



MEETING : LICENSING COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : WEDNESDAY 7 JANUARY 2026
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

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<https://www.youtube.com/user/EastHertsDistrict>

MEMBERS OF THE COMMITTEE

Councillor Maura Connolly (Chair)

Councillors S Bull, N Cox, T Deffley, G Hill, A Holt, S Marlow (Vice-Chair),
G McAndrew, C Redfern, V Smith, R Townsend and D Woollcombe

Substitutes

Conservative Group: Councillors I Devonshire and A Parsad-Wyatt
Green Group: Councillors J Dunlop and G Williams
Reform Group: Councillor T Smith
Labour Group: Councillor D Willcocks
Liberal Democrat Group: Councillor M Adams

(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 7 hours before the meeting, i.e. by midday on the day of the meeting)

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- must not participate in any discussion of the matter at the meeting;
- must not participate in any vote taken on the matter at the meeting;
- must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
- if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
- must leave the room while any discussion or voting takes place.

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AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes - 18 June 2025 (Pages 5 - 11)

To approve the Minutes of the meeting of the Committee held on 18 June 2025.

3. Minutes - Licensing Sub-Committee, 26 September 2025 (Pages 12 - 26)

To approve the Minutes of the meeting of the Licensing Sub-Committee held on 26 September 2025.

4. Chair's Announcements

5. Declarations of Interest

To receive any Members' declarations of interest.

6. Environmental Health Regulated and Licenced Activities Performance Update (Pages 27 - 52)

7. Review of licensing activity for Quarter 1 of 2025-26 Financial Year (Pages 53 - 62)

8. Review of Licensing Activity for Quarter 2 of 2025-2026 Financial Year (Pages 63 - 75)

9. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

MINUTES OF A MEETING OF THE
LICENSING COMMITTEE HELD IN THE
COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON WEDNESDAY 18 JUNE
2025, AT 7.00 PM

PRESENT: Councillor M Connolly (Chair)
Councillors N Cox, T Deffley, G Hill, A Holt,
S Marlow, G McAndrew, C Redfern and
V Smith

ALSO PRESENT:

Councillor V Glover-Ward

OFFICERS IN ATTENDANCE:

Michele Aves	- Committee Support Officer
Gina Winn	- Licensing Officer
Oliver Rawlings	- Service Manager (Licensing and Enforcement)
Dimple Roopchand	- Litigation and Advisory Lawyer

81 APPOINTMENT OF VICE-CHAIR FOR 2025/26

It was moved by Councillor Hill and seconded by Councillor Smith that Councillor Marlow be appointed Vice-Chair of the Licensing Committee for 2025/26. After being put to the meeting, and a vote taken, the motion was declared CARRIED.

RESOLVED – that Councillor Marlow be appointed as Vice-Chair of the Licensing Committee for 2025/26.

82 APOLOGIES

There were apologies for absence from Councillor Bull and Councillor Townsend.

83 MINUTES - 19 MARCH 2025

It was moved by Councillor Cox and seconded by Councillor Hill that the Minutes of the Licensing Committee meeting held on 19 March 2025 be confirmed as a correct record and signed by the Chair. After being put to the meeting and a vote taken the motion was declared CARRIED. It was noted that Councillor Holt abstained from the vote.

RESOLVED – that the Minutes of the Licensing Committee meeting held on 19 March 2025 be confirmed as a correct record and signed by the Chair.

84 LICENSING SUB-COMMITTEE MINUTES - 22 APRIL 2025, 10.00 AM

It was moved by Councillor Redfern and seconded by Councillor Deffley that the Minutes of the Licensing Sub-Committee meeting held on 22 April 2025 at 10:00 am be confirmed as a correct record and signed by the Chair. After being put to the meeting and a vote taken the motion was declared CARRIED.

RESOLVED – that the Minutes of the Licensing Sub-Committee meeting held on 22 April 2025 at 10:00 am be confirmed as a correct record and signed by the Chair.

85 LICENSING SUB-COMMITTEE MINUTES - 22 APRIL 2025, 2.00 PM

It was moved by Councillor Deffley and seconded by Councillor Redfern that the Minutes of the Licensing Sub-Committee meeting held on 22 April 2025 at 2:00 pm be confirmed as a correct record and signed by the Chair. After being put to the meeting and a vote taken the

motion was declared CARRIED.

RESOLVED – that the Minutes of the Licensing Sub- Committee meeting held on 22 April 2025 at 2:00 pm be confirmed as a correct record and signed by the Chair.

86 CHAIR'S ANNOUNCEMENTS

The Chair welcomed Councillor Holt and Councillor McAndrew as new Members of the Committee. She advised that the Service Manager (Licensing and Enforcement) would shortly be contacting the Committee by email to obtain their suggestions for training topics.

87 DECLARATIONS OF INTEREST

There were no declarations of interest.

88 REVIEW OF LICENSING ACTIVITY FOR QUARTER 4 OF 2024-25 FINANCIAL YEAR

The Service Manager (Licensing and Enforcement) introduced the report and its author, the Licensing and Enforcement Officer to Members, as it was her first attendance at the Committee.

The Service Manager (Licensing and Enforcement) drew Members attention to the key areas of the report. He said that there had only been one complaint regarding a premises licence in Quarter 4 - which related to a member of bar staff indecently exposing herself. He said that Enforcement Officers had visited the premises and had given management advice regarding this matter.

The Service Manager (Licensing and Enforcement) said that there had been fourteen complaints relating to Private Hire and Hackney Carriage vehicles during the period, which had all been resolved, and which related to:

- Careless driving.

- Refusal to allow a passenger to make payment via card machine.
- Damaged or faulty rooflights.
- Drivers licenced to another authority operating around Bishop's Stortford Train Station.

The Service Manager (Licensing and Enforcement) said that there had been three complaints regarding street trading in the quarter, and following action from Enforcement Officers two traders now had the correct licence in place. He said that an ice cream vendor had been spoken to regarding his proximity to school locations. Members were advised that there had been two complaints received regarding pavement licences, which both related to the storage of furniture on the highway when not in use.

The Service Manager (Licensing and Enforcement) said that again, these complaints had been investigated and were resolved. He added that all key performance indicators had been met.

