will be refused.

13.11 To rebut this presumption the applicant would be expected to show through the operating schedule and where appropriate with supporting evidence that the operation of the premises will not add to the cumulative impact already being experienced. This policy does not act as an absolute prohibition on granting new licences in the Cumulative Impact Zones.

13.12 The Cumulative Impact Policy will not be used to revoke an existing licence or certificate and will not be applicable to the review of existing licences.

13.13 The details on each specific Cumulative Impact Zone are as follows:

City Centre Cumulative Impact Zone

The city centre CIZ (which was first introduced in 2009) has now been extended to include additional areas to the south of the city centre; this includes areas where the night time economy has grown since the

policy was first introduced. The additional areas of the CIZ will come into force on the same day as this policy.

The city centre CIZ will remain applicable to the sale and supply of alcohol for both on and off licensed premises and late night refreshment. This will potentially make the policy applicable to any premises licence application made within the CIZ, excluding those that are solely for regulated entertainment. The area covered by the city centre CIZ is shown at Appendix F.

Bilston Cumulative Impact Zone

The Bilston CIZ will come into force on the same day as this policy. The Bilston CIZ will be applicable to the sale and supply of alcohol for both on and off licensed premises. The area covered by the Bilston CIZ is shown at Appendix F.

Wednesfield Cumulative Impact Zone

The Wednesfield CIZ will come into force on the same day as this policy. The Wednesfield CIZ will be applicable to the sale and supply of alcohol for both on and off licensed premises. The area covered by the Wednesfield CIZ is shown at Appendix F.

Dudley Road Cumulative Impact Zone

The Dudley Road CIZ will come into force on the same day as this policy. The Dudley Road CIZ will be applicable to the sale and supply of alcohol for both on and off licensed premises. The area covered by the Dudley Road CIZ is shown at Appendix F.

Avion Centre Cumulative Impact Zone

The Avion Centre CIZ will come into force on the same day as this policy. The Avion Centre CIZ will only be applicable to the sale and supply of alcohol for off licensed premises. The area covered by the Avion Centre CIZ is shown at Appendix F.

14 LICENCE CONDITIONS

- 14.1 Conditions will only be imposed where they are considered to be proportionate and appropriate and will focus on matters within the control of the licensee or person granted a relevant permission. They will be used to address the four licensing objectives and matters that have an impact on those living, working or engaged in normal activities in the vicinity.

14.2 If no representations are made on an application it will be granted on the terms sought and no additional conditions imposed.

15 REPRESENTATIONS CONCERNING THIS DOCUMENT

15.1 Should you wish to make representations concerning the Statement of Licensing Policy contact Licensing Services at the following address:

Licensing Services
Wolverhampton City Council
Civic Centre
St Peter's Square
Wolverhampton
WV1 1DA

E Mail: licensing@wolverhampton.gov.uk

Telephone: Wolverhampton (01902) 550106

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TABLE OF PROPOSED DELEGATIONS OF LICENSING FUNCTIONS

MATTER TO BE DEALT WITH	FULL COMMITTEE	SUB-COMMITTEE	OFFICERS
Application for personal licence		If an objection made	If no objection made
Application for personal licence, with unspent convictions		All cases	
Application for premises licence/club premises certificate		If a representation made	If no representation made
Application for provisional statement		If a representation made	If no representation made
Application to vary premises licence/club premises certificate		If a representation made	If no representation made
Application for Minor Variation of premises licence			All cases
Application to vary designated premises supervisor		If a police objection	All other cases
Request to be removed as designated premises supervisor			All cases
Application to disapply mandatory condition relating to sale of alcohol for community centres		If a representation made	If no representation made
Application for transfer of premises licence		If a police objection	All other cases
Application for Interim Authorities		If a police objection	All other cases
Application to review premises licence/club premises certificate		All cases	
Decision on whether a complaint is irrelevant, frivolous, vexatious, etc.			All cases
Decision to object when Local Authority is a consultee and not the relevant Authority considering the application		All cases	
Determination of a Police objection to a temporary event notice		All cases	

B. MEASURES RELATING TO THE PREVENTION OF CRIME AND DISORDER

It should be noted in particular that it is unlawful under the 2003 Act:

- To knowingly to sell or supply or attempt to sell or supply alcohol to a person who is drunk
- To knowingly to allow disorderly conduct on Licensed premises
- For the holder of a premises licence or a designated premises supervisor knowingly to keep or allow to be kept on licensed premises any goods that have been imported without payment of duty or which have otherwise been unlawfully imported.
- To allow the presence of children under 16 who are not accompanied by an adult between midnight and 5 am at any premises Licensed for the sale of alcohol for consumption on the premises, and at any time in premises used exclusively or primarily for the sale and consumption of alcohol.

Conditions enforcing these arrangements are therefore unnecessary.

B.1 General

When applicants for premises Licenses or club premises certificates are preparing their operating schedules or club operating schedules, when responsible authorities are considering such applications and when licensing authorities are considering applications following the receipt of any relevant representations from a responsible authority or interested party, the following options should be considered as measures which, if necessary, would promote the prevention of crime and disorder.

Whether or not any risk assessment shows these options to be necessary in the individual circumstances of any premises will depend on a range of factors including the nature and style of the venue, the activities being conducted there, the location of the premises and the anticipated clientele of the business involved. It should also be borne in mind that club premises operate under codes of discipline to ensure the good order and behaviour of members.

Necessary conditions for the licence or certificate will also depend on local knowledge of the premises.

Under no circumstances should the following measures be regarded as standard conditions to be automatically imposed in all cases. They are designed to provide a range of conditions drawn from experience relating to differing situations and to offer guidance.

Any individual preparing an operating schedule is at liberty to volunteer any measure, such as those described below, as a step he or she intends to take to promote the licensing objectives. When incorporated into the licence or certificate as a condition, they become enforceable under the law and a breach of such a condition could give rise to prosecution.

B.2 Text/Radio pagers

Text and radio pagers connecting premises licence holders, designated premises supervisors, managers of premises and clubs to the local police can provide for rapid response by the police to situations of disorder which may be endangering the customers and staff on the premises. Such pagers provide two-way communication, enabling both licence holders, managers, designated premises supervisors and clubs to report incidents to the police, and enabling the police to warn those operating a large number of other premises of potential trouble-makers or individuals suspected of criminal behaviour who are about in a particular area. Pager systems can also be used by licence holders, door supervisors, managers, designated premises supervisors and clubs to warn each other of the presence in an area of such people.

The Secretary of State recommends that text or radio pagers should be considered appropriate necessary conditions for public houses, bars and nightclubs operating in city and town centre leisure areas with a high density of licensed premises. Following individual consideration of the particular circumstances of the venue, such conditions may also be appropriate and necessary in other areas for the prevention of crime and disorder.

It is recommended that a condition requiring the text/radio pager links to the police should include the following elements:

- A requirement that the text/pager equipment is kept in working order at all times;***
- A requirement that the pager link be activated made available to and monitored by the designated premises supervisor or a responsible member of staff at all times that the premises are open to the public;***
- A requirement that any police instructions/directions are complied with whenever given; and***
- A requirement that all instances of crime or disorder are reported via the text/radio pager link by the designated premises supervisor or a responsible member of staff to an agreed police contact point.***

B.2 RADIO LINK SCHEME (WOLVERHAMPTON CITY CENTRE)

THE BUSINESS CRIME PARTNERSHIP FACILITATED BY WOLVERHAMPTON CITY CENTRE COMPANY LIMITED OPERATES THE CITY SAFE RADIO LINK SCHEME WITHIN THE CITY CENTRE TO CONNECT MEMBERS OF THE BUSINESS COMMUNITY. THIS INCLUDES PREMISES LICENCE HOLDERS, DESIGNATED PREMISES SUPERVISORS, MANAGERS OF PREMISES AND SECURITY PROVIDERS.

THE RADIO LINK SCHEME PROVIDES TWO-WAY COMMUNICATION BETWEEN THE LICENSED VENUES, DOOR SUPERVISORS, SECURITY PROVIDERS AND WEST MIDLANDS POLICE. THE RADIO LINK IS USED TO SHARE INFORMATION ABOUT SPECIFIC INCIDENTS AND DISORDER, WARN OF POTENTIAL TROUBLE OR INDIVIDUAL SUSPECTED OF CRIMINAL OR ANTI SOCIAL BEHAVIOUR THAT ARE IN THE CITY CENTRE.

THE SECRETARY OF STATE RECOMMENDS THAT RADIO LINK SCHEMES SHOULD BE CONSIDERED APPROPRIATE NECESSARY CONDITIONS FOR LICENSED VENUES OPERATING IN CITY AND TOWN CENTRE LEISURE AREAS WITH A HIGH DENSITY OF LICENSED PREMISES.

IT IS RECOMMENDED THAT A CONDITION REQUIRING THE RADIO LINK SHOULD INCLUDE THE FOLLOWING ELEMENTS:

- TO ASSIST IN THE PREVENTION AND DETECTION OF CRIME, DISORDER AND ANTI SOCIAL BEHAVIOUR
- TO SUPPORT AGENCIES WITH THE APPREHENSION AND PROSECUTION OF OFFENDERS
- HELP REDUCE THE LOSSES ASSOCIATED WITH BUSINESS CRIME
- REDUCE THE OPPORTUNITY FOR INDIVIDUALS TO COMMIT CRIME AND ANTI SOCIAL BEHAVIOUR IN THE CITY CENTRE
- TO WORK IN PARTNERSHIP WITH RELEVANT ORGANISATIONS
- TO BE A MEMBERS OF THE KNIGHTSAFE24 PUBWATCH GROUP

B.3 Door supervisors

Conditions relating to the provision of door supervisors and security teams may be valuable in:

- Preventing the admission and ensuring the departure from the premises of the drunk and disorderly, without causing further disorder;
- Keeping out excluded individuals (subject to court bans or imposed by the licence holder);
- Searching and excluding those suspected of carrying illegal drugs, or carrying offensive weapons; and
- Maintaining orderly queuing outside of venues prone to such queuing.

Where door supervisors conducting security activities are to be a condition of a licence, which means that they would have to be registered with the Security Industry Authority, conditions may also need to deal with the number of such supervisors, the displaying of name badges, the carrying of proof of registration, where and at what times they should be stationed on the premises, and whether at least one female supervisor should be available (for example, if female customers are to be the subject of body searches).

Door supervisors also have a role to play in ensuring public safety (see section on public safety).

B.4 Bottle bans

Glass bottles may be used as weapons inflicting more serious harm during incidents of disorder. A condition can prevent sales of drinks in glass bottles for consumption on the premises.

It is recommended that a condition requiring that no sales of beverages in glass bottles for consumption on the premises should be expressed in clear terms and includes the following elements:

- No bottles containing beverages of any kind, whether open or sealed, shall be given to customers on the premises whether at the bar or by staff service away from the bar;
- No customers carrying open or sealed bottles shall be admitted to the premises at any time that the premises are open to the public (**note:** these needs to be carefully worded where off-sales also take place);

In appropriate circumstances, the condition could include exceptions, for example, as follows:

- But bottles containing wine may be sold for consumption with a table meal by customers who are seated in an area set aside from the main bar area for the consumption of food.

The Licensing Authority is aware that many women consider that drinking from bottles to be safer as it is easier for them to prevent the spiking of drinks with drugs in bottles the openings of which may be readily covered.

These issues therefore need to be carefully balanced.

B.5 Plastic containers and toughened glass

Glasses containing drinks may be used as weapons during incidents of disorder and, in normal form, can cause very serious injuries. Consideration should therefore be given to conditions requiring either the use of plastic containers or toughened glass which inflicts less severe injuries. Location and style of the venue and the activities carried on there would be particularly important in assessing whether a condition is necessary. For example, the use of glass containers on the terraces of outdoor sports grounds may obviously be of concern, and similar concerns may also apply to indoor sports events such as boxing matches. Similarly, the use of such plastic containers or toughened glass during the televising of live sporting events, such as international football matches, when high states of excitement and emotion fuelled by alcohol might arise, may be a necessary condition.

It should be noted that the use of plastic or paper drinks containers and toughened glass may also be relevant as measures to promote public safety (see section on public safety).

B.6 CCTV

The presence of CCTV cameras can be an important means of deterring and detecting crime at and immediately outside licensed premises. Conditions should not just consider a requirement to have CCTV on the premises, but also the precise siting of each camera, the requirement to maintain cameras in working order, and to retain recordings for an appropriate period of time.

The police should provide individuals conducting risk assessments when preparing operating schedules with advice on the use of CCTV to prevent crime.

B.7 Open containers not to be taken from the premises

Drinks purchased in licensed premises or clubs may be taken from those premises for consumption elsewhere. Where premises are licensed for the sale of alcohol for consumption off the premises that would be entirely lawful. However, consideration should be given to a condition preventing the taking of alcoholic and other drinks from the premises in open containers (e.g. glasses and opened bottles). This may again be necessary to prevent the use of these containers as offensive weapons in surrounding streets after individuals have left the premises.

B.8 Restrictions on Drinking Areas

It may be necessary to restrict the areas where alcoholic drinks may be consumed in premises after they have been purchased from the bar. An example would be at a sports ground where the police consider it necessary to prevent the consumption of alcohol on the terracing of sports grounds during particular sports events. Such conditions should not only specify these areas, but indicate the circumstances in which the ban would apply and times at which it should be enforced.

