

Impact Assessment of: Entertainment Licensing Service
Service/ Directorate: Legal, Licensing and Registration
Date Completed: 17th June 2008
Lead Officer: Michael Romagnoli

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Nicola Raper	Leeds City Council	Section Head
Robert Stirk	Leeds City Council	Service Development Officer
Michael Romagnoli	Leeds City Council	Principal Project Officer
Claire Millington	Leeds City Council	Section Head, Performance, Planning & Information
John Mulcahy	Leeds City Council	Head of Licensing and Registration

Brief description of policy/ service:

The Entertainment Licensing Section is responsible for administering various licences and permits under the Gambling Act 2005 and the Licensing Act 2003 covering businesses which wish to carry out specified licensable activities such as the sale of alcohol or the provision of gambling.

Brief account of how the impact assessment was carried out:

The impact assessment was carried out by carrying out a comprehensive fact finding exercise looking at Customer Evaluation Feedback Forms, previous consultation activities including consultation carried out on the section's. Statements of Licensing policy for both Gambling and Licensing, Meeting Minutes from public consultation meetings and by carrying out Staff interviews and focus groups with section staff.

Brief description of any adverse affects found:

A handful of adverse effects were noted during the fact finding exercise which are summarised below:

- Cost of translation Services - The cost of translating entire documents is costly and in some cases prohibitive.
- Building Access – St George House is not wheel chair friendly and as such any individuals who need to access the building by means of a wheelchair will encounter difficulties.
- There is no dedicated consultation forum for licensing – and the council's 'Citizens Panel' is very expensive. This means that when consulting on something new you have to do identify the appropriate stakeholders on each occasion.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
Ensure staff inductions include information related to the use of other buildings for the occasions when customers are unable to access St. George House.	Section Head	Ongoing
Prepare location map of St. George House and load onto website.	Principal Project Officer	Six months
Look into the possibility of using text messaging to communicate with customers.	Service Development Officer	Ongoing
Principal Project Officer and Service Development Officer to attend 'Plain English Course.	Principal Project Officer	Ongoing
Arrange for CITU and Equalities team to brief staff on their services.	Section Head	Six months
Arrange for the section answer phone to be updated with a special message to cover extra ordinary council holidays.	Principal Licensing Officer (Gambling)	Ongoing
Ensure staff always remain sympathetic and accommodating to customers that need assistance understanding the legislation.	Section Head	Ongoing
Carry out a consultation assessment prior to all consultations looking at the timing of the consultation and whether it coincides with any significant religious festivals or similar events.	Principal Project Officer	Ongoing.

Contacts for further information:
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