The Chair thanked the Service Manager (Licensing and Enforcement) for the report.

Councillor Cox asked if there was evidence of drivers licensed in Wolverhampton operating in East Herts.

The Service Manager (Licensing and Enforcement) said that there were such drivers in East Herts, as Wolverhampton applications were cheaper and only required applicants to be seen once. He said that East Herts had drivers licenced by other authorities, such as Uttlesford within the area, which was not illegal.

Councillor Deffley asked if the transfer of premises licences was being used as a way to avoid enforcement.

The Service Manager (Licensing and Enforcement) said that this was generally not the case.

It was moved by Councillor Smith and seconded by Councillor Marlow that the recommendations, as detailed, be approved. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that Members review and comment on the Licensing activity from the fourth quarter of the 2024-25 financial year (01 January 2025 – 31 March 2025).

89 ANNUAL REPORT ON LICENSING ACTIVITY FOR 2024-25 FINANCIAL YEAR

The Service Manager (Licensing and Enforcement) introduced the report which provided Members with year-on-year data for comparison and the identification of any trends. He referred to Appendix A, and said that the figures remained generally consistent.

The Service Manager (Licensing and Enforcement) said that the number of Temporary Event Notices (TENS) was significant compared to other local authorities and that the number of licenced vehicles had dropped.

The Service Manager (Licensing and Enforcement) said that the number of pavement licences had increased to a four year high, but this was a relatively new area of work, with the volume of applications due to the work of the team.

The Chair thanked the Service Manager (Licensing and Enforcement) for the report and said that it was good to see that the service was now fully staffed. She thanked the team for their hard work, which was reflected in the figures within the report.

It was moved by Councillor Cox and seconded by Councillor Smith that the recommendations, as detailed, be approved. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that Members review and comment on the Licensing activity in the financial year 2024-25.

90 CONSIDERATION OF DRAFT STATEMENT OF GAMBLING PRINCIPLES

The Service Manager (Licensing and Enforcement) introduced the report which detailed the draft Statement of Gambling Principles. He said that even though East Herts had a low number of licences and authorisations issued under the Act (with no bingo or arcade establishments), and subsequently a low number of related complaints, the council was still required to adopt and publish such a policy at least every three years.

The Service Manager (Licensing and Enforcement) said that there had been no substantial changes to legislation or guidance, and so the policy had been reworded for clarity and to remove repetition. He said that the document would be consulted upon with the public, licence holders and those who engaged with gambling harm.

The Chair thanked the Service Manager (Licensing and Enforcement) for the report.

Councillor Smith said that she was happy to endorse the policy, which contained no substantive changes, and which was already working well.

The Chair said that the detail within the report was extensive, and that it was reassuring to have such a policy ready should it be needed.

It was moved by Councillor Marlow and seconded by Councillor Redfern that the recommendations, as detailed, be approved. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that, prior to public consultation,

members review and comment on the draft
Statement of Gambling Principles for consideration
of the Executive Member for Planning and Growth.

91 URGENT BUSINESS

There were no urgent items.

The meeting closed at 7.23 pm

Chairman
Date

Agenda Item 3

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MINUTES OF A MEETING OF THE
LICENSING SUB-COMMITTEE HELD IN
THE COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON FRIDAY 26 SEPTEMBER
2025, AT 10.00 AM

PRESENT: Councillor T Deffley (Chair)
Councillors M Connolly and G McAndrew

ALSO PRESENT:

Councillors D Andrews

OFFICERS IN ATTENDANCE:

Michele Aves	- Committee Support Officer
Ally Darwood	- Senior Licensing and Enforcement Officer
Peter Mannings	- Committee Support Officer
Dimple Roopchand	- Litigation and Advisory Lawyer
Stephanie Tarrant	- Assistant Director for Democracy, Elections and Information Governance

ALSO IN ATTENDANCE:

Sergeant Nathan Howson	- Hertfordshire Constabulary
Saab Minichiello	- Senior Licensing Officer (Hertfordshire Constabulary)
Alexander Trenchard	- Applicant and Director of

Standon Calling
Limited

1 APPOINTMENT OF CHAIRMAN

Councillor Connolly proposed and Councillor McAndrew seconded, a motion that Councillor Deffley be appointed Chair of the Licensing Sub-Committee for the meeting.

RESOLVED – that Councillor Deffley be appointed Chair of the Licensing Sub-Committee for the meeting.

2 APOLOGIES

There were no apologies for absence.

3 CHAIRMAN'S ANNOUNCEMENTS

The Chair reminded everyone to use the microphones as the meeting was being webcasted.

4 DECLARATIONS OF INTEREST

There were no declarations of interest.

5 SUMMARY OF PROCEDURE

The Chairman drew the hearings attention to the Summary of Procedure which was included in the agenda pack at pages 5 to 7.

6 APPLICATION FOR A NEW PREMISES LICENCE FOR STANDON CALLING LIMITED, STANDON LORDSHIP, BARWICK ROAD, STANDON, HERTFORDSHIRE, SG11 1PR

The Licensing Sub-Committee received a report presented by the Senior Licensing and Enforcement Officer on the application for a new premises licence for

Standon Calling Limited, Standon Lordship, Barwick Road, Standon, Hertfordshire, SG11 1PR.

The Senior Licensing and Enforcement Officer summarised the application and said that the public objectors had not been able to attend the hearing. The Sub-Committee were advised that their representations had not been changed or updated as there had been no mediation with the applicant during or since the consultation period.

The Senior Licensing and Enforcement Officer said that Hertfordshire Police Licensing, assisted by Hertfordshire Highways, had been mediating with the applicant and had provided a list of proposed conditions. He said that these conditions had been agreed upon and as such mitigated the police representations. He said that the Sub-Committee should consider whether these agreed conditions mitigated the public representations.

The Licensing Sub-Committee and the applicant asked a number of questions of the Senior Licensing and Enforcement Officer, which he responded to.

There were no questions from the Police to the Senior Licensing and Enforcement Officer.

The applicant made his submission in support of the application. The Sub-Committee asked a number of questions of the applicant, and he responded to the questions from Members.