B.9 Capacity limits

Although most commonly made a condition of a licence on public safety grounds, consideration should also be given to conditions which set capacity limits for licensed premises or clubs where it may be necessary to prevent overcrowding which can lead to disorder and violence. Where such a condition is considered necessary, consideration should also be given to whether door supervisors would be needed to ensure that the numbers are appropriately controlled.

B.10 Proof of Age cards

It is unlawful for children under 18 to attempt to buy alcohol just as it is unlawful to sell or supply alcohol to them. To prevent such crimes, it may be necessary to require a policy to be applied at certain licensed premises requiring the production of "proof of age" before such sales are made. This should not be limited to recognised "proof of age" cards, but allow for the production of other proof, such as photo-driving licences, student cards and passports. The Secretary of State for the Home Department strongly

supports the PASS accreditation system, which aims to approve and accredit various proofs of age schemes that are in existence. This ensures that such schemes maintain high standards, particularly in the area of integrity and security, and where appropriate and necessary, conditions may refer directly to PASS accredited proof of age cards, photo-driving licences and passports.

It should be noted that many adults in England and Wales do not currently carry any proof of age. This means that the wording of any condition will require careful thought. For example, the requirement might be to ensure sight of evidence of age from any person appearing to those selling or supplying alcohol to be under the age of 18 and who is attempting to buy alcohol. This would ensure that most minors, even those looking older, would need to produce proof of age appropriately before making such a purchase. Under such an arrangement only a minority of adults might be affected, but for the majority there would be no disruption to their normal activity, for example, when shopping in a supermarket.

B.11 Crime prevention notices

It may be necessary at some premises for notices to be displayed which warn customers of the prevalence of crime which may target them. Some premises may be reluctant to volunteer the display of such notices for commercial reasons. For example, in certain areas, a condition attached to a premises licence or club premises certificate might require the displaying of notices at the premises which warn customers about the need to be aware of pickpockets or bag snatchers, and to guard their property. Similarly, it may be necessary for notices to be displayed which advise customers not to leave bags unattended because of concerns about terrorism. Consideration could be given to a condition requiring a notice to display the name of a contact for customers if they wish to report concerns.

B.12 Drinks promotions

Standard conditions will not be attached to premises Licences or club premises certificates that promote fixed prices for alcoholic drinks. It is likely to be unlawful for licensing authorities or police officers to promote voluntary arrangements of this kind. This can risk creating cartels. Using conditions to control the prices of alcoholic drinks in an area may also breach competition law. Conditions tailored to the individual circumstances of particular premises that address irresponsible drinks promotions may be permissible provided they are necessary for the promotion of the licensing objectives. Save as aforementioned whilst the Council will not attach conditions to Licences on this matter, there is an expectation that any promotion will be responsible. The British Beer and Pub Association have produced a good practice guide for pub owners and Licensees on point of sales promotions as have the Portman Group. The Council would expect any promotion to reflect the guidance within these documents.

B.13 Signage

It may be necessary for the normal hours under the terms of the premises licence or club premises certificate at which licensable activities are permitted

to take place to be displayed on or immediately outside the premises so that it is clear if breaches of the terms of the licence or certificate are taking place.

Similarly, it may be necessary for any restrictions on the admission of children to be displayed on or immediately outside the premises so that the consequences of breaches of these conditions would also be clear and to deter those who might seek admission in breach of those conditions.

B.14 Large capacity venues used exclusively or primarily for the “vertical” consumption of alcohol (HVVDs)

Large capacity “vertical drinking” premises, sometimes called High Volume Vertical Drinking establishments (HVVDs), are premises with exceptionally high capacities, used primarily or exclusively for the sale and consumption of alcohol, and have little or no seating for patrons.

Where necessary and appropriate, conditions can be attached to premises licences for the promotion of the prevention of crime and disorder at such premises (if not volunteered by the venue operator and following representations on such grounds) which require adherence to:

- A prescribed capacity.
- An appropriate ratio of tables and chairs to customers based on the capacity; and
- The presence of SIA registered security teams to control entry for the purpose of compliance with the capacity limit.

C. MEASURES RELATING TO PUBLIC SAFETY (INCLUDING FIRE SAFETY)

It should be noted that conditions relating to public safety should be those which are necessary in the particular circumstances of any individual premises or club premises and should not duplicate other requirements of the law. Equally, the attachment of conditions to a premises licence or club premises certificate will not in any way relieve employers of the statutory duty to comply with the requirements of other legislation including the Health and Safety at Work etc. Act 1974, associated regulations and especially the requirements under the Management of Health and Safety at Work Regulations 1999 and the Regulatory Reform (Fire Safety) Order 2005 to undertake risk assessments. Employers should assess the risks, including risks from fire, and take measures necessary to avoid and control these risks. Conditions enforcing those requirements would therefore be unnecessary.

The following guides listed below will tell you what to do to comply with fire safety law, helps you to carry out a fire risk assessment and identify the general fire precautions you need to have in place:

Small and medium place of assembly
ISBN 13 978 1 85112 820 4

Large place of assembly
ISBN 13 978 1 85112 821 1

Theatres, cinemas and similar premises
ISBN 13 978 1 85112 822 8

Open air events and venues
ISBN 13 978 1 85112 823 5

C.1 General

When applicants for premises licences or club premises certificates are preparing their operating schedules or club operating schedules, responsible authorities are considering such applications and licensing authorities are considering applications following the receipt of relevant representations from a responsible authority or interested party, the following options should be considered as measures that, if necessary, would promote public safety. Additional matters relating to cinemas and theatres are considered in Part B. It should also be recognised that special issues may arise in connection with outdoor and large scale events.

Whether or not any risk assessment shows any of the measures to be necessary in the individual circumstances of any premises will depend on a range of factors including the nature and style of the venue, the activities being conducted there, the location of the premises and the anticipated clientele of the business involved.

Necessary conditions for the licence or certificate will also depend on local knowledge of the premises.

In addition, to considering the points made in this section, those preparing operating schedules or club operating schedules, licensing authorities and responsible authorities should consider:

- Model National and Standard Conditions for Places of Public Entertainment and Associated Guidance ISBN 1 904031 11 0 (Entertainment Technology Press – ABTT Publications)
- The Event Safety Guide – A guide to health, safety and welfare at music and similar events (HSE 1999) (“The Purple Book”) ISBN 0 7176 2453 6
- Managing Crowds Safely (HSE 2000) ISBN 0 7176 1834 X
- 5 Steps to Risk Assessment: Case Studies (HSE 1998) ISBN 07176 15804
- The Guide to Safety at Sports Grounds (The Stationery Office, 1997) (“The Green Guide”) ISBN 011 300095 2
- Safety Guidance for Street Arts, Carnival, Processions and Large Scale Performances published by the Independent Street Arts Network, copies of which may be obtained through:
www.streetartsnetwork.org.uk/pages/publications.htm
- The London District Surveyors Association’s “Technical Standards for Places of Public Entertainment” ISBN 0 9531229 2 1.

The following British Standards should also be considered:

- BS 5588 Part 6 (regarding places of assembly)
- BS 5588 Part 9 (regarding ventilation and air conditioning systems)
- BS 5588 Part 9 (regarding means of escape for disabled people)
- BS 5839 (fire detection, fire alarm systems and buildings)
- BS 5266 (emergency lighting systems)

However, in consulting these texts, which were prepared prior to the coming into force of the Licensing Act 2003, those creating operating schedules or club operating schedules, licensing authorities and responsible authorities should again note that under no circumstances should any conditions be regarded as standard for all premises.

Any individual preparing an operating schedule or club operating schedule is at liberty to volunteer any measure, such as those described below, as a step he or she intends to take to promote the licensing objectives. When incorporated into the licence or certificate as a condition, they become enforceable under the law and a breach of such a condition could give rise to prosecution.

C.2 Disabled people

In certain premises where existing legislation does not provide adequately for the safety of the public, consideration might also be given to conditions that ensure that:

- When disabled people are present, adequate arrangements exist to enable their safe evacuation in the event of an emergency; and
- Disabled people on the premises are made aware of those arrangements.

C.3 Escape routes

It may be necessary to include conditions relating to the maintenance of all escape routes and exits including external exits. These might be expressed in terms of the need to ensure that such exits are kept unobstructed, in good order with non-slippery and even surfaces, free of trip hazards and clearly identified. In restaurants and other premises where chairs and tables are provided this might also include ensuring that internal gangways are kept unobstructed.

In certain premises where existing legislation does not provide adequately for the safety of the public, consideration might also be given to conditions that ensure that:

- All exits doors are easily openable without the use of a key, card, code or similar means;
- Doors at such exits are regularly checked to ensure that they function satisfactorily and a record of the check kept;
- Any removable security fastenings are removed whenever the premises are open to the public or occupied by staff;
- All fire doors are maintained effectively self-closing and shall not be held open other than by approved devices (for example, electromagnetic releases operated by smoke detectors);
- Fire resisting doors to ducts, service shafts, and cupboards shall be kept locked shut; and
- The edges of the treads of steps and stairways are maintained so as to be conspicuous.

C.4 Safety checks

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Safety checks are carried out before the admission of the public; and
- Details of such checks are kept in a Log-book.

C.5 Curtains, hangings, decorations and upholstery

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Hangings, curtains and temporary decorations are maintained in a flame-retardant condition;
- Any upholstered seating meets on a continuous basis the pass criteria for smouldering ignition source 0, flaming ignition source 1 and crib ignition source 5 when tested in accordance with section 5 of BS 5852:1990;
- Curtains, hangings and temporary decorations are arranged so as not to obstruct exits, fire safety signs or fire-fighting equipment; and
- Temporary decorations are not used without prior notification to the Licensing Authority/Fire Authority.

C.6 Accommodation limits

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Arrangements are made to ensure that any capacity limit imposed under the premises licence or club premises certificate are not exceeded; and
- The licence holder, a club official, manager or designated premises supervisor should be aware of the number of people on the premises and required to inform any authorised person on request.

C.7 Fire action notices

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Notices detailing the actions to be taken in the event of fire or other emergencies, including how the fire brigade should be summoned, are prominently displayed and protected from damage and deterioration.

C.8 Outbreaks of fire

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- The fire brigade must be called at once to any outbreak of fire, however slight, and the details recorded in a Fire Log-book.

C.9 Loss of water

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- The local Fire Control Centre are notified as soon as possible if the water supply to any hydrant, hose reel, sprinkler, drencher or other fire extinguishing installation is cut off or restricted.

C.10 Access for emergency vehicles

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Access for emergency vehicles is kept clear and free from obstruction.

C.11 First aid

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Adequate and appropriate supply of first aid equipment and materials is available on the premises.
- If necessary, at least one suitably trained first-aider shall be on duty when the public are present. If there is more than one suitably trained first-aider, their respective duties should be clearly defined.

C.12 Lighting

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- In the absence of adequate daylight, the lighting in any area accessible to the public, members or guests shall be fully in operation when they are present.
- Fire safety signs are adequately illuminated.
- Emergency lighting is not be altered;
- Emergency lighting batteries are fully charged before the admission of the public, members or guests.
- In the event of the failure of normal lighting, where the emergency lighting battery has a capacity of one hour, arrangements are in place to ensure that the public, members or guests leave the premises within 20 minutes unless within that time normal lighting has been restored

and the battery is being re-charged; and, if the emergency lighting battery has a capacity of three hours, the appropriate period by the end of which the public should have left the premises is one hour.

C.13 Temporary electrical installations

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- Temporary electrical wiring and distribution systems are not provided without [notification to the licensing authority at least ten days before commencement of the work] [prior inspection by a suitable qualified electrician];
- Temporary electrical wiring and distribution systems shall comply with the recommendations of BS 7671 or where applicable BS 7909; and
- Where they have not been installed by a competent person, temporary electrical wiring and distribution systems are inspected and certified by a competent person before they are put to use.

With regard to the first bullet above, it should be recognised that ten days' notice may not be possible where performances are supported by outside technical teams. For example, where temporary electrical installations are made in theatres for television show performances. In such circumstances, the key requirement is that conditions where necessary should ensure that temporary electrical installations are only undertaken by competent qualified persons, for example, employed by the television company.

C.14 Indoor Sports Entertainments

In certain premises where existing legislation does not provide adequately for the safety of the public or club members and guests, consideration might also be given to conditions that ensure that:

- If necessary, an appropriately qualified medical practitioner is present throughout a sports entertainment involving boxing, wrestling, judo, karate or other sports entertainment of a similar nature.
- Where a ring is involved, it is constructed and supported by a competent person and inspected by a competent authority and any material used to form the skirt around the ring is flame-retardant.
- At any wrestling or other entertainments of a similar nature members of the public do not occupy any seat within 2.5 metres of the ring.
- At water sports entertainments, staff adequately trained in rescue and life safety procedures are stationed and remain within the vicinity of the water at all material times (see also Managing Health and Safety in Swimming Pools issued jointly by the Health and Safety Commission and Sport England).

