

If you experience problems with a licensed premises please follow the four step procedure

1. *Talk to the licensee/brewery*

Our experience shows that early communication with the licence holder can achieve a swift resolution to any problems. While we appreciate some people may not favour this option, we are encouraging all licence holders to listen to the concerns of local residents. In turn we would encourage you to first inform the licence holder so they are aware of the problem. This approach is favoured by the Act. Try to give the licence holder as much detail as possible, e.g. if it is a noise complaint; provide the days, times and type of noise that is the problem.

2. *Monitor the situation*

Once you've spoken to the licensee wait to see if things improve. Keep a diary of the dates and times when problems occur.

3. *Report the problem*

If there is still no improvement make contact with the relevant agency and report the problem. Try to give the agency as much detail as possible, referring to your diary.

4. *Contact the Licensing Authority*

If you still remain unsatisfied contact the Entertainment Licensing Section. You may request a review of the licence. This is a formal process which is explained in a separate guidance note.

Useful Websites

West Yorkshire Police

0845 6060606, www.westyorkshire.police.uk

West Yorkshire Trading Standards

0113 253 0241, www.ts.wyjs.org.uk

Safer Leeds Partnership

0113 395 0821, www.saferleeds.org.uk

The safer Leeds Partnership is a multi agency forum which seeks to secure sustainable reductions in crime and disorder and to address fear of crime in the Leeds district.

West Yorkshire Fire And Rescue Service

0845 155 0595, www.westyorksfire.gov.uk

Department of Culture, Media and Sport

www.culture.gov.uk

The DCMS is the department of central government with overall responsibility for entertainment licensing in England and Wales.

The Home Office

www.homeoffice.gov.uk

The Home Office is the department of central government with overall responsibility for the licensing of alcohol and late night refreshment in England and Wales.

For more information please contact:

Leeds City Council

Entertainment Licensing Section
Civic Hall
Leeds
LS1 1UR

Phone: 0113 247 4095

Fax: 0113 224 3885

E-mail: entertainment.licensing@leeds.gov.uk

Web: www.leeds.gov.uk/licensing



The Licensing Act 2003 and problem premises

Guidance for members of the public and businesses

Entertainment Licensing

Tell me about the Licensing Act 2003

Under the 2003 Licensing act ("the Act") Leeds City Council (LCC) is the licensing authority for the Leeds district. The licensing authority issues premises licences which allow many types of business to carry out certain licensable activities:

- Sale by retail of alcohol
- The provision of regulated entertainment
- The provision of late night refreshment (hot food and drink between 11pm and 5am)

This affects pubs, bars, restaurants, supermarkets, off licences, members only clubs, cinemas, theatres and late night takeaways to name just a few.

What is this leaflet about?

This leaflet contains information about what a member of the public or business should do if they are experiencing problems with a licensed premises as a result of licensed activity, e.g. problems with noise late at night coming from a specific pub or litter problems associated with a late night takeaway.

What should I do first?

If you are experiencing problems, the first thing to do is to categorise the problem. Under the Act there are four licensing objectives which form the basis of the Act. In addition there are various agencies which have responsibility for certain licensing objectives as follows:

Crime and Disorder Issues

Vandalism, drunken behaviour, violence, drugs - If you experience any of the above then you should report your concerns to West Yorkshire Police. If there is an immediate threat to your safety you should phone 999, otherwise you should phone the police's non-emergency number

on 0845 6060606.

Youths - LCC's Anti Social Behaviour Unit deals with all types of anti social behaviour including problems relating to youths. Call the ASB hotline on 0113 222 4402. Lines are open Monday to Thursday 07:30 to 18:00 and Friday 07:30 to 16:30. You can email them at asbu@leeds.gov.uk.

Public safety issues

Health and safety - Has your safety or the safety of others been endangered on a licensed premises or as the result of licensed activity? For example, was a dance floor slippery because of spillages? Was the fire escape blocked? If so you should speak to LCC's Health and Safety team on 0113 247 7791 or by email at env.health@leeds.gov.uk.

If your concerns are centred around fire safety you should direct your complaint to West Yorkshire Fire and Rescue Service on 0113 290 4800 or 0845 155 0595 or by email at leeds.district@westyorksfire.gov.uk

Planning - LCC's Planning Service will investigate whether there is a breach of planning regulations and will establish what harm is caused as a result of the breach and how the situation can be best remedied. You should report your planning concerns to the Compliance Service on 0113 222 4409. You can email them on planning.enforcement@leeds.gov.uk.

Public Nuisance Issues

Nuisance - nuisance such as noise, odours from takeaways or light pollution should be reported to LCC's Health and Environmental Action Service on 0113 222 4406 during officer hours.

If noise from a licensed premises is causing a nuisance to you at night Health and Environmental Action Service operate an out of hours service. This is available from 8pm to 2am Sunday to Thursday and 8pm to 3am on Friday and

Saturday. This service can be contacted on 0113 242 5841 or 0845 124 0113 or by email at env.health@leeds.gov.uk.

Problems relating to litter should be addressed to LCC's Health and Environmental Action Service— Environmental Action team on 0845 124 0113 or by email at env.health@leeds.gov.uk.

Taxis and private hire vehicles - If you are experiencing noise from taxis or private hire vehicles (e.g. horn tooting late at night) then contact LCC's Taxi and Private Hire Licensing section on 0113 214 3366 during office hours. Complaints about taxi/private hire vehicles should include the date, time, location, company and vehicle number if possible. You can also email them on taxiprivatehire.licensing@leeds.gov.uk.

Protection of children of harm

Underage sales of alcohol - Have you seen or do you suspect under age sales of alcohol are taking place. If so you should contact either West Yorkshire Police on 0845 6060606 or West Yorkshire Trading Standards Service (WYTSS) via Consumer Direct on 0845 4040506. WYTSS are also responsible for enforcing other age restricted products such as tobacco, fireworks, solvents, videos, computer games and lottery tickets.

Adult entertainment - Some entertainment that takes place on licensed premises may be unsuitable for children. If you see children being exposed to unsuitable entertainment (e.g. entertainment of a sexual or violent nature) you should report this to the police on 0845 6060606.

If there is an immediate threat to a child's wellbeing or safety you should dial 999. In addition if you are able to identify a specific named child then you should also contact LCC's Children and young People's Social Care on 0113 222 4403.