Sergeant Nathan Howson made his submission on behalf of Hertfordshire Police Constabulary, and he explained that 31 conditions had been agreed upon with the applicant that negated the initial concerns of the Police as responsible authority.

The Sub-Committee asked a number of questions of the Police as the responsible authority.

The applicant made his final submission to the Sub-Committee and there were no final comments from the Police as a responsible authority.

In line with the procedure, Sub Committee Members retired to consider the case. They were accompanied by the Committee Support Officer and the Sub-Committee's Legal Advisor.

The Sub Committee reconvened in public session to give its decision. The Chair said that having reviewed the application and the written representations submitted, the Licensing Sub-Committee has determined to grant the application subject to the following:

- 1) To grant the Premises licence sought for:
 - (i) Provision of plays

Monday – Thursday	10:00 – 23:00
Friday – Sunday	10:00 – 02:00
 - (ii) Provision of films

Monday – Thursday	10:00 – 23:00
Friday – Sunday	10:00 – 02:00
 - (iii) Live Music

Monday to Thursday	10:00 – 23:00
Friday – Saturday	10:00 – 02:00
Sunday	10:00 – 00:00
 - (iv) Recorded Music

Monday to Thursday	10:00 – 23:00
Friday – Saturday	10:00 – 02:00
Sunday	10:00 – 00:00
 - (v) Performance of Dance

Monday to Thursday	10:00 – 23:00
Friday – Saturday	10:00 – 02:00
Sunday	10:00 – 00:00
 - (vi) Anything Similar

Monday to Thursday	10:00 – 23:00
Friday – Saturday	10:00 – 02:00
Sunday	10:00 – 00:00

(vii) The supply of alcohol (for consumption on the premises)

Sunday – Thursday	10:00 – 00:00
Friday – Saturday	10:00 – 02:00

(viii) Late night refreshments

Saturday	23:00 – 02:00
Sunday	23:00 – 02:00

Members had regard to the conditions agreed between the Applicant and the Police, presented to us today and to those submitted by the Applicant as part of the Operating schedule.

Members decided to impose the following conditions to the grant of the licence:

1. The maximum total capacity of the premises, inclusive of staff and artists, shall be:
 - 20,000 for year 2026
 - 25,000 for year 2027
 - 30,000 for year 2028
2. Only one premises licence may be used to authorise licensable activities at any one time. The premises licence holder must notify East Herts Police in writing at least four (4) months in advance of any event, specifying which premises licence will be in effect for the duration of that event.
3. This premise licence only authorises licensable activity to take place between the period of 1st May and 30th September each year.
4. The premise licence authorises licensable activities on a maximum of eight (8) days within

any period of fourteen (14) consecutive days, commencing on the first day the licence is used in each calendar year.

5. East Herts Police Licensing and Licensing Authority shall be notified of the proposed event dates no later than six (6) months prior to the commencement of the events. Written confirmation of receipt from East Herts Police must be obtained and retained by the licence holder for inspection upon request.
6. An Event Management Plan (EMP), tailored specifically to the events, must be agreed with the Safety Advisory Group (SAG) three (3) calendar months prior to the commencement of the event. The licence holder must make the EMP available for inspection upon request by any authorised officer.
7. The EMP shall contain Appendices detailing in full the following matters:
 - A scaled site plan which shows all areas of the event mentioned in the EMP and particularly:
 - the location and size of all areas of the event to the site infrastructure.
 - the immediate surrounding area including ingress and egress for pedestrians, vehicles and crew.
 - emergency evacuation routes and access / egress routes for emergency services.
 - A policy for the inspection of the structures built on the site. This will include a maintenance and inspection programme with his methodology of testing. The Licence holder will consult with relevant persons with expertise e.g. a suitable building control body,

- or other similar organisation to agree the structural integrity of the bales.
- An event risk assessment, covering all areas of risk and management of risks to ensure the health and safety of all those on site.
 - A crowd management plan including capacities and evacuation times from each area of the site to allow for safe and quick evacuation in the event of an emergency.
 - Emergency protocols and major incident plan covering the following types of emergencies:
 - fire
 - bomb threat
 - suspect packages
 - public disorder / disturbance
 - structural failure
 - hazardous substances
 - detained person
 - injury to a person
 - crime in progress.
 - The role of the Event Liaison Team ELT, coded messages, alert and procedures for each, partial evacuation procedure, full evacuation procedure, rendezvous points (RVP's), emergency announcements, event stop procedures, crime scene management.
 - The extreme weather procedure and action plan covering all adverse weather conditions detailing the impact and actions to be taken in each possibility.
 - A waste management plan.
 - Medical provisions plan covering details of medical/first aid points.
 - Drugs and psychoactive substances policy. A zero-tolerance policy is to be adopted in relation to any quantity of drugs, any items found to result in ejection or refusal of entry.
 - Weapons policy. A zero-tolerance policy to be adopted in relation to any weapons found that

are made, used or adapted to cause injury, any such items found to result in ejection or refusal of entry. Such items are to include knives where the blade is more than 3 inches in length.

- Eviction policy and procedure including eviction notices, detailing circumstances under which a person will be evicted, the eviction process and onward travel from the festival of the evicted person.
- Bar management and alcohol policy including staff management structure and responsibilities, bar staff and briefings for the event.
- A Safeguarding policy and plan to cover both children and vulnerable adults, but especially those under 18's and those who lack capacity through intoxication and a lost child procedure.
- A communications strategy covering local community engagement, transport options, complaints, arrival and dispersal from the event.
- An organisational structure.
- Entry policy and procedure including publicised conditions of entry, prohibited items, search policy on entry, entry refusal process. A prohibited items policy, which shall include:
 - glass utensils or drinking vessels of any kind.
 - weapons
 - illegal drugs, including psychoactive substances.
 - fireworks, sky lanterns or kites, CO2 canisters
 - flares
 - laser pens
 - alcohol over the allowed allowance of 16 cans / 8 litres of beer or cider, or 2.25 litres (one box) of wine per person. That on re-

admittance of a person no alcohol to be brought onto the site by that person.