C.15 Alterations to the premises

Premises should not be altered in such a way as to make it impossible to comply with an existing licence condition without first seeking a variation of the premises licence proposing the deletion of the condition relating to public safety in question. The applicant will need to propose in a new operating schedule reflecting the proposed alteration to the premises how he or she intends to take alternative steps to promote the public safety objective. The application for variation will enable the responsible authorities with expertise in safety matters to consider whether the proposal is acceptable.

C.16 Special effects

The use of special effects in venues of all kinds being used for regulated entertainment is increasingly common and can present significant risks. Any special effects or mechanical installation should be arranged and stored so as to minimise any risk to the safety of the audience, the performers and staff.

Specials effects which should be considered include:

- Dry ice machines and cryogenic fog;
- Smoke machines and fog generators;
- Pyrotechnics, including fireworks;
- Real flame;
- Firearms;
- Motor vehicles;
- Strobe lighting;
- Lasers (see HSE Guide The Radiation Safety of lasers used for display purposes [HS(G)95] and BSEN 60825: Safety of laser products);
- Explosives and highly flammable substances.

In certain circumstances, it may be necessary to require that certain special effects are only used with the prior notification of the licensing authority or [inspection by] the fire authority.

C.17 Theatres, cinemas, concert halls and similar places (promotion of public safety)

In addition to the points already made, there are particular matters in the context of public safety and fire safety which should be considered in connection with theatres and cinemas. The principle remains that conditions must be necessary and should be established through risk assessment and standardised conditions should be avoided. The points which follow are for consideration and do not represent a mandatory list.

C.18 Premises used for Closely Seated Audiences

(i) Attendants

- (a) The number of attendants on each floor in a closely seated auditorium should be as set out on the table below:

Number of members of the audience present on a floor	Minimum number of attendants required
1 - 100	One
101 - 250	Two
251 -500	Three
501 -750	Four
751 -1000	Five
And one additional attendant for each additional 250 persons (or part thereof)	

- (b) Attendants shall not be engaged in any duties that would hinder the prompt discharge of their duties in the event of an emergency or entail their absence from that floor or auditorium where they are on duty.
- (c) Any attendant shall be readily identifiable to the audience (but this need not entail the wearing of a uniform)
- (d) The premises shall not be used for a closely seated audience except in accordance with seating plan(s), a copy of which is available at the premises and shall be shown to any authorised person on request.
- (e) No article shall be attached to the back of any seat which would reduce the clear width of seatways or cause a tripping hazard or obstruction.
- (f) A copy of any certificate relating to the design, construction and loading of any temporary seating shall be kept available at the premises and shall be shown to any authorised person on request.

(ii) Standing and Sitting in Gangways etc.

- (a) Sitting on floors shall not be permitted except where authorised in the premises licence or club premises certificate.
- (b) Waiting or standing shall not be permitted except in areas designated in the premises licence or club premises certificate.
- (c) In no circumstances shall anyone be permitted to:
 - (i) Sit in any gangway;
 - (ii) Stand or sit in front of any exit; or
 - (iii) Stand or sit on any staircase including any landings.

(iii) Drinks

Except as authorised by the premises licence or club premises certificate, no drinks shall be sold to, or be consumed by, a closely seated audience except in plastic or paper containers.

(iv) Balcony Fronts

Clothing or other objects shall not be placed over balcony rails or upon balcony fronts.

(v) **Scenery**

Any scenery should be maintained flame-retardant.

(vi) **Safety Curtain**

Where a safety curtain is necessary, it should be arranged so as to protect the audience from the effects of a fire or smoke on stage for sufficient time to enable the safe evacuation of the auditorium.

Where a stage with a proscenium arch is not equipped with a safety curtain, any curtains provided between the stage and the auditorium should be heavyweight and be made of non-combustible material or inherently or durably treated flame retarded fabric.

(vii) **Ceilings**

All ceilings in those parts of the premises to which the audience are admitted should be inspected by a suitably qualified person who will decide when a further inspection would be necessary and a certificate concerning the condition of the ceilings forwarded to the licensing authority.

(viii) **Seating**

Where the potential audience exceeds 250 all seats in the auditorium should, except in boxes accommodating not more than 8 persons, be either securely fixed to the floor or battened together in lengths of not fewer than four or more than twelve.

C.19 Premises used for Film Exhibitions

(i) **Attendants - premises without a staff alerting system**

Where the premises are not equipped with a staff alerting system the number of attendants present should be as set out in the table below:

Number of members of the audience present on the premises	Minimum number of attendants required to be on duty
1 -250	Two
And one additional attendant for each additional 250 members of the audience (or part thereof)	
Where there are more than 150 members of an audience in any auditorium or on any floor	At least one attendant shall be present in any auditorium or on any floor

(ii) **Attendants - with a staff alerting system**

(a) Where premises are equipped with a staff alerting system the number of attendants present should be as set out in the table below:

Number of members of the audience present on the premises	Minimum number of attendants required to be on duty	Minimum number of staff on the premises who are available to assist in the event of an emergency
1 -500	Two	One
501 - 1000	Three	Two
1001 -1500	Four	Four
1501 or more	Five plus one for every 500 (or part thereof) persons over 2000 on the premises	Five plus one for every 500 (or part thereof) persons over 2000 on the premises

(b) Staff shall not be considered as being available to assist in the event of an emergency if they are:

- (i) The holder of the premises licence or the manager on duty at the premises; or
- (ii) A member of staff whose normal duties or responsibilities are likely to significantly affect or delay his response in an emergency situation; or
- (iii) A member of staff whose usual location when on duty is more than 60 metres from the location to which he is required to go on being alerted to an emergency situation.

(c) Attendants shall, as far as reasonably practicable, be evenly distributed throughout all parts of the premises to which the public have access and keep under observation all parts of the premises to which the audience have access.

(d) The staff alerting system shall be maintained in working order.

(iii) Minimum Lighting

The level of lighting in the auditorium should be as great as possible consistent with the effective presentation of the film and the level of illumination maintained in the auditorium during the showing of films would normally be regarded as satisfactory if it complies with the standards specified in BS CP 1007 (Maintained Lighting for Cinemas).

(iv) Flammable films

No flammable films should be allowed on the premises without the prior notification of the Licensing Authority/Fire Authority.

D. MEASURES RELATING TO THE PREVENTION OF PUBLIC NUISANCE

It should be noted that provisions of the Environmental Protection Act 1990 and the Noise Act 1996 provide some protection to the general public from the effects of noise nuisance. In addition, the provisions in Part 8 of the Licensing Act 2003 enable a senior police officer to close down instantly for up to 24 hours Licensed premises and premises carrying on temporary permitted activities that are causing nuisance resulting from noise emanating from the premises. These matters should be considered before deciding whether or not conditions are necessary for the prevention of public nuisance.

D.1 General

When applicants for premises licences or club premises certificates are preparing their operating schedules or club operating schedules, responsible authorities are considering such applications and licensing authorities are considering applications following the receipt of relevant representations from a responsible authority or interested party, the following options should be considered as measures that, if necessary, would promote the prevention of public nuisance.

Whether or not any risk assessment shows them to be necessary in the individual circumstances of any premises will depend on a range of factors including the nature and style of the venue, the activities being conducted there, the location of the premises and the anticipated clientele of the business involved.

Necessary conditions for Licences and certificates will also depend on local knowledge of the premises.

D.2 Hours

The hours during which the premises are permitted to be open to the public or to members and their guests can be restricted (other than where they are protected by the transitional provisions of the Licensing Act 2003) by the conditions of a premises licence or a club premises certificate for the prevention of public nuisance. But this must be balanced by the potential impact on disorder which results from artificially early fixed closing times.

Restrictions could be necessary on the times when certain licensable activities take place even though the premises may be open to the public as such times. For example, the playing of recorded music after a certain time might be prohibited, even though other licensable activities are permitted to continue.

Restrictions might be necessary on the parts of premises that might be used for certain licensable activities at certain times. For example, while the provision of regulated entertainment might be permitted while the premises are open to the public or members and their guests, regulated entertainment

might not be permitted in garden areas of the premises after a certain time.

D.3 Noise and Vibration

In certain premises where existing legislation does not provide adequately for the prevention of public nuisance, consideration might be given to conditions that ensure that:

- Noise or vibration does not emanate from the premises so as to cause a nuisance to nearby properties. This might be achieved by a simple requirement to keep doors and windows at the premises closed, structural sound attenuation measures for example acoustic baffling of air vents or installation of secondary glazing or internal lobbies, or to use noise limiters on amplification equipment used at the premises.
- Prominent, clear and legible notices are displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- The use of explosives, pyrotechnics and fireworks of a similar nature which could cause disturbance in surrounding areas are restricted.
- The placing of refuse - such as bottles - into receptacles outside the premises takes place at times that will minimise the disturbance to nearby properties.

D.4 Noxious Smells

In certain premises where existing legislation does not provide adequately for the prevention of public nuisance, consideration might be given to conditions that ensure that:

- Noxious smells from licensed premises are not permitted so as to cause a nuisance to nearby properties and the premises are properly vented.

D.5 Light Pollution

In certain premises where existing legislation does not provide adequately for the prevention of public nuisance, consideration might be given to conditions that ensure that:

- Flashing or particularly bright lights on or outside Licensed premises do not cause a nuisance to nearby properties.

Any such condition needs to be balanced against the benefits to the prevention of crime and disorder of bright lighting in certain places.

D.6 Fly Posting

Fly posting can be an offence under the Anti-Social Behaviour Act 2003. It is acknowledged to be detrimental to an area and is certainly an eyesore. Those responsible for advertising events at premises must take responsibility for the distribution of such posters by employing responsible companies and/or persons to distribute the posters. The Licensing Committee will expect Licensees to take this responsibility seriously and if necessary arrange immediate removal of unauthorised posters from either public or private places at the Licensees expense.

D.7 Litter

In certain premises where existing legislation does not provide adequately for the prevention of public nuisance, consideration might be given to conditions to ensure that:

- A permanent refuse receptacle must be placed outside the premises for customer use. The size, type and style of such a receptacle must be approved in advance by the Police and be in accordance with any specific requirements of the Council including arrangements for emptying of the receptacle.
- All packaging used in the food business must be suitably identifiable to the premises, i.e. by having a logo placed upon it. The logo can be either by label, stamp or a permanent logo placed on the businesses packaging items.
- Suitable and sufficient litter picks must be undertaken to ensure all litter generated from the premises within the immediate area outside the premises (as is deemed appropriate giving consideration to each individual application) is collected and appropriately disposed of. Suitable and sufficient records of such litter picks must be maintained at the premises for inspection by authorised officers of any Responsible Authority.
- Signage to be placed in conspicuous positions with the premises requesting customers to dispose of their litter in an appropriate way. It is recommended that the premises licence holder contacts Keep Britain Tidy on 01942 612621 or www.keepbritaintidy.org for further assistance. Adult 18+ posters will not be permitted to be displayed at the premises.

E. MEASURES RELATING TO THE PROTECTION OF CHILDREN FROM HARM

It should be noted that it is unlawful under the 2003 Act to permit unaccompanied children under the age of 16 to be present on premises exclusively or primarily used for supply of alcohol for consumption on those premises under the authorisation of a premises Licences, club premises certificates or a temporary event notice when open for the purposes of being used for the supply of alcohol for consumption there. In addition, it is an offence to permit the presence of children under 16 who are not accompanied by an adult between midnight and 5 am at all premises supplying alcohol for consumption on those premises under the authorisation of any premises licence, club premises certificate or temporary event notice. Conditions duplicating these provisions are, therefore, unnecessary.

E.1 Access for children to Licensed premises - in general

Restrictions on the access of children under 18 to premises where licensable activities are being carried on should be made where it is necessary to protect children from harm. Precise policy and details will be a matter for individual licensing authorities. Conditions attached to premises Licences and club premises certificates may reflect the concerns of responsible authorities and interested parties who have made representations but only where the licensing authority considers it necessary to protect children from harm. Whilst applications in relation to premises Licences and club premises certificates must be judged by licensing authorities on their individual merits and characteristics, the Secretary of State for the Home Department recommends (unless there are circumstances justifying the contrary) that:

- For any premises with known associations (having been presented with evidence at a hearing) with underage drinking, drugs, significant gambling, or any activity or entertainment (whether regulated entertainment or not) of a clearly adult or sexual nature, there should be a strong presumption against permitting any access at all for children under 18 years. Applicants wishing to allow access for children to premises where these associations may be relevant, when preparing operating schedules or club operating schedules or variations of those schedules for the purposes of obtaining or varying a premises licence or club premises certificate should:
 - Explain their reasons; and
 - Outline in detail the steps that they intend to take to protect children from harm on such premises.
- For any premises, not serving alcohol for consumption on the premises, but where the public are allowed on the premises after 10.00 pm in the evening, there should be a presumption against the presence of children unaccompanied by adults under the age of 12 after that time. Applicants wishing to allow access when preparing

operating schedules or variations of those schedules or club operating schedules for the purposes of obtaining or varying a premises licence or club premises certificate should:

- Explain their reasons; and
 - Outline in detail the steps that they intend to take to protect children from harm on such premises.
- In any other case, subject to the premises licence holder's or club's discretion, the expectation would be for unrestricted access for children of any age to premises. An operating schedule or club operating schedule should indicate any decision for the premises to exclude children completely, which would mean there was no need to include in the schedule steps the applicant proposes to take to promote the protection of children from harm.

