Tell me about the Licensing Act 2003

Under the Licensing Act 2003 (the Act) Leeds City Council is the licensing authority for the Leeds district. The licensing authority issues premises licences which allow many types of business to carry out 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 etc.* If you experience any of the above then you should report your concerns to the 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 101.

*Youths* - The council’s Anti-Social Behaviour Team deals with all types of anti-social behaviour including problems relating to youths. Call the ASB hotline on 0113 222 4402. You can email them on lasbt@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 the council’s Health and Safety team on 0113 247 7791 or by email at hsaw@leeds.gov.uk.

*Fire safety* - If your concerns are centred around fire safety you should contact West Yorkshire Fire and Rescue Service on 01274 655785 or 01274 655627 or by email at fire.safety@westyorkshire.gov.uk.

*Planning* - The council’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 issues - such as noise, odour or light pollution should be reported to the council’s Environmental Protection Team (EP Team) on 0113 395 1414. You can email them on EPTeam@leeds.gov.uk. The EP Team can serve formal enforcement notice or request a premises licence review to stop or prevent a nuisance. This may lead to a licensing hearing or criminal action based on evidence. The EP Team may ask you for diaries of nuisances experienced and a witness statement as part of the evidence.

For out of office hours problems there is an ‘Out of Hours’ (OOH) service—weekdays 6pm to 8am and weekends from 6pm Friday to 8am the following Monday (tel 0113 395 0143). The OOH service cannot stop the noise occurring at the time; however, they may provide evidence for the EP Team.

Problems relating to litter should be reported to the council’s Localities teams on 0113 222 4406.

Hackney taxis and private hire vehicles - If you are experiencing noise from hackney taxis or private hire vehicles (e.g. horn tooting late at night) then contact the council’s Taxi and Private Hire Licensing section on 0113 37 81570 during office hours.

Complaints about hackney taxi or 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 from harm

Under-age 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 101 or West Yorkshire Trading Standards Service (WYTSS) via Consumer Direct on 08454 04 05 06. 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 101.

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 the council’s Children and Young People’s Social Care on 0113 222 4403 between 8.00am and 6.00pm. Alternatively, outside of office hours contact the Social Care Emergency Duty Team on 0113 240 9536. Further information can be found at www.childrenleeds.org.uk

If you experience problems with a licensed premises, please follow this 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. 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. Please contact us for further information.

**Useful websites and contact telephone numbers**

**West Yorkshire Police**  
Non-emergency 101  
Emergency 999  
[www.westyorkshire.police.uk](http://www.westyorkshire.police.uk)

**West Yorkshire Trading Standards Service**  
Consumer advice 0113 253 0241  
Consumer complaints 08454 04 05 06  
[www.ts.wyjs.org.uk](http://www.ts.wyjs.org.uk)

**Safer Leeds Partnership**  
0113 395 0818  
[www.saferleeds.org.uk](http://www.saferleeds.org.uk)

**West Yorkshire Fire and Rescue Service**  
Non-emergency 01274 682311  
Emergency 999  
[www.westyorksfire.gov.uk](http://www.westyorksfire.gov.uk)

**Department for Culture, Media and Sport**  
[www.gov.uk](http://www.gov.uk)  
The DCMS is the department of central government with responsibility for regulated entertainment in England and Wales.

**The Home Office**  
[www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)  
The Home Office has overall responsibility for the licensing of alcohol and late night refreshment.

**For more information, please contact:**

**Leeds City Council**  
Entertainment Licensing Section  
Civic Hall  
Leeds  
LS1 1UR

**Phone:** 0113 378 5029  
**Fax:** 0113 336 7124  
**E-mail:** entertainment.licensing@leeds.gov.uk  
**Web:** [www.leeds.gov.uk/licensing](http://www.leeds.gov.uk/licensing)