8. Any amendments to the agreed EMP must be submitted by the Premises Licence Holder to the Safety Advisory Group for approval 28 days before the 1st event day.
9. The Traffic Management Plan (TMP) must be agreed with both:
 - East Herts Police via LicensingEastHertsarea@herts.police.uk, and
 - Hertfordshire County Council (HCC) via NM.East@hertfordshire.gov.uk
 - three (3) months prior to the schedule date of the events. Written confirmation of receipt from both East Herts Police and HCC must be obtained and retained by the licence holder for inspection upon request.
10. The traffic management plan shall cover:
 - The management of the traffic on the roads surrounding the event.
 - Management of those attending and leaving the event as well as local residential traffic.
 - Internal site signage for traffic.
 - Car park management and lighting.
 - Expected traffic levels throughout the event.
 - Control measures to be used.
 - Taxis and drop off facilities and operation of this facility.
11. The approved Traffic Management Plan (TMP) must be fully implemented and adhered to throughout the events. Any amendments to the TMP during the event must be:
 - Pre-approved by Hertfordshire County Council (HCC) and/or East Herts Police, or

- Made in response of an emergency where immediate action is required to prevent a breach of the licensing objectives.
 - In case of emergency amendments, the licence holder must notify HCC and East Herts Police as soon as reasonably practicable and record the nature and justification of the amendment for post event review.
12. A Temporary Traffic Regulation Order (TTRO) must be applied for as soon as possible after submission of the agreed EMP and TMP. The TTRO must be:
- Formally approved by HCC, and
 - Published in accordance with statutory requirements and implemented in full
- No later than twenty-eight (28) calendar days prior to the commencement of the events. The event must not proceed unless all the above steps have been completed within the specified timeframe.
13. A noise management plan (NMP) must be prepared and implemented for each event. The NMP must:
- Be tailored to the specific event.
 - Have regard to any recommendations or requirements set by Environmental Health at East Herts Council.
 - Include details of noise control measures, monitoring locations and response procedures for complaints.

The licence holder must ensure that noise monitoring is carried out during the event and a post event noise monitoring report is submitted to Environmental Health no later than fourteen (14) calendar days following the close of the final event.

14. A plan of all areas of the event and all documents referred to in the Event Management Plan shall be available for inspection during the event by officers of responsible authorities should they request access or ask to view the documents.
15. The event will be managed in accordance with the EMP. During the operational phase any deviation from the EMP must be fully documented and rationale recorded at the time.
16. A record of all drugs and psychoactive substances confiscated shall be maintained securely and provided to the police at the conclusion of the events.
17. An on-site control hub will be accessible to the Police and responsible authorities if at any time it is notified as necessary by the responsible authorities.
18. All public address systems shall be under the control of the premises license holder or their nominated representatives so that emergency broadcast message can override the musical entertainment and can be delivered clearly audibly to all parts of the site.
19. No more than 20% of the available tickets shall be available for purchase at the entrance to the site on the day of the event.
20. Entry numbers will be monitored and always recorded using attendance counting devices.
21. The Premise License Holder shall publish a message on the event website containing the following information:
 - Terms and Conditions of entry, to include searching on entry and list of prohibited items.

- Under 18's will need to be accompanied by an adult 21 years old or over
 - The Challenge 21 Policy, or similar
 - Quantity of alcohol permitted to be brought on to the site.
 - That no glass vessels and bottles allowed on site.
 - Disabled access and facilities information.
 - Medical facilities.
 - Local weather updates (required only in the 7 days prior to the event).
 - Travel Information.
 - Maps of the site and surrounding area.
 - Post code for Satellite Navigation Systems.
22. There shall be an area within the licensable area dedicated to dealing with vulnerable children and adults this includes those who are vulnerable through drink and drugs. There shall always be on duty at this location a person nominated as in charge. Staff working in this area shall have access to a radio connecting with the event management.
23. People under the age of 18 years must be accompanied by an adult 21 years old or over to gain entry. A maximum of 3 under 18's to be allowed in with each person 21 years or over. The adult (over 21) entering with any person under 18 years is to be informed of their responsibilities with regards to the person under 18 years.
24. A team of SIA licensed Security Personnel and NVQ trained Safety Stewards are to be deployed throughout the event, this team must be trained, briefed and aware of both the need to identify any hazards which may present a safety risk to any persons and the correct reporting procedure to escalate any concerns for resolution.

25. All stewards and Security Industry Authority staff shall wear high visibility jackets so that they are easily identifiable whilst on duty, except those working in a covert capacity. There shall be an established chain of command for all stewards and Security Industry Authority personnel who shall report directly upwards to their Supervisor who in turn will report directly to the Security Manager.
26. Body Worn CCTV to be used throughout the licensed period, and at any time when members are on site, by the security team to deter crime and disorder and capture evidence of any persons involved in undesirable activities. At any one time, a minimum of 8 Body Worn Cameras will be deployed.
27. No staff member, whilst working at the premises and/or in uniform at the premises, will be permitted to consume alcohol on site or be under the influence of alcohol at any time whilst working.
28. Only 100% polycarbonate drinking vessels or drinks containers are to be provided to the public on site and no glass equivalents are to be permitted in areas open to the public.
29. A refusal register and incident log shall be maintained and kept and made available to Responsible Authorities on request.
30. A challenge 21 scheme, or similar, will be adopted and customers who appear to be under 25 years of age will be required to prove their age when purchasing alcohol. Suitable forms of identification will be a passport, 'pass' card or other identification recognised by the licensing authority in its statement of licensing policy. Each bar to have visible signage that relates to challenge 21.

- 31. Where Special Police Services (SPS) are required in connection with any event held under this premises licence, full payment must be made and cleared into the designated Hertfordshire Constabulary account no later than 7 days prior to the commencement of the event.
- 32. The Premises Licence Holder shall take out Public Liability and Third-Party insurance to cover at least £5,000,000.00 (five million pounds) for any one occurrence. If requested by police, the Premises Licence Holder shall provide them with certified copies of the Policy and Certificates of Insurance, or other acceptable proof of cover, not later than 14 days prior to the start of the event.

Parties were informed that a signed decision notice will be sent to the parties within 5 working days. All Parties will have a right of appeal against this decision and details of how to appeal will be noted within the decision notice.