E.2 Age Restrictions - Specific

Under the 2003 Act a wide variety of licensable activities could take place at various types of premises and at different times of the day and night. Whilst it may be appropriate to allow children unrestricted access at particular times and when certain activities are not taking place licensing authorities following relevant representations made by responsible authorities and interested parties will need to consider a range of conditions that are to be tailored to the particular premises and their activities where these are necessary. Licensing authorities are expected to consider:

- The hours of day during when age restrictions should and should not apply. For example, the fact that adult entertainment may be presented at premises after 8.00 pm does not mean that it would be necessary to impose age restrictions for earlier parts of the day.
- Types of event or activity in respect of which no age restrictions may be needed, for example;
 - Family entertainment; or
 - Non-alcohol events for young age groups such as under 18's dances,
- Similarly, types of event or activity which give rise to a more acute need for age restrictions than normal, for example;
 - During "Happy Hours" or on drinks promotion nights;
 - During activities outlined in paragraph 1 above.

E.3 Age Restrictions - Cinemas

The Secretary of State for the Home Department considers that, in addition to the mandatory condition imposed by virtue of section 20, requiring the admission of children to films to be restricted in accordance with recommendations given either by a body designated under section 4 of the

Video Recordings Act 1984 or by the licensing authority itself, conditions restricting the admission of children to film exhibitions should include:

- A condition that where the licensing authority itself is to make recommendations on the admission of children to films, the cinema or venue operator must submit any film to the authority that it intends to exhibit 28 days before it is proposed to show it. This is to allow the authority time to classify it so that the premises licence holder is able to adhere to any age restrictions then imposed.
- A condition that when films are classified, by either the film classification body as specified in the licence or the licensing authority, they should be classified in the following way:
 - U Universal - suitable for audiences aged four years and over
 - PG - Parental Guidance. Some scenes may be unsuitable for young children.
 - 12A - Passed only for viewing by persons aged 12 years or older or persons younger than 12 when accompanied by an adult.
 - 15 - Passed only for viewing by persons aged 15 years and over.
 - 18 - Passed only for viewing by persons aged 18 years and over.
- That conditions specify that immediately before each exhibition at the premises of a film passed by the British Board of Film Classification there shall be exhibited on screen for at least five seconds in such a manner as to be easily read by all persons in the auditorium a reproduction of the certificate of the Board or, as regards a trailer advertising a film, of the statement approved by the Board indicating the classification of the film.
- A condition that when a licensing authority has made a recommendation on the restriction of admission of children to a film, notices are required to be displayed both inside and outside the premises so that persons entering can readily be made aware of the classification attached to any film or trailer. Such a condition might be expressed in the following terms:

"Where a programme includes a film recommended by the licensing authority as falling into the 12, 12A, 15 or 18 category no person appearing to be under the age of 12, under 12 and unaccompanied, 15 or 18 as appropriate shall be admitted to any part of the programme; and the licence holder shall display in a conspicuous position at each entrance to the premises a notice in the following terms -

PERSONS UNDER THE AGE OF [INSERT APPROPRIATE AGE] CANNOT BE ADMITTED TO ANY PART OF THE PROGRAMME

Where films of different categories form part of the same programme, the notice shall refer to the oldest age restriction.

This condition does not apply to members of staff under the relevant age provided that the prior written consent of the person's parents or legal guardian has first been obtained."

E.4 Theatres

The admission of children to theatres, as with other licensed premises, is not expected to normally be restricted unless it is necessary to promote the licensing objective of the protection of children from harm. However, theatres may be the venue for a wide range of activities. The admission of children to the performance of a play is expected to normally be left to the discretion of the licence holder and no condition restricting the access of children to plays should be attached. However, theatres may also present entertainment including, for example, variety shows, incorporating adult entertainment. A condition restricting the admission of children in such circumstances may be necessary. Entertainment may also be presented at theatres specifically for children (see below).

Licensing authorities are also expected to consider whether a condition should be attached to a premises licence which requires the presence of a sufficient number of adult staff on the premises to ensure the well-being of children present on the premises during any emergency.

E.5 Performances especially for children

Where performances are presented especially for children in theatres and cinemas conditions are anticipated to be needed which require:

- An attendant to be stationed in the area(s) occupied by the children, in the vicinity of each exit, provided that on each level occupied by children the minimum number of attendants on duty should be one attendant per 50 children or part thereof.

Licensing authorities are expected, having regard to any representations made by responsible authorities on the issue, to also consider whether or not standing should be allowed. For example, there may be reduced risk for children in the stalls than at other levels or areas in the building.

E.6 Children in performances

There are many productions each year that are one-off shows where the cast is made up almost entirely of children. They may be taking part as individuals or as part of a drama club, stage school or school group. The age of those involved may range from 5 to 18. The Children (Performances) Regulations 1968 as amended set out requirements for children performing

in a show. Licensing authorities should familiarize themselves with the requirements of these Regulations and not duplicate any of these requirements. However, if it is necessary to consider imposing conditions, in addition to these requirements, for the promotion of the protection of children from harm then the licensing authority should consider the matters outlined below;

- **Venue** - the backstage facilities should be large enough to accommodate safely the number of children taking part in any performance.
- **Fire safety** - all chaperones and production crew on the show should receive instruction on the fire procedures applicable to the venue prior to the arrival of the children.
- **Special effects** - it may be inappropriate to use certain special effects, including smoke, dry ice, rapid pulsating or flashing lights, which may trigger adverse reactions especially with regard to children.
- **Care of children** - theatres, concert halls and similar places are places of work and may contain a lot of potentially dangerous equipment. It is therefore important that children performing at such premises are kept under adult supervision at all times including transfer from stage to dressing room and anywhere else on the premises. It is also important that the children can be accounted for at all times in case of an evacuation or emergency.

E.7 The Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks

The Portman Group operates, on behalf of the alcohol industry, a Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks. The Code seeks to ensure that drinks are packaged and promoted in a socially responsible manner and only to those who are 18 years old or older. Complaints about products under the Code are considered by an Independent Complaints Panel and the Panel's decisions are published on the Portman Group's website, in the trade press and in an annual report.

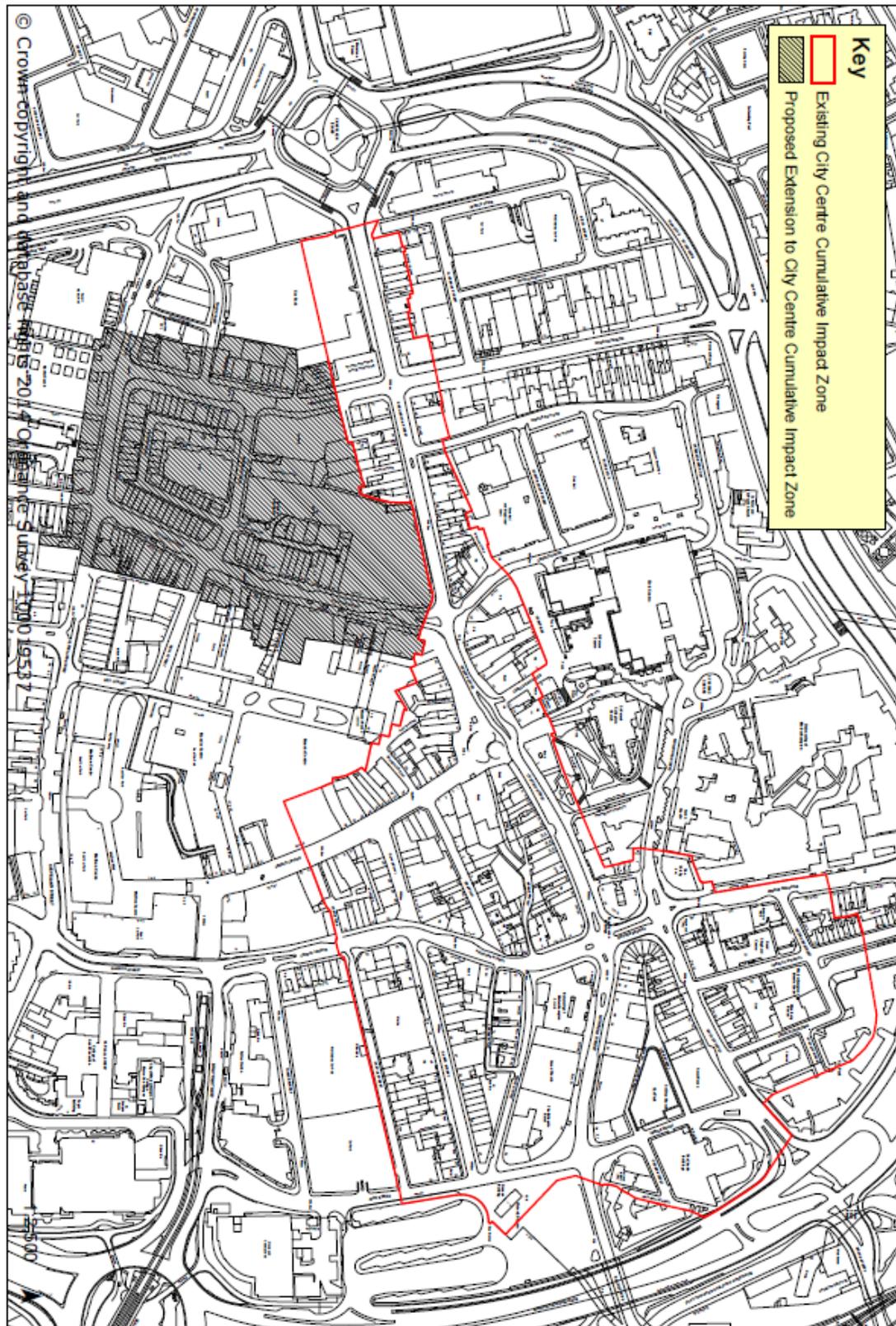
If a product's packaging or point-of-sale advertising is found to be in breach of the Code, the Portman Group may issue a Retailer Alert Bulletin to notify retailers of the decision and ask them not to replenish stocks of any such product or to display such point-of-sale material, until the decision has been complied with. The Code is an important mechanism in protecting children from harm because it addresses the naming, marketing and promotion of alcohol products sold in licensed premises in a manner which may appeal to or attract minors.

Where appropriate and necessary, consideration can be given to attaching conditions to premises licences and club premises certificates that require compliance with the Portman Group's Retailer Alert Bulletins.

