



## **Licensing and Appeals Committee**

Date: Monday, 15 July 2019

Time: 10.00 am

Venue: Council Antechamber - Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

### **Access to the Council Antechamber**

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

## **Membership of the Licensing and Appeals Committee**

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**Councillors** - Ludford (Chair), Grimshaw (Deputy Chair), Evans, Hughes, Jeavons, T Judge, Lynch, Lyons, McHale, Madeleine Monaghan, Reid and Stone

## Agenda

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**1. Urgent Business**

To consider any items which the Chair has agreed to have submitted as urgent.

**2. Appeals**

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

**3. Interests**

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

**4. Minutes**

To approve as a correct record the minutes of the meeting held on 4 March 2019.

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**5. Exclusion of the Public**

The officers consider that the following item contain confidential information as provided for in the Local Government Access to Information Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. The Licensing and Appeals Committee Hearing Panel is recommended to agree the necessary resolutions excluding the public from the meeting during consideration of these items.

An appeal process exists for members of the public who wish to appeal against the officers' recommendation for confidentiality. Anyone who does wish to appeal should contact the Committee Officer as soon as possible (and at least 24 hours) before the meeting.

**6. Street Trading Consent Appeal Hearing - Bad Boy Burger - Ridgway Street, Manchester**

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## Information about the Committee

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The Licensing and Appeals Committee discharges the duties of the Council in relation to a range of licensing and registration functions.

In general, decisions are made by the Committee under powers delegated to it under the Council Constitution and will not require to be referred to the Council for approval. Meetings are controlled by the chair, who is responsible for seeing that the business on the agenda is dealt with properly.

The Committee has previously agreed detailed procedures for dealing with certain types of applications. The role of officers at meetings is to present reports and to give procedural or legal guidance to the Committee

Copies of the agenda are available beforehand from the reception area at the main entrance of the Town Hall in Albert Square. Some additional copies are available at the meeting from the Governance Support Officer.

The Council is concerned to ensure that its meetings are as open as possible and confidential business is kept to the strict minimum. When confidential items are involved these are considered at the end of the meeting at which point members of the public are asked to leave.

Smoking is not allowed in Council buildings.

Joanne Roney OBE  
Chief Executive  
Level 3, Town Hall Extension,  
Albert Square,  
Manchester, M60 2LA

## Further Information

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For help, advice and information about this meeting please contact the Committee Officer:

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Tel: 0161 234 304311  
Email: [b.morgan@manchester.gov.uk](mailto:b.morgan@manchester.gov.uk)

This agenda was issued on **Friday, 5 July 2019** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA



## **Licensing and Appeals Committee**

### **Minutes of the meeting held on Monday, 4 March 2019**

**Present:** Councillor Ludford (Chair) – in the Chair

**Councillors:** Grimshaw, Chohan, Evans, Hassan, Hughes, Jeavons, Lynch, McHale, Madeleine Monaghan, Paul, Reid and Stone

**Apologies:** Councillor Barrett and T Judge

**Also present:** Councillors:

#### **LAP/19/31. Minutes**

To approve as a correct record the minutes of the meeting held on 3 December 2018.

#### **Decision**

To approve as a correct record the minutes of the meeting held on 3 December 2018.

#### **LAP/19/32. Taxi Compliance Update Report**

The Principal Licensing Officer presented the report that provided the Committee with information in respect of compliance work undertaken by the Unit during April - June 2018 and where possible provided comparative data to demonstrate performance and change.

Table 1 in the report showed an increase in complaints received during Qtr 1 and Qtr 2 18/19 compared to the same quarters the previous years. As has previously been reported to the Committee, service improvements over the past 2 years included objectives to:

- Ensure the wider public are more aware of how to report issues and find it more accessible to do so – particularly with regards to disability related issues
- Improve response, investigation times and quality; thereby generating more complaints as people see more value in doing so

and therefore the general increase in complaints from residents and visitors to the City was anticipated and welcomed.

Qtr 3 18/19 shows a decrease in the number of complaints both from the previous quarter and against the same quarter the previous year. Qtr 3 is usually the busiest quarter for complaints with the City seeing peak numbers in visitors and journeys over the festive period; so this reduction could indicate improved levels of customer service and satisfaction.

The Committee questioned whether more could be done to improve the standard of driving for both Hackney Carriage and Private Hire Drivers, and officers confirmed that driving standards are constantly monitored. Officers also agreed to investigate the possibility of using technology to help improve standards where they fell below the expected level.

The Committee also asked about the issue of ply-for-hire offences, and asked for clarification as to how widespread this was. Officers said that the problems were widespread, and included both drivers licensed by Manchester, and drivers who had Hackney Carriage licenses issued by other authorities, which allowed them to work as Private Hire drivers in Manchester. Officers confirmed that routine checks are carried out on both day and night shifts at various locations across the City, including railway stations, the airport, hospitals and supermarkets. On night shifts interactions are targeted to hotspot areas causing congestion within the Night Time Economy, and locations where the risk of illegal activity is higher. Officers also confirmed that they regularly undertook operations such as Operation Aztec to identify drivers willing to ply-for-hire illegally, but that their resources, although improved, were limited. More recently, Aztec has expanded its focus and now regularly targets illegal plying for hire using specially trained Special Constables undertaking journeys as customers in licensed vehicles. The Operations use different sites to direct vehicles for questioning under caution or vehicle checks, and the system is flexible to enable a check site to be shut down and moved on any given operation.

The Committee asked whether drivers with Hackney Carriage licenses issued by local authorities could misunderstand the law that they could only ply-for-hire within the area covered by the issuing authority, but officers confirmed that they believed the drivers were fully aware of the illegality of their actions, but were willing to take the risk as the financial rewards were high. Officers also confirmed that they would consider changing the paperwork issued by Manchester to make the illegality of ply-for-hire explicit.

## **Decision**

To note the report.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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