The Chair advised that all parties that, in line with Section 6, Paragraph 12.5 of the Council’s constitution, during deliberations the Hearing Panel had consulted with the Licensing Officer to seek advice on the format of the conditions imposed.

RESOLVED – that having reviewed the application and the written representations submitted, the Licensing Sub-Committee has determined to grant the application.

7 URGENT BUSINESS

There was no urgent business.

The meeting closed at 2.04 pm

Chairman

Date

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East Herts Council Report

Licensing Committee

Date of meeting: 07/01/2026

Report by: Councillor Sarah Hopewell, Executive Member for Wellbeing

Report title: Environmental Health Regulated and Licenced Activities
Performance Update

Ward(s) affected: All

Summary – The Licensing Committee’s responsibilities, set out in paragraph 6.5.2 of the council’s Constitution, include overseeing the registration and regulation of food premises.

This report gives an overview of the work Environmental Health carries out to regulate and license food premises. Although some of the team’s wider activities fall outside the Licensing Committee’s remit, this report also includes information about other licensing work to help members understand the full range of services delivered by Environmental Health.

RECOMMENDATIONS FOR Licensing Committee members:

- a) consider and scrutinise the performance of Environmental Health with regards to regulated and licenced activities pertaining to food premises and pass any comments to the Executive Member for Wellbeing for consideration
- b) consider the performance of other activities regulated and licenced activities by Environmental Health and pass any comments to the Executive Member for Wellbeing for consideration.

1.0 Background

- 1.1 The Licensing Committee's responsibilities, as set out in paragraph 6.5.2 of the council's Constitution, include overseeing the registration and regulation of food premises.
- 1.2 To provide context, this report also includes information about other Environmental Health functions. These additional services are not within the Licensing Committee's remit, but are included to support members' understanding of the team's wider work.
- 1.3 Environmental Health issues licences, registrations and permits on behalf of the council. For simplicity, this report refers to all of these as licences, although each term has a distinct meaning:
 - a) **Licence** – Official permission granted by the council that allows a person or business to carry out a specific activity. This usually involves meeting certain standards or criteria.
 - b) **Registration** – The formal recording of a person or activity with the council. This is required for legal, tracking or identification purposes.
 - c) **Permit** – Permission for a business to carry out specific activities that may otherwise be restricted. Permits are often related to activities that could affect the environment.

2.0 Environmental Health overview

- 2.1 Although this report focuses on activities that require licensing, it is important to understand the wider context. Environmental Health delivers a broad range of statutory public health functions. These include:
 - a) the air we breathe,
 - b) the food we eat,
 - c) the water we drink, and
 - d) the wider impacts on health caused by poor air quality or poor housing conditions.

- 2.2 **Appendix A** lists the functions undertaken by the three teams within Environmental Health:
- a) **Commercial** – covering business-related activities
 - b) **Environment** – focusing on environmental protection
 - c) **Residential** – dealing with housing standards
- 2.3 The Chartered Institute of Environmental Health (CIEH) published its latest workforce survey in 2021. It found that 56% of local authorities had environmental health vacancies unfilled for six months or more. The full survey is available on the [CIEH website](#).
- 2.4 East Herts Council faces similar challenges. We have struggled to recruit and retain qualified staff. For example, one of our Technical Officer (Commercial) posts has been vacant since October 2024 due to a shortage of suitably experienced candidates.
- 2.5 To help address staffing gaps, the council appointed two trainees to the vacant Technical Officer (Commercial) posts. Unfortunately, both individuals have since left East Herts Council. We have now successfully recruited new trainees to fill these posts.
- 2.6 Having a high number of vacancies and trainee posts affects the team's performance and ability to deliver statutory services. To manage this, we use underspends from vacant posts to fund temporary agency cover. We match agency spend to staffing underspend to avoid creating budget pressures.

3.0 Summary of licences issued by Environmental Health

3.1 Below summarises the licences issued by Environmental Health. It includes:

- a) the type of licence,
- b) the duration of each licence, and
- c) the current number of licences issued by the council.

3.2 The table shows that food premises licences make up the largest single area of licensing activity within the service. For comparison, figures from the last report to the Licensing Committee are also included.

3.3 Some of the licensable activities listed in Table 1 have been grouped together based on their similarities. Where this is the case additional tables are included in the following paragraphs to provide more detail about each grouping.

Table 1 – Break down of licences issued by Environmental Health

Licensable activity	Licence type	Licence duration	Number as of 04/02/25	Number as of 16/12/25
Food premises <i>See Table 2</i>	Registration / Approval	In perpetuity	1,592	1,558
Skin piercing <i>See Table 3</i>	Registration	In perpetuity	546	608
Houses in multiple occupation	Licence	Up to 5 years	106	111
Animal activities <i>See Table 4</i>	Licence	Up to 3 years	57	60
Environmental permits <i>See Table 5</i>	Permit	In perpetuity	34	34
Mobile homes sites	Licence	In perpetuity ^[1]	11	11
Cooling towers	Registration	In perpetuity	7	7
Dangerous wild animals	Licence	Up to 2 years	1	1
Zoos	Licence	Up to 6 years	1	1
Camp sites	Licence	In perpetuity ^[1]	0	0

^[1] Or until planning permission for the site expires.

4.0 Food hygiene interventions

- 4.1 As noted earlier, the Licensing Committee has a specific remit under the council's Constitution relating to activities involving food premises.
- 4.2 All food businesses must be registered with the council. In addition, businesses that process meat, fish or other animal products may require formal approval and are subject to stricter regulatory controls.
- 4.3 Table 2 below shows the number of food businesses in the district, grouped by categories used by the Food Standards Agency (FSA).

Table 2 – Breakdown of food premises within East Hertfordshire

Category of food premises	Number as of 16/12/25
Restaurants and catering	1,149
Retail	337
Manufacturers and packers	33
Distributors and transporters	20
Primary producers	13
Importers and exporters	6

- 4.4 As reported to the Licensing Committee on [22 October 2024](#), the Food Standards Agency (FSA) carried out a focused audit of the council's food safety service. Following this, in February 2024, the Council was placed on Stage 1 of the FSA's four-stage Performance Improvement Process (PIP). This required the council to produce an action plan to address identified shortfalls.
- 4.5 The FSA approved the action plan and subsequently de-escalated the Council. They continue to monitor our progress against the agreed actions.