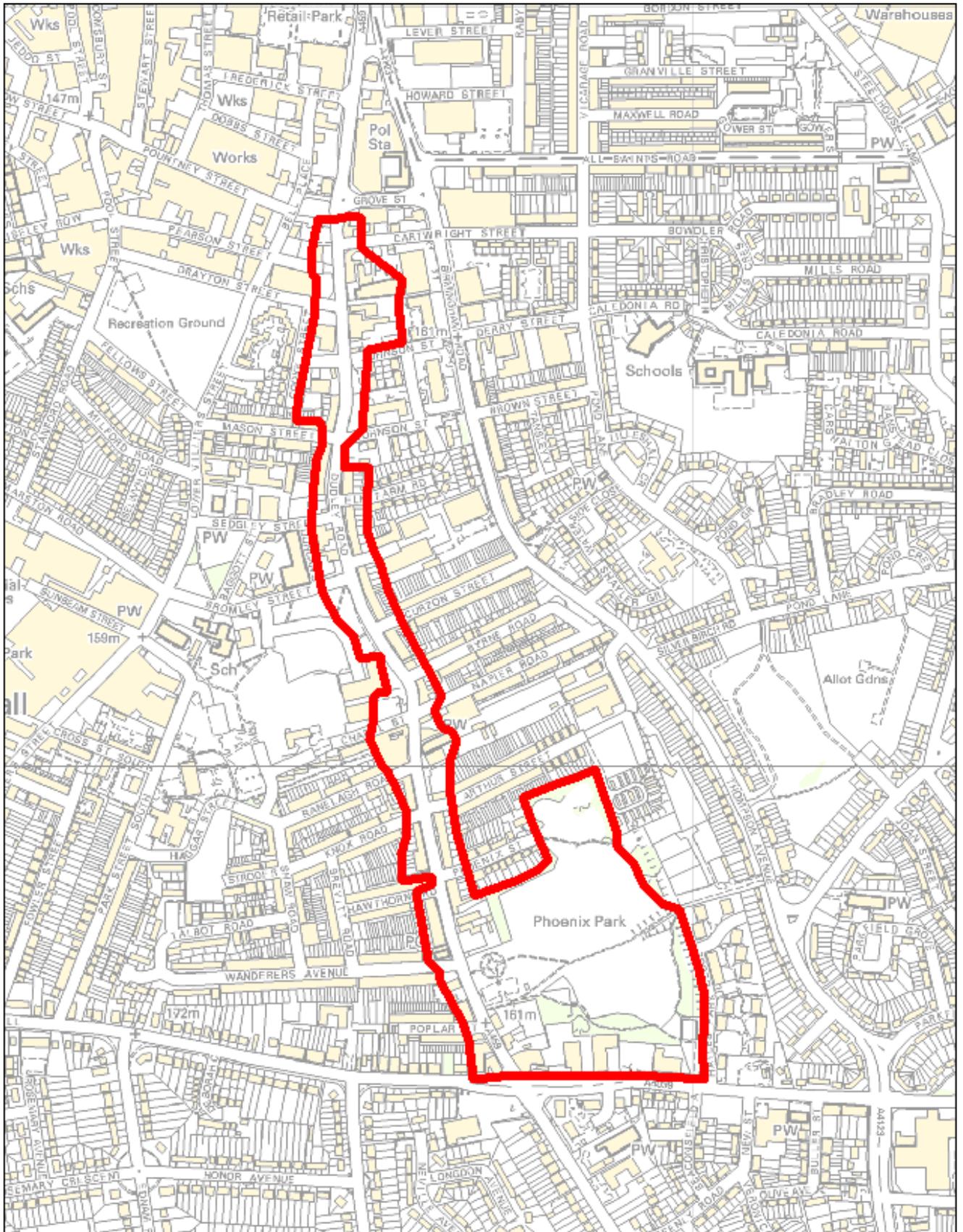
E.8 Proof of Age cards

Proof of age cards are discussed in connection with the prevention of crime and disorder. However, where necessary and appropriate, a requirement for the production of proof of age cards before any sale of alcohol is made could be attached to any premises licence or club premises certificate for the protection of children from harm. Any such requirement should not be limited to recognised “proof of age” cards, but allow for the production of other proof, such as photo-driving licences and passports. The Secretary of State for the Home Department strongly supports the PASS accreditation system (see paragraph 12.8 of the Guidance) which aims to approve and accredit various proofs of age schemes that are in existence. This ensures that such schemes maintain high standards, particularly in the area of integrity and security, and where appropriate and necessary, conditions may refer directly to PASS accredited proof of age cards, photo-driving licences, student cards and passports. As for conditions relating to crime and disorder, it should be noted that many adults in England and Wales do not currently carry any proof of age. This means that the wording of any condition will require careful thought. For example, the requirement might be to ensure sight of evidence of age from any person appearing to those engaged in selling or supplying alcohol to be under the age of 18 and who is attempting to buy alcohol. This would ensure that most minors, even those looking older, would need to produce proof of age appropriately before making such a purchase. Under such an arrangement only a minority of adults might be affected, but for the majority there would be no disruption to their normal activity, for example, when shopping in a supermarket. Proof of age cards can also ensure that appropriate checks are made where the presence of children is restricted by age at certain times.

City Centre CIZ

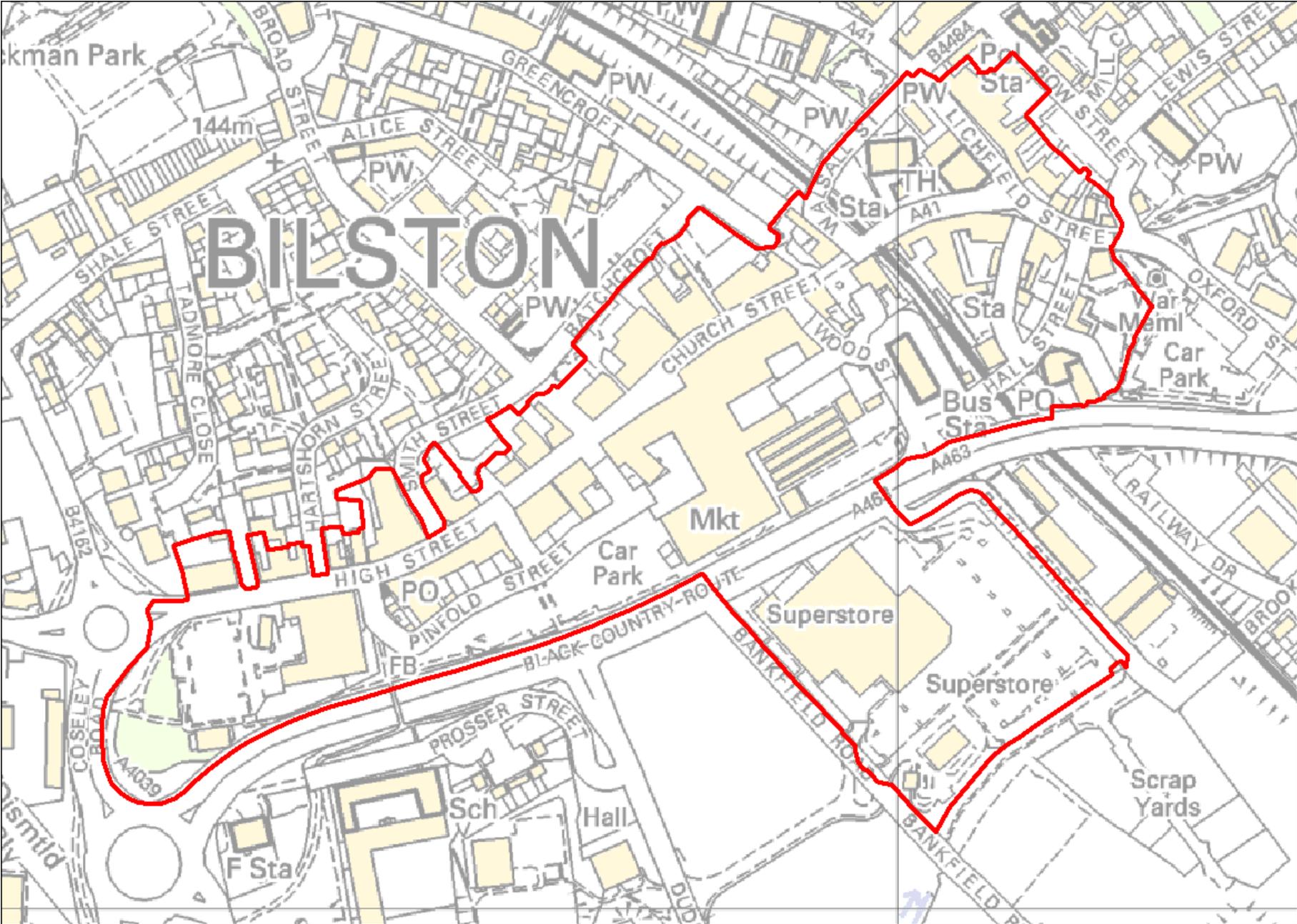


Dudley Road CIZ

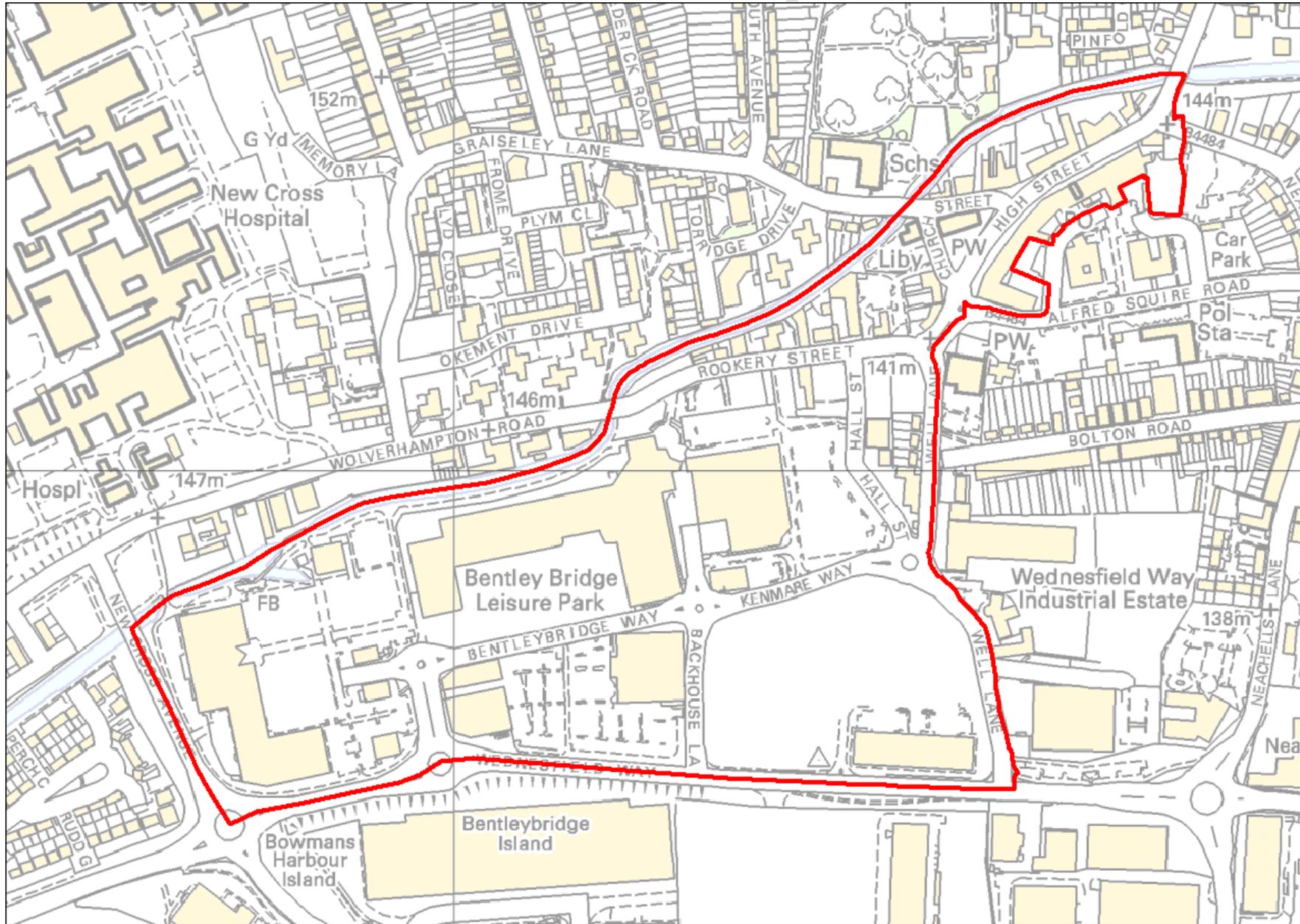


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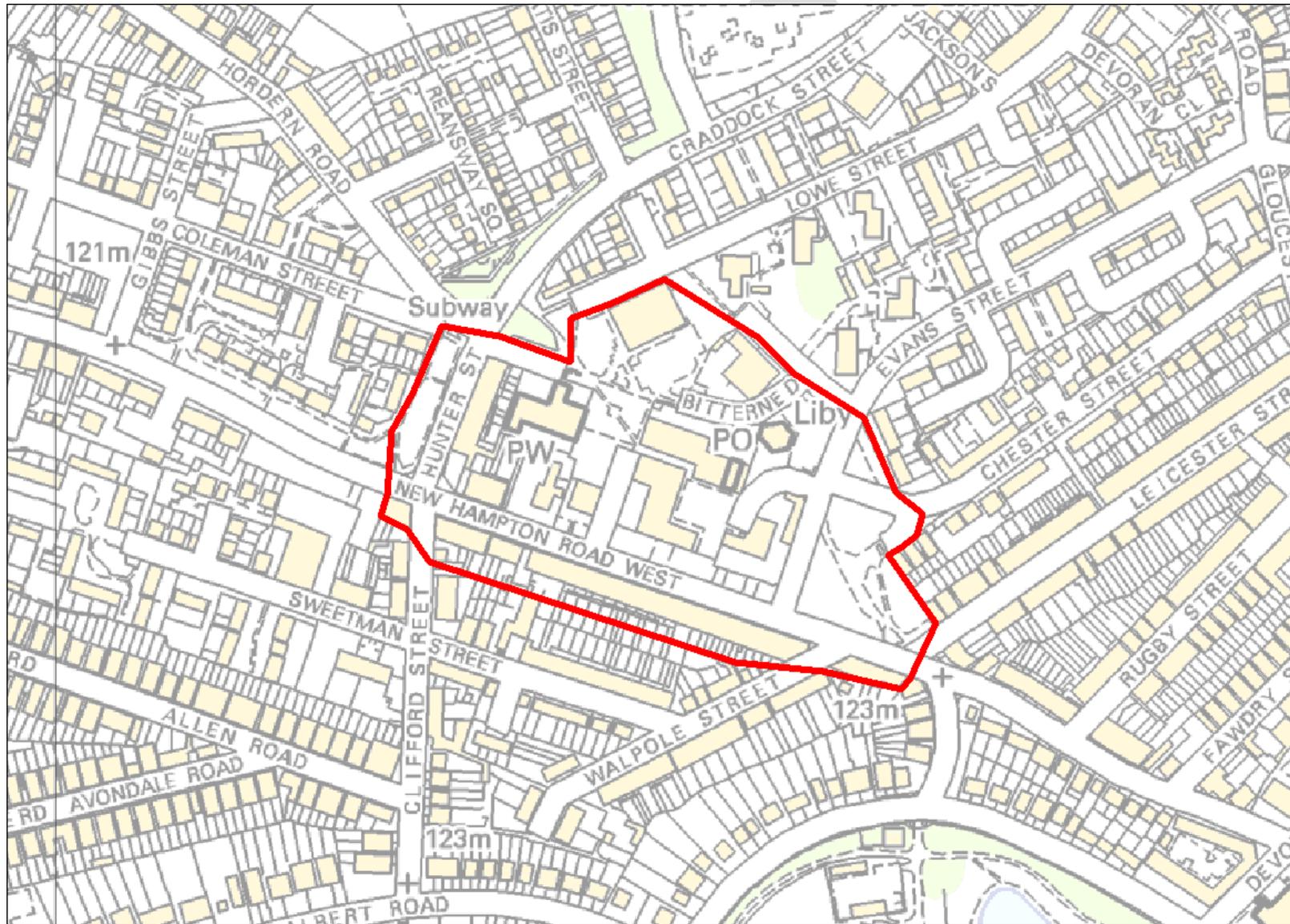
Bilston CIZ



Wednesfield CIZ



Avion Centre CIZ



Total Recorded Crime, Violence and Anti-social Behaviour within the Proposed Cumulative Impact Zones in Wolverhampton

V1

October 2014

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Document Control

Version	Date	Author	Department	Comments
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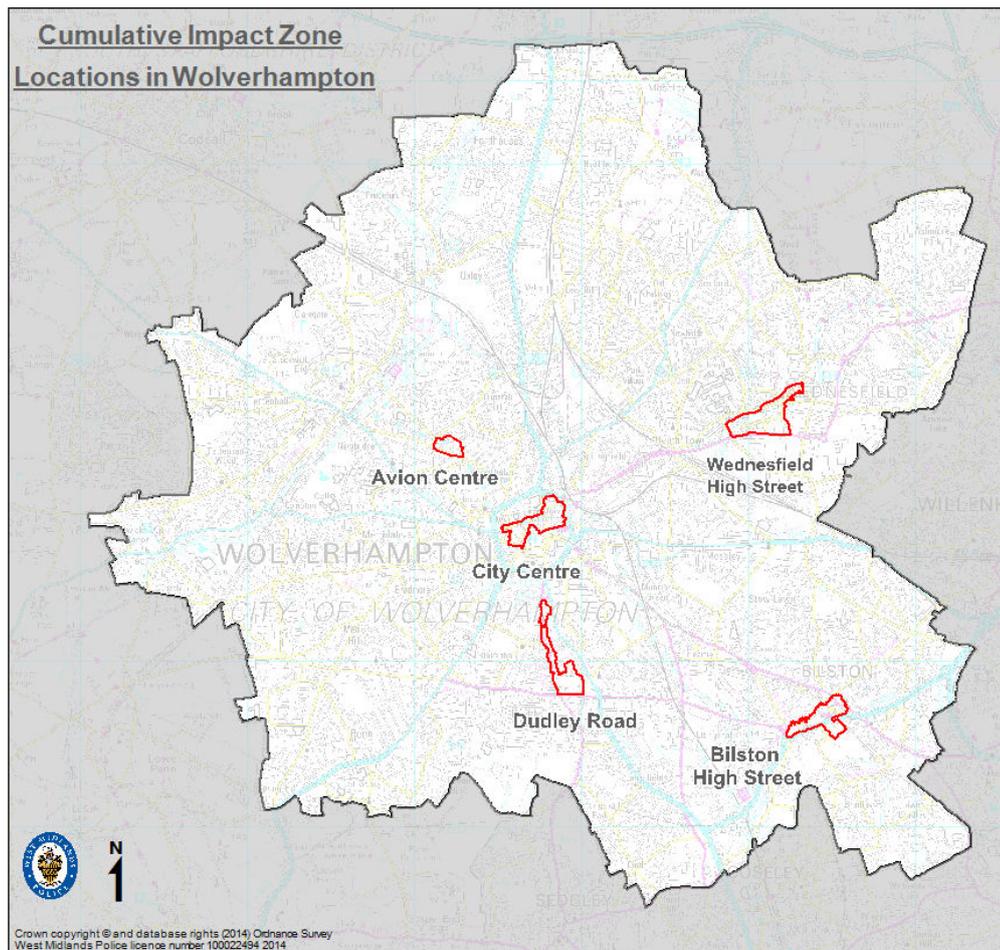
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1.0 Introduction

The purpose of this report is to provide an overview of total recorded crime, with a focus on violence, within the five proposed cumulative impact zones in the City of Wolverhampton. Anti-social behaviour data is also included for each zone.

The areas outlined in red on the map below shows the cumulative impact zones currently in operation within the City of Wolverhampton:



Methodology

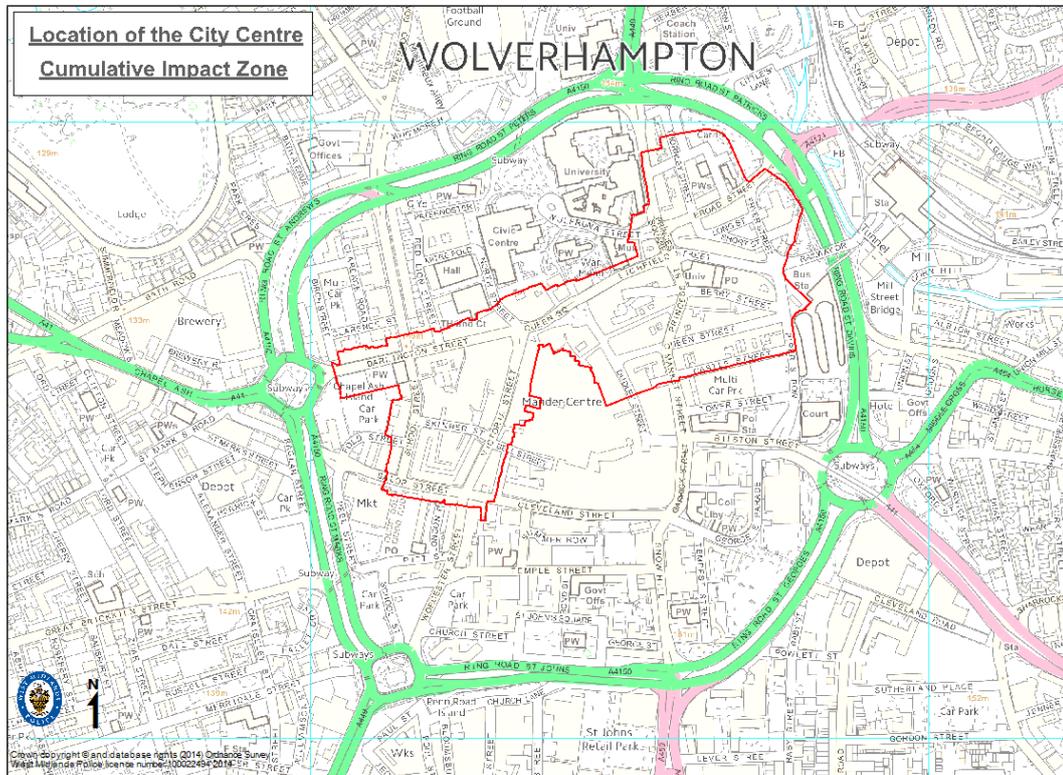
Data used in this report is sourced from West Midlands Police Crimes system. All data refers to the date on which an offence was recorded, and was downloaded for the period 1st October 2011 to 30th September 2014. In previous reports, data around the involvement of alcohol was used, but as this relied on the accurate use of markers and was often found to not present a true picture of offending, this report will use offences that fall within the category of Violence instead to assess performance within the cumulative impact zones.

For the City Centre cumulative impact zone only, offences that were committed during the night time economy (NTE) were determined by comparing the Date and Time First Committed to the Date and Time Last Committed for offences committed between the hours of 20:00hrs and 05:00hrs the following morning, or where the offence times fell just outside this range but the majority was within the range.

Anti-social Behaviour (ASB) data is sourced from the OASIS command and control system, where all logs finalised as Anti-social Behaviour and recorded as first occurring between 1st October 2011 and 30th September 2014 were retrieved for analysis.

2.0 Analysis

2.1 Proposed Extension of the City Centre Cumulative Impact Zone



Wolverhampton City Centre has a low resident population. However, there is a high transient population of workers, commuters, shoppers, students and people visiting entertainment premises. As a result, crime levels are characteristically higher in this area; particularly around violence and theft. The City Centre Neighbourhood is situated within the St Peter’s ward, and is one of the current red Priority Areas, where issues including street drinking, begging/vagrancy and business crime. The area that the cumulative impact zone covers contains a high concentration of both retail and licensed premises.

The table below shows levels of total recorded crime (TRC) and violent crime within the cumulative impact zone, broken down by year, since October 2011:

Year	Total Recorded Crime			Violence		
	Within Cumulative Impact Zone	Within CIZ during Night Time Economy	% Within CIZ during NTE	Within Cumulative Impact Zone	Within CIZ during Night Time Economy	% Within CIZ during NTE
1st October 2011 - 30th September 2012	987	384	39%	339	215	63%
1st October 2012 - 30th September 2013	998	365	37%	300	185	62%
1st October 2013 - 30th September 2014	896	317	35%	310	182	59%

TRC within the cumulative impact zone has reduced by 10% (or 102 offences) in the last 12 months when compared to the previous 12 month period, following a slight increase from the 2011/12 period. The reduction seen in the most recent period is significant in comparison to that seen for the City as a whole (a slight increase of 0.8%).

Levels of offences in the cumulative impact zone that fall within the violence category have increased slightly (3%, or 10 offences) in 2013/14 compared to the previous year. The City as a whole experienced an 11% increase during the same period.

The proportion of TRC and violent offences committed within the cumulative impact zone that is related to the night time economy (NTE) has remained relatively stable across the three 12 month periods detailed above, with a reduction seen each period.

The table below shows anti-social behaviour (ASB) levels within the cumulative impact zone during the 3 periods analysed:

Year	Antisocial Behaviour
	Within Cumulative Impact Zone
1st October 2011 - 30th September 2012	280
1st October 2012 - 30th September 2013	445
1st October 2013 - 30th September 2014	333

It can be seen that while levels did increase between October 2011 and 2012, they have since reduced by 25%, or 112 incidents, compared to the previous period. For the most recent period, 37 locations have more than 2 incidents recorded against them in the 12 month period. The majority of these locations are licensed premises.

The table below shows levels of total recorded crime (TRC), violent crime and anti-social behaviour within the cumulative impact zone, broken down by year, since October 2011:

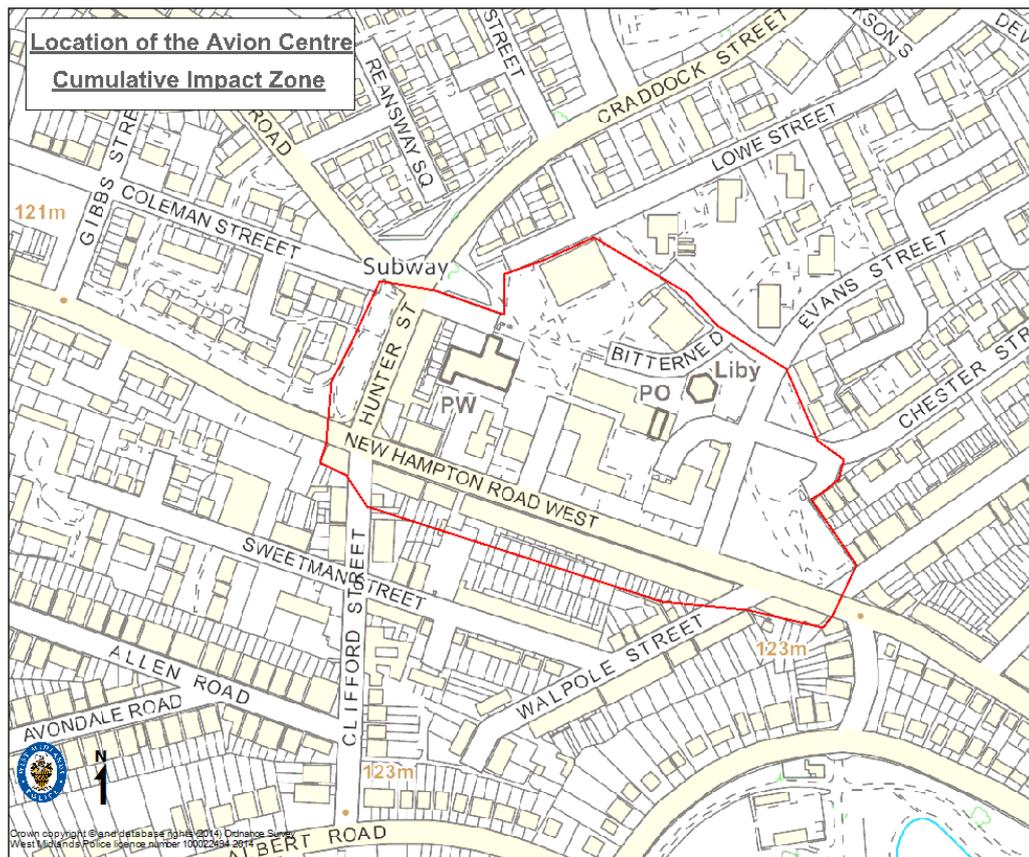
	Total Recorded Crime	Violence	Antisocial Behaviour
Year	Within Cumulative Impact Zone	Within Cumulative Impact Zone	Within Cumulative Impact Zone
1st October 2011 - 30th September 2012	124	39	26
1st October 2012 - 30th September 2013	139	48	29
1st October 2013 - 30th September 2014	105	39	56

TRC within the cumulative impact zone has reduced by 24% (or 34 offences) in the last 12 months when compared to the previous 12 month period, following an increase from the 2011/12 period. The reduction seen in the most recent period is significant in comparison to that seen for the City as a whole (a slight increase of 0.8%).