- 4.6 On the 2 December 2025, following the 6-monthly LAEMS Return to the FSA in October 2025, the FSA wrote to the Council (Appendix C) confirming they are closing their engagement with us on the understanding that we:
- a) continue to realign to the Food Law Code of Practice and clear the backlog of interventions, and
 - b) inform the FSA if there is a change in our circumstances which negatively impact on our ability to realign with the Code of Practice.
- 4.7 Appendix B includes the full action plan and an update on progress for each action. Of the 21 actions:
- a) 16 have been completed,
 - b) one is on track to be completed within the target timeframe,
 - c) two are confirmed as delayed,
 - d) one is at risk of being delayed, and
 - e) one has missed their target.
- 4.8 **Update on missed actions:**
- a) Three category 'D' premises remain uninspected. Of these, one is not currently trading as it is undergoing major refurbishment and two are home caterers whom we believe are no-longer trading.
- 4.9 **Update on delayed actions:**
- a) The two delayed actions relate to reviewing the structure of the team to increase capacity and the recruitment and retention of staff. Both of these have been paused until a deep dive is completed. This will allow Leadership Team to consider any financial implications in full.
 - b) The review and deep dive will be important to help us decide how best to maintain the improvements achieved through the action plan over the long term.
- 4.10 The next performance report to the FSA is due in April 2026.

5.0 Overview of other activities regulated and licensed by Environmental Health

- 5.1 As noted in the report to the Licensing Committee on [22 October 2024](#), the Environmental Health team is still developing reporting tools to help the council extract meaningful management information about the licences it issues. Because of this, the data in this section is limited to the number of licences issued. It does not yet include information about whether licences were issued within target times.
- 5.2 ***Skin piercing activities*** include ear piercing, tattooing, acupuncture and electrolysis. To operate a skin piercing business, both the business and the individual carrying out the procedure must be registered with the council. Table 3 below shows the current number of registrations.

Table 3 - Breakdown of the current skin piercing registrations

Type of skin piercing registration	Number of premises as of 16/12/25	Number of operators as of 16/12/25
Acupuncture	46	79
Cosmetic piercing including ear piercing	40	101
Derma-rolling	3	2
Electrolysis	18	19
Microneedling	10	15
Semi-permanent skin colouring	70	80
Tattooing	51	74

- 5.3 ***Animal activity licences*** cover a range of different activities. Table 4 breaks these down by type of activity, rather than by the number of

premises. This is because a single premises may hold more than one type of licence.

Table 4 – Breakdown of the current animal activities licences

Type of animal activity licence	Number as of 16/12/25
Animal boarding (home boarding for dogs)	19
Animal boarding (cats)	13
Animal boarding (dogs)	10
Riding establishments	5
Animal boarding (day care for dogs)	4
Dog breeding	3
Pet shops	3
Performing animals	3

5.4 **Environmental permits** are required for businesses whose activities could pollute air, water or land. These permits set out:

- a) the monitoring the business must carry out, and
- b) the environmental limits the business must stay within.

Table 5 below shows the current environmental permits issued by the council.

Table 5 – Breakdown of the current environmental permits

Type environmental permit	Number as of 12/09/25
Stage 1 & Stage 2 – Petrol vapor recovery	12
Bulk cement	6
Dry cleaning	6
Vehicle refinishing	4
Mobile crushing and screening	3
Crematorium	1
Road coating	1
Vehicle coating	1

- 5.5 **Houses in Multiple Occupation (HMOs)** - Landlords must have a licence if they rent out a property to five or more people from more than one household, where tenants share amenities. The council currently licenses 111 HMOs, which house up to 735 people.
- 5.6 **Mobile homes sites** - A licence is usually needed if caravans are allowed on land for more than 28 days a year. Some exemptions apply, such as sites that are members of approved organisations like the Caravan and Camping Club. These sites still need planning permission. The council currently has 11 registered sites.
- 5.7 **Cooling towers** - The council registers cooling towers on premises where it enforces health and safety legislation, as well as those where the Health and Safety Executive (HSE) is the enforcing authority. There are currently six registered sites with cooling towers.
- 5.8 **Dangerous Wild Animals** – A licence is required if someone keeps an animal listed in the [Schedule](#) of the Dangerous Wild Animals Act 1976 and is not covered by a zoo licence. The council currently has one licence holder.

- 5.9 **Zoos** – A zoo licence is needed if someone keeps wild animals and opens the premises to the public for seven or more days a year. The council currently licenses one zoo in the district.
- 5.10 **Camp sites** – A campsite licence is needed if land is used for tents for more than 42 consecutive days or 60 days in a year. The council currently has no licensed campsites

6.0 Conclusion

- 6.1 This report highlights the important role Environmental Health plays in protecting public health through the regulation and licensing of food premises. It also provides wider context on the team's broader responsibilities and the challenges faced in maintaining service delivery, particularly around staffing and capacity.
- 6.2 Despite these challenges, significant progress has been made in delivering the FSA action plan, with most actions now completed or on track. Where delays or missed targets have occurred, clear steps are in place to address them, including a planned deep dive to support long-term service improvement.
- 6.3 Members are invited to consider the performance of Environmental Health in relation to both food premises and other licensable activities, and to pass any comments to the Executive Member for Wellbeing for consideration.

7.0 Implications/Consultations

7.1 Community Safety

a) None arising directly from this report.

7.2 Data Protection

a) None arising directly from this report.

7.3 Equalities

a) None arising directly from this report.

7.4 Environmental Sustainability

a) None arising directly from this report.

7.5 Financial

a) None arising directly from this report, although the need to maintain capacity and avoid a future backlog of food premises inspections is under close review.

7.6 Health and Safety

a) None arising directly from this report.

7.7 Human Resources

a) None arising directly from this report.

7.8 Human Rights

a) None arising directly from this report.

7.9 Legal

a) None arising directly from this report.

7.10 Specific Wards

a) Not applicable.

8.0 Background papers, appendices and other relevant material

8.1 Background Information:

- a) Licensing Committee report from 22 October 2024
<https://democracy.eastherts.gov.uk/ieListDocuments.aspx?CId=120&MId=5388&Ver=4&J=2>

8.2 Appendices

- a) Appendix A – Overview of Environmental Health functions
- b) Appendix B – Update on the 2024 FSA action plan.
- c) Appendix C – Email from the Food Standards Agency

Contact Member

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Report Author

Paul Thomas-Jones, Service Manager – Environmental Health

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Appendix A – Overview of functions undertaken by Environmental Health

Commercial team

- a) Food safety / hygiene
- b) Animal licences (animal boarding, dangerous wild animals, dog breeding, performing animals, pet shops, riding establishments and zoos)
- c) Private water supplies / private distribution networks
- d) Infectious diseases / outbreaks
- e) Other licences/consents (caravan sites, camp sites and skin piercing)
- f) Smoke-free
- g) Occupational health and safety

Environment team

- a) Nuisances (bonfires, light, noise, odour, smoke)
- b) Drainage (private sewers, cesspools, septic tanks & treatment works)
- c) Exhumations / public health burials
- d) Contaminated land
- e) Air quality monitoring, reporting, declaration of AQMA's, action planning.
- f) Permits to control emissions to air (dry cleaners, petrol stations, roadstone coating, vehicle refinishers)
- g) Asbestos work/removal in domestic premises (complaints)

Residential team

- a) Housing standards
- b) Housing complaints (disrepair, overcrowding, lack of facilities, pests within the property)
- c) Houses in Multiple Occupation, inspection and licensing
- d) Grants and loans (decent homes loans, overseeing disabled facilities grants (DFG) and discretionary DFGs)
- e) Immigration inspections
- f) Filthy & verminous people and/or premises
- g) House condition survey
- h) Illegal eviction and harassment
- i) Tenant protections including electrical safety standards and tenant fees act

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
<p>Service plan</p> <p>A new service plan will be needed for 2024/25.</p>	<p>1. 2024/25 service plan submitted to FSA, reflecting the actions detailed in this action plan.</p>	<p>Head of Housing and Health</p>	<p>April 2024</p>		<p>Completed</p>
<p>Preparation</p> <p>Actions needed to facilitate the action plan being delivered in a timely manner.</p>	<p>2. The Chief Executive and Deputy Chief Executive briefed and support given to remedial action plan to clear the backlog.</p>	<p>Service Manager (Environmental Health)</p>	<p>March 2024</p>		<p>Completed</p>
	<p>3. Seek agreement to appoint competent contractors from agencies other than Matrix due to the urgency of the work.</p>	<p>Service Manager (Environmental Health)</p>	<p>March 2024</p>		<p>Completed</p>

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
	4. Contractors appointed to assist current staff to clear the backlog of inspections.	Service Manager (Environmental Health)	March 2024		Completed
	5. Raise with the Executive Member for Wellbeing (portfolio holder for environmental health) the contents of the recent performance report from the FSA and our action plan.	Head of Housing and Health	March 2024		Completed
Backlog of new unrated food business	6. Backlog of unrated businesses to be cleared by March 2025, or sooner if	Service Manager (Environmental Health)	March 2025	16/12/2025 There are no uninspected premises	Completed

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
Recovery of the backlog of new food businesses which have not yet be risk assessed under the Food Law Code of Practice.	possible. Inspections will be spread evenly over the next twelve months.			that were registered before 1 st April 2024.	
Backlog of inspections for existing risk rated premises	7. Backlog of category 'A' inspections to be cleared by April 2024.	Service Manager (Environmental Health)	April 2024		Completed
Recovery of the backlog of established food businesses which are overdue for an inspection under the Food Law Code of Practice. This excludes category	8. Backlog of category 'B' inspections to be cleared by April 2024.	Service Manager (Environmental Health)	April 2024		Completed
	9. Backlog of category 'C' inspections to be cleared by	Service Manager (Environmental Health)	December 2024		Completed

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
'E' premises which are detailed separately below.	December 2024, or sooner if possible. Inspections will be spread evenly over the next nine months.				
	10. Backlog of category 'D' inspections to be cleared by July 2025, or sooner if possible. Inspections will be spread evenly over the next sixteen months.	Service Manager (Environmental Health)	July 2025	12/09/2025 There are currently three category 'D' premises which remain over-due for inspection from the FSA audit. Of these, two are home caterers which we believe are closed and one is undergoing significant renovations.	Overdue

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
<p>Backlog of inspections for existing 'E' risk rated premises</p> <p>Recovery of the backlog of established food businesses which are overdue for an inspection under the Food Law Code of Practice.</p>	<p>11. Develop a questionnaire as part of an alternative enforcement strategy which will encourage the lowest risk businesses in the district to self-assess against food hygiene standards in line with the Food Law Code of Practice.</p>	<p>Service Manager (Environmental Health)</p>	<p>April 2024</p>		<p>Completed</p>
	<p>12. Use existing staff and agency staff (where needed) to target those businesses where the questionnaire</p>	<p>Service Manager (Environmental Health)</p>	<p>May 2024 onwards</p>	<p>16/12/2024 – On track to achieve target.</p>	<p>On track</p>

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
	<p>indicates further intervention may be needed (such as a change in processes or a new business is operating from the premises) or where the questionnaires have not been returned.</p>				
	<p>13. Backlog of category 'E' inspections to be cleared by March 2027, or sooner if possible. Inspections will be spread evenly over the next thirty-five months.</p>	<p>Service Manager (Environmental Health)</p>	<p>March 2027</p>	<p>12/09/2025 The return rate for the questionnaires has been very low, which may have an impact on the Council's ability to recover this target by March 2027. We are currently exploring alternative options</p>	<p>At risk</p>

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
				for the interventions at these premises.	
Interventions due 2025/26 onwards	14. Following the current council-wide review (anticipated to be completed by September 2024), undertake a specific service review of Environmental Health to identify resources and structures to meet food hygiene statutory duties.	Head of Housing and Health and Service Manager (Environmental Health)	March 2025	12/09/2025 The Finance Team plan to undertake a “deep dive” into the staffing position within Environmental Health to help the Council reassure itself that all staffing resources are being appropriately used. A start date has not yet been determined.	Delayed
	15. Work with HR to assess the environmental health team’s	Service Manager (Environmental Health)	March 2025	17/09/2025 This has been delayed until the deep dive mentioned	Delayed