Levels of offences in the cumulative impact zone that fall within the Violence category have also reduced (19% or 9 offences) in 2013/14 compared to the previous year. The City as a whole experienced an 11% increase during the same period.

Levels of ASB in this cumulative impact zone have increased during each 12 month period analysed, and have almost doubled this period compared to the previous period. Two locations show as repeat locations of note, with 14 and 5 incidents respectively. Over half of the initial circumstances for these incidents state that alcohol is a factor.

2.3 Avion Centre Proposed Cumulative Impact Zone



The Avion Centre in Whitmore Reans sits across two wards; Park and St Peter's. It is also situated within one of the red Priority Areas and was highlighted as one of the main issues for this area. Drug dealing and nuisance drinking along with associated anti-social behaviour have been highlighted as problematic by both agencies and residents. There are both off licences and public house premises within the vicinity, as well as a bookmaker where issues are often reported.

The table below shows levels of total recorded crime (TRC), violent crime and anti-social behaviour within the cumulative impact zone, broken down by year, since October 2011:

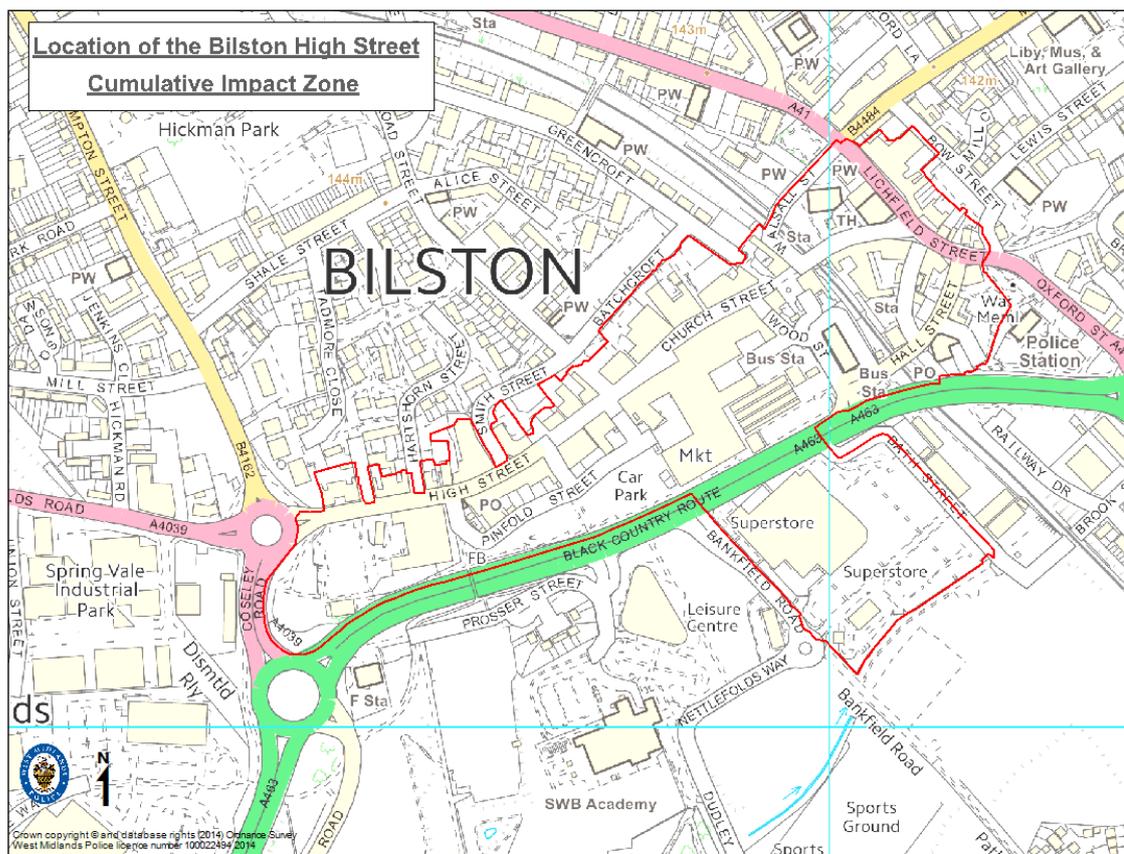
	Total Recorded Crime	Violence	Antisocial Behaviour
Year	Within Cumulative Impact Zone	Within Cumulative Impact Zone	Within Cumulative Impact Zone
1st October 2011 - 30th September 2012	60	29	28
1st October 2012 - 30th September 2013	77	24	44
1st October 2013 - 30th September 2014	60	22	43

TRC within the cumulative impact zone has reduced by 22% (or 17 offences) in the last 12 months when compared to the previous 12 month period, following an increase from the 2011/12 period. The reduction seen in the most recent period is significant in comparison to that seen for the City as a whole (a slight increase of 0.8%).

Levels of offences in the cumulative impact zone that fall within the violence category have also reduced slightly (8% or 2 offences) in 2013/14 compared to the previous year. The City as a whole experienced an 11% increase during the same period.

Levels of ASB in this cumulative impact zone had increased between 2011/12 and 2012/13, but have reduced slightly this period by 1 offence (2%).

Bilston High Street Proposed Cumulative Impact Zone



The Bilston High Street cumulative impact zone is situated within the Bilston East ward in the South East of the Borough. The area is mostly devoted to retail, with a large indoor and outdoor market that is visited by people from outside the area. There is a large Morrison’s supermarket within the zone, and also off licences and public houses in the vicinity. The table below shows levels of total recorded crime (TRC), violent crime and anti-social behaviour within the Bilston High Street cumulative impact zone, broken down by year, since October 2011:

	Total Recorded Crime	Violence	Antisocial Behaviour
Year	Within Cumulative Impact Zone	Within Cumulative Impact Zone	Within Cumulative Impact Zone
1st October 2011 - 30th September 2012	468	64	58
1st October 2012 - 30th September 2013	514	86	91
1st October 2013 - 30th September 2014	432	67	94

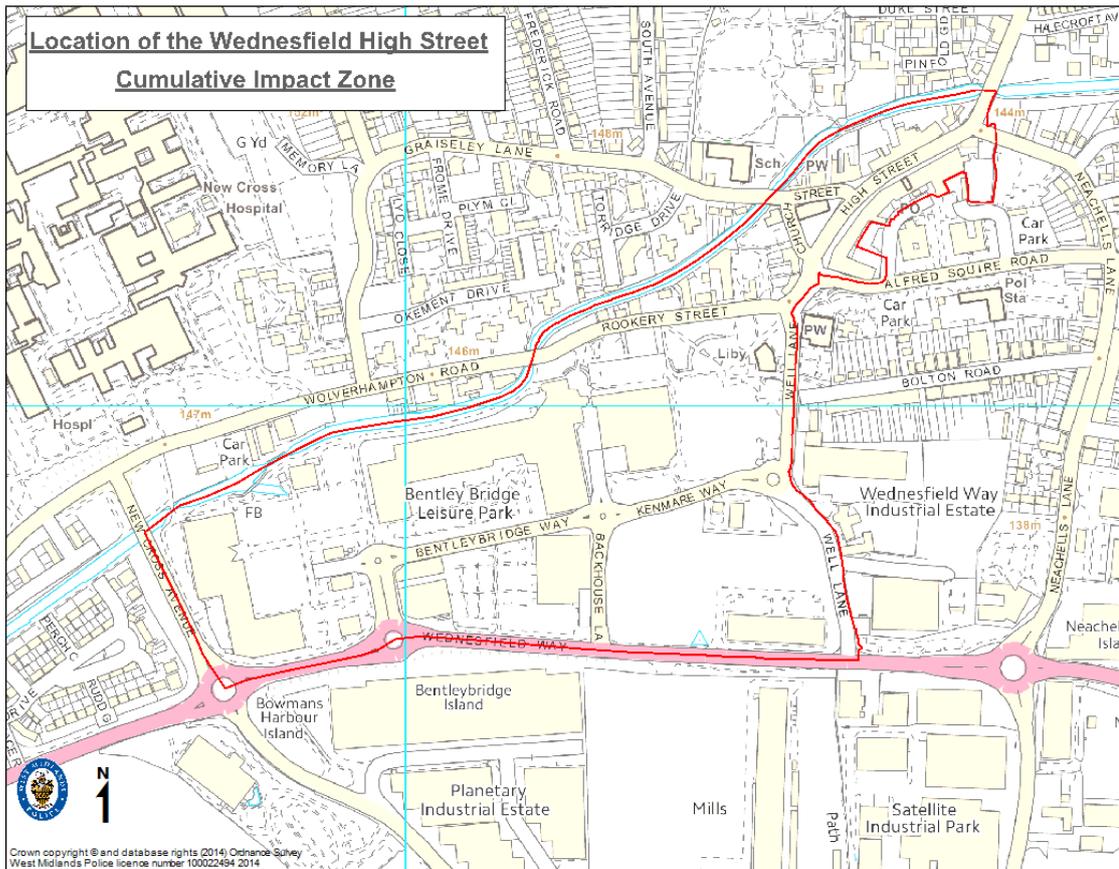
Total recorded crime within the Bilston High Street cumulative impact zone has reduced by 16% (or 82 offences) in the last 12 months when compared to the previous period, following an increase from the 2011/12 period. The reduction

seen in the most recent period is significant in comparison to that seen for the City as a whole (a slight increase of 0.8%).

Levels of offences in the cumulative impact zone that fall within the violence category have also reduced, by 22% (or 19 offences) in 2013/14 compared to the previous year. The City as a whole experienced an 11% increase during the same period.

Levels of ASB in this cumulative impact zone had increased each period, with a 3% increase seen this period. 12 locations experienced more than 2 incidents of ASB in the last 12 months, with the bus station and a Public House recording 8 incidents each.

2.4 Wednesfield High Street Proposed Cumulative Impact Zone



The Wednesfield High Street cumulative impact zone sits on the Bentley Bridge Neighbourhood in the Wednesfield South Ward, and covers both the High Street area and Bentley Bridge. The High Street contains a number of retail stores as well as public houses, while Bentley Bridge has an entertainment area comprising leisure facilities, restaurants (licensed) and fast food retailers. On the other side are large retail units, and a Sainsbury's supermarket. While the resident population within the cumulative impact zone is low, there are residential areas close by to the North. As would be expected, business crime is experienced at raised levels in this area.

The table below shows levels of total recorded crime (TRC), violent crime and anti-social behaviour within the cumulative impact zone, broken down by year, since October 2011:

	Total Recorded Crime	Violence	Antisocial Behaviour
Year	Within Cumulative Impact Zone	Within Cumulative Impact Zone	Within Cumulative Impact Zone
1st October 2011 - 30th September 2012	452	63	82
1st October 2012 - 30th September 2013	448	53	75
1st October 2013 - 30th September 2014	457	41	88

TRC within the cumulative impact zone has increased slightly in the last 12 months when compared to the previous 12 month period, by 2% (or 9 offences), but generally TRC has remained relatively stable within this zone.

Levels of offences in the cumulative impact zone that fall within the violence category have reduced this period (23% or 12 offences) in 2013/14 compared to the previous year. The City as a whole experienced an 11% increase during the same period.

Levels of ASB in this cumulative impact zone have increased between 2012/13 and 2013/14, by 13 incidents (17%). 8 locations recorded more than 2 incidents during the last 12 months, with Hollywood Bowl recording the most (16), followed by the High Street (10 incidents).

End of Document



Carl Foulkes
Assistant Chief Constable (Local Policing)

POLICE HEADQUARTERS
Lloyd House
PO Box 52
Colmore Circus Queensway
BIRMINGHAM
West Midlands
B4 6NQ

Direct Telephone: (0121) 609 1701
Switchboard: 101

Dear Sir/Madam,

You may be aware that for the last 12 months, West Midlands Police has been reviewing the future of front offices.

The aim of the project was to design a cost effective public access model that redefined the way WMP provide services; using face to face interaction, partnership collaboration and innovative technology.

As part of the 12 month consultation called Policing Today, an independent research company reviewed front office use, accessibility and alternative methods of contact.

Over 7,000 people were interviewed and footfall across 41 front offices monitored against the running costs in staffing front offices, many of which are open 24/7. Another 320 people shared their views via an online survey.

The relationship between the public and West Midlands Police is changing and research has shown that the vast majority of the public prefer to contact us by telephone.

West Midlands Police continues in its aim to deliver the highest levels of service to its communities whilst recognising its responsibility to provide value for money seeking modern and effective ways to deliver service in the future.

Following this review, a number of proposals were presented to the Chief Constable and the Police and Crime Commissioner and the decision on the future model has been made. More detailed information about the changes to front offices can be found in the Contacting the Police in the West Midlands leaflet enclosed with this letter.

The future model includes a number of front office closures which will take place in a phased approach over the next 12 months. Every effort will be made to redeploy staff affected by the changes.

Keeping people safe is the focus of our officers and staff and this is an opportunity to deliver a more consistent, professional service, which may enable more officers to be deployed where and when they are needed the most in our communities.

A range of methods for contacting the police exist; 101, West Midlands Police website (www.west-midlands.police.uk), dedicated email addresses, Twitter/Facebook for the force and neighbourhood teams, community meetings and drop in surgeries.

Yours faithfully
Assistant Chief Constable
Carl Foulkes

A handwritten signature in black ink, appearing to read 'C. Foulkes', written in a cursive style.

Carl Foulkes
Assistant Chief Constable (Local Policing)

Contacting the police in the West Midlands



Serving our communities, protecting them from harm
www.west-midlands.police.uk

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Find us on:





Introduction

West Midlands Police is one of the best performing metropolitan forces in the country.

Despite saving £100 million from the Government's Comprehensive Spending Review, the force has continued to deliver a first class policing service to the public, with crime continuing to fall and public confidence continuing to rise.

The force is now entering a new era of policing as it begins a five year partnership with Accenture – a once in a generation opportunity to re-think policing through harnessing new technology and drawing on industry experience from across the world to deliver world class policing on our doorstep against a backdrop of budget savings.

As part of this change, the force has been reviewing police front offices across the West Midlands to understand their use and accessibility. The West Midlands is changing, with more communities, a younger population, new technologies and different expectations. The preferences for accessing public services are changing and we need to be flexible and responsive to those demands. West Midlands Police must adapt to ensure it provides a service that is right for today's modern and diverse communities.

This document seeks to set out the changes we are making to police front offices across the force area. West Midlands Police continues in its aim to deliver the highest levels of service to its communities whilst recognising its responsibility to provide value for money seeking modern and effective ways to deliver service in the future. We will no longer rely on established methods of service delivery if they do not meet the needs of the public.



Review of front offices

The force has reviewed how people currently engage with the police and how they want to do so in the future. This could be either 'face to face' in police stations, in non-police buildings such as partner agency premises or by using technology as another means of contact.

Over 7,000 people were interviewed and footfall across 41 front offices monitored against the running costs in staffing front offices, many of which are open 24/7. Another 320 people shared their views via an online survey.

The research, conducted by an independent research company (BMG Research) on behalf of West Midlands Police, showed 92 per cent of people would prefer to contact the police by telephone.

Only eight per cent of those surveyed had visited a police front office in the last 12 months. Four per cent of these were required by the police to attend a front office and four per cent of the visitors attended by choice.

8%
WM population
who had visited
a front Office

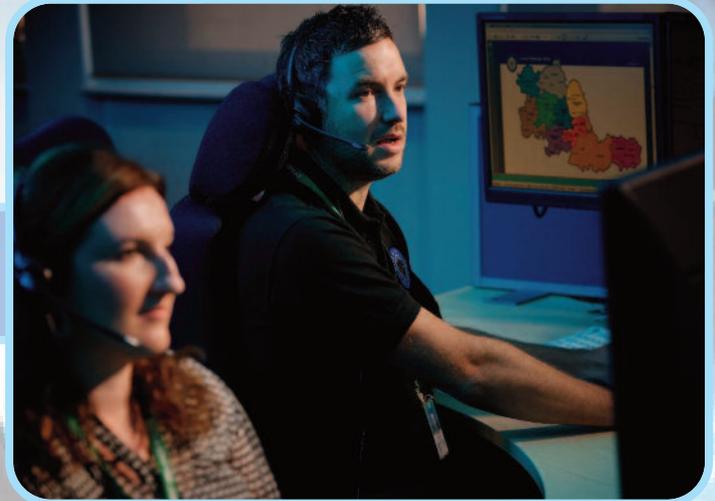
4%
Half attended by
choice

2%
Half would look to
visit an alternative
front office



Cost per transaction

The footfall research and operating costs have been analysed to determine a cost per transaction for each front office and how these costs compare with our other contact methods:



Highest cost per transaction

£61.35

Lowest cost per transaction

£1.26

Average cost per transaction

£20.41

Non-emergency Contact Centre

£3.38

Emergency Contact Centre

£5.58

The highest cost per transaction from a front office staffed by a police constable/police community support officer is £61.35. The lowest cost per transaction is £1.26, staffed by volunteers. When comparing the average cost per front office transaction of £20.41 with transactions via the telephone, front offices do not offer the same value for money.

What this means for front offices in the future

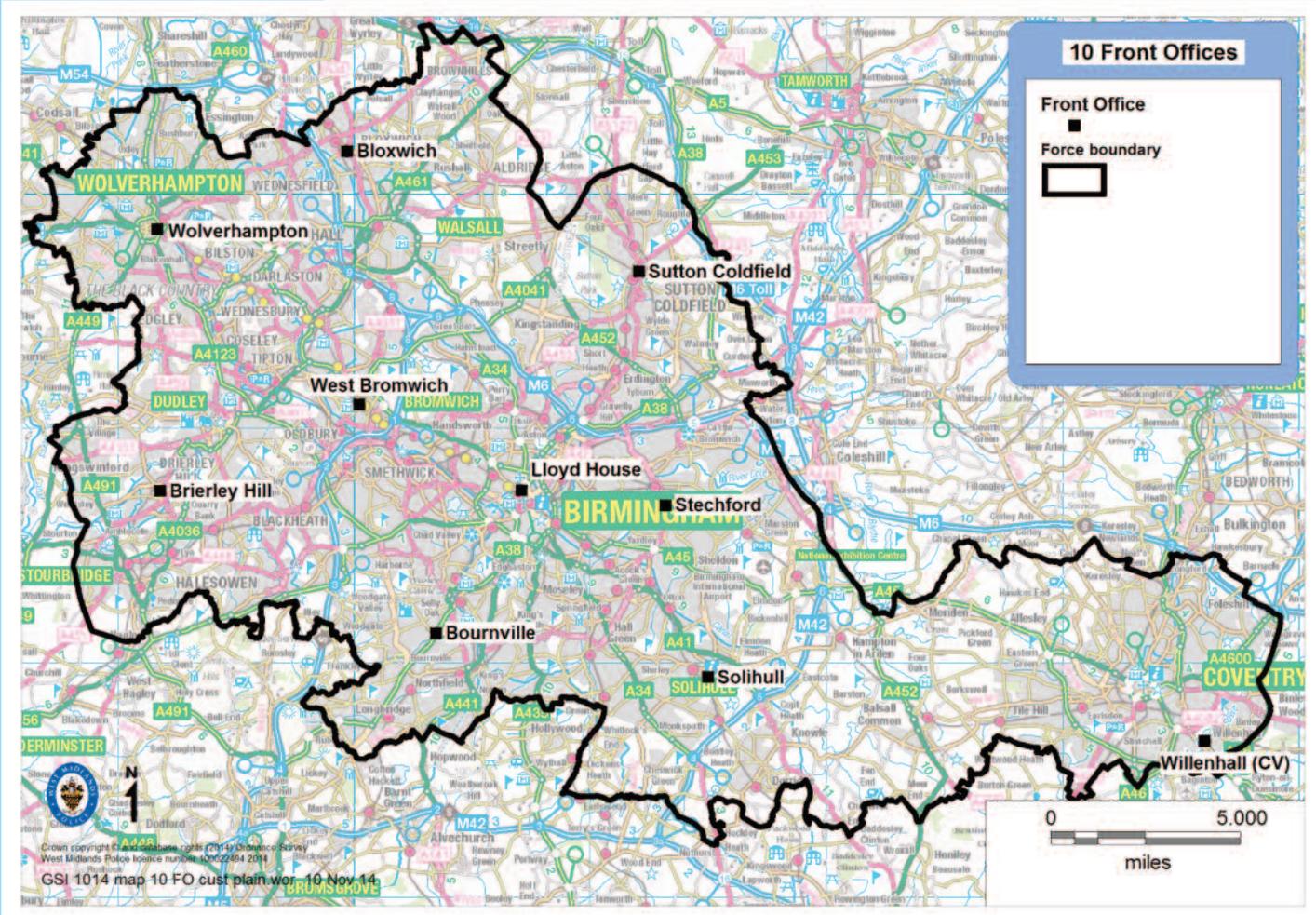
Following this review, a number of proposals were presented to the force and the Police and Crime Commissioner and the decision on the future front office model has been made.

The future model includes a number of front office closures which will take place in a phased approach over the next 12 months and every effort will be made to redeploy staff affected by the changes.

Front office changes are:

LPU	Station	Current opening hours	Future opening hours
Birmingham East	Stechford	24 hours	8am – 10pm
	Kings Heath	Mon-Sun: 8am – 10pm	Closed to public
	Balsall Heath	Wed only: 11am – 1pm, 4pm – 6pm	Open as a Contact Point - unchanged, volunteer run
	Moseley	Mon-Fri: 10am – 6pm	Closed to public
	Sparkhill	Mon-Fri: 10am – 6pm	Closed to public
	Acocks Green	Mon – Fri: 8am – 4pm	Closed to public
Birmingham North	Sutton Coldfield	24 hours	8am – 10pm
	Castle Vale	Mon-Sun: 10am – 6pm	Closed to public
	Erdington	Mon-Sun: 10am – 6pm	Closed to public
	Kingstanding	Mon-Sun: 10am – 6pm	Closed to public
Birmingham South	Bournville Lane	24 hours	8am – 10pm
	Harborne	Mon-Sun: 10am – 6pm	Closed to public
	Edgbaston	Mon-Sun: 10am – 6pm	Closed to public
Birmingham West and Central	Birmingham Central	24 hours	24 hours
	Aston	Mon-Sun: 11am – 7pm	Closed to public
	Handsworth	Mon-Sun: 8am – 10pm	Closed to public
Coventry	Coventry Central	24 hours	Closed to public
	Willenhall	Mon-Sun: 8am – 10pm	8am – 10pm
	Foleshill	Mon-Sun: 12pm – 8pm	Closed
Dudley	Brierley Hill	24 hours	8am – 10pm
	Halesowen	Mon-Sun: 10am – 6pm	Closed to public
	Stourbridge	Mon-Sun: 10am – 6pm	Closed to public
	Dudley	Mon-Sun: 10am – 6pm	Closed to public
	Sedgley	Mon-Fri: 9:30am – 3:30pm	Open as a Contact Point - unchanged, volunteer run
Sandwell	Smethwick	24 hours	Closed to public
	West Bromwich	24 hours	8am – 10pm
	Tipton	Mon,Tue,Wed,Fri: 10 – 2, Thur: 2pm – 6pm	Closed to public
	Wednesbury	Mon-Fri: 10am – 6pm	Closed to public
	Oldhill	Mon-Fri: 10am – 6pm	Closed to public
Solihull	Solihull	24 hours	8am – 10pm
	Shirley	Mon-Fri: 9 – 6, Sat 9 - 1	Closed to public
	Bluebell Centre	Mon, Tue, Thur, Fri: 9am – 5pm, Wed: 10am – 5pm, Sat: 9am – 1pm	Closed to public
	Balsall Common	Mon-Sat: 11am – 12:30pm	Open as a Contact Point - unchanged, volunteer run
Walsall	Walsall	24 hours	Closed to public
	Bloxwich	Mon-Sun: 8am – 10pm	8am – 10pm
	Aldridge	Mon-Sun: 10am – 6pm	Closed to public
	Willenhall	Mon-Sun: 10am – 6pm	Closed to public
Wolverhampton	Wolverhampton	24 hours	8am – 10pm
	Wednesfield	Mon-Sun: 10am – 6pm	Closed to public
	Bilston	Mon-Sun: 10am – 6pm	Closed to public
	Low Hill	Mon-Thur: 9:30am – 2pm	Open as a Contact Point - unchanged, volunteer run

Future front office model





How to contact West Midlands Police

In an emergency when there is a crime in progress or life at risk, dial **999**.

To report less urgent crime or disorder call **101***, the non-emergency number.

101* can be used for:

- Reporting a crime or incident that has happened
- Providing information about a crime or incident
- Asking for information and advice

Email:

contactus@west-midlands.pnn.police.uk

Website:

www.west-midlands.police.uk

Force social media channels

(do not report crime on these channels):

Twitter - [@wmpolice](https://twitter.com/wmpolice)

Facebook – www.facebook.com/westmidlandspolice

Local policing

If you want to contact your local neighbourhood team: **101**

<http://www.west-midlands.police.uk/your-local-police>

Crimestoppers

Call anonymously with information about crime

0800 555 111

www.crimestoppers-uk.org

Hate crime helpline

0845 129 2221

www.report-it.org.uk

*Calls from landlines and mobile networks cost 15 pence per call, no matter what time of day or how long your call.

How we respond to your call

EMERGENCY

If there is a crime in progress or life is at risk we will attend as quickly as is safely possible. Call **999**.

PRIORITY

If the matter is urgent or a local policing priority, but not an emergency, we will be with you as soon as possible, usually within 60 minutes. Call **101***

BY APPOINTMENT

If your call does not require an emergency or priority response we will make an appointment to see you at a police station or location to suit you, usually on the same or next working day. Call **101***

ADVICE AND INFORMATION

If we do not send someone to you, we will provide advice and information. If we are not responsible for providing the service you need, we'll direct you to the right organisation. Call **101***

Our neighbourhood teams are located throughout the West Midlands and their contact details, telephone numbers and information about when and where you can meet them can be found at

<http://www.west-midlands.police.uk/your-local-police>

*Calls from landlines and mobile networks cost 15 pence per call, no matter what time of day or how long your call.