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
	eligibility to benefit from the council's recruitment and retention options.			above has been undertaken so that Leadership Team can review any financial implications in the whole.	
Communication of risk to the portfolio holder	16. Review and, if necessary, amend the performance indicators to ensure they accurately reflect the performance against the Food Law Code of Practice.	Service Manager (Environmental Health)	April 2024		Completed
	17. Schedule regular updates to the Executive Member for Wellbeing (portfolio holder for	Service Manager (Environmental Health)	April 2024		Completed

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
	environmental health) who has responsibility for overseeing food safety and hygiene work. Reports to update progress on the action plan.				
Provision of data / information to the FSA	18. Ensure regular dialogue with the FSA and ensure prompt response to any communications from them.	Service Manager (Environmental Health)	March 2024 onwards		Completed
	19. Review the new template for the annual return, develop a report to extract this	Service Manager (Environmental Health)	April 2024		Completed

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
	information from Uniform.				
	20. Arrange for Power BI licences to be issued to key officers. Officers currently using a free trial which expires in April.	IT service	April 2024		Completed.
	21. Arrange for suitable Power BI training.	Service Manager (Environmental Health)	Summer 2024	08/04/2024 Completed. While corporate training has not been delivered, it is believe experience within the team will be sufficient	Completed

Action plan for East Hertfordshire District Council

Updated 16/12/2025

What? Issue to be addressed	How? Planned action to secure improvement	By whom? Name of lead officer	By when? Date	Notes	Status
				for the purposes of this audit.	

Paul Thomas-Jones

From: [REDACTED]@food.gov.uk>
Sent: 02 December 2025 17:06
To: [REDACTED]
Subject: [External] October 25 Enforcement Return - East Hertfordshire

OFFICIAL-SENSITIVE

Dear [REDACTED]

Thanks for completing the October 25 enforcement return for E Herts and making the subsequent corrections to the data.

I have now had an opportunity to review your return. You have made excellent progress with reducing your backlog of overdue interventions in the A- D category with just a small number of Cs and Ds outstanding and are also making good progress with reducing your unrated backlog.

Based on the data provided in the October 2025 return I am content that there is sufficient assurance for us to close our current engagement at this time.

In closing our engagement with you, our expectation is that the authority will :-

- Continue to realign with the Food Law Code of Practice and clear the backlog of interventions including those at establishments rated E.
- inform the FSA's Performance Management Team without delay if there is any change in circumstances, which negatively impacts on the ability of the authority to realign with the Code.

We will continue to monitor the delivery of official food controls at East Hertfordshire through the twice-yearly returns, and any other intelligence received, as we do with all local authorities.

I would like to take this opportunity to thank you and your team for your cooperation and hard work during our engagement with you .

If you have any queries with regards to the content of this letter or require any further clarification in relation to our expectations, please contact me.

Kind Regards

[REDACTED]

Food Standards Agency
Official Food and Feed Controls, Performance Management Team
Email: [REDACTED]
Telephone number : [REDACTED]

East Herts Council Report

Licensing Committee

Date of Meeting: 7 January 2026

Report by: Cllr Vicky Glover-Ward, Executive Member for Planning and Growth

Report title: Review of licensing activity for Quarter 1 of 2025-26 financial year

Ward(s) affected: All

Summary – Quarterly reports are presented to Licensing Committee to ensure the supervision of key areas of regulation and allow the members to review the evidence to ensure the council is fulfilling its responsibilities.

RECOMMENDATIONS FOR Licensing Committee:

- (a) That members review and comment on the Licensing activity from the first quarter of the 2025-26 financial year (01 April 2025 – 30 June 2025)**

1.0 Proposal(s)

- 1.1 That the report is considered by members of the Licensing Committee.

2.0 Background

- 2.1 The council's Licensing and Enforcement Team covers Hackney Carriage and Private Hire licensing, alcohol, entertainment and late-night refreshment licensing and notices, along with more infrequent applications relating to, among other things, scrap metal dealing, pavement licensing, street trading and gambling.
- 2.2 This report presents data from the first quarter of the 2025 -2026 financial year (01 April 2025 – 30 June 2025) on processing and enforcement, delegated decisions, and on Licensing Sub Committee involvement on licences, notices, and permits and applications including:
- alcohol, entertainment, and late-night refreshment licences

- under the Licensing Act 2003;
- gaming under the Gambling Act 2005;
- taxi drivers, vehicle proprietors and operators under the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.

3.0 Reason(s)

Complaints handling

- 3.1 Members have previously requested that details be provided in relation to any trends in the types of complaints received.

Licensing Act

During Q1 one complaint was received. This related to:

- Tamarind Tree, Bishop's Stortford. There was an allegation that the premises were selling alcohol without a licence. A test purchase was carried out by two officers and the premises did sell alcohol without a premises licence. The owner of the premises was interviewed and advice was given. Subsequent revisits have not found evidence of continued alcohol sales.
- 3.2 It is worth bearing in mind that enforcement of licensing conditions is not a statutory matter, it is a discretionary function for individual councils to choose to provide should they wish. To date, the council has chosen to have a licensing enforcement function. It is the council's part-time licensing enforcement officers along with the support of the senior licensing and enforcement officer who have been undertaking increased out-of-hours observations in the evenings and at weekends, including into the early hours of Sunday mornings. Out-of-hours working allows officers to witness any issues and reach a conclusion regarding the validity of a complaint.

Hackney carriage and private hire

- 3.3 The enforcement team's work involves ensuring that all necessary documentation for taxi drivers and vehicles is received, therefore ensuring licences are valid. The enforcement team ensures that people with expired documents are suspended until they produce the required proof.
- 3.4 Licensing Enforcement now checks all the Vehicle Condition

Certificates (VCC) and MOT documentation to ensure that our vehicle inspection standards are being continually met. This is to ensure authorised garages are working in line with the council's vehicle standards.

- 3.5 In Q1, 12 Licensing Record Points (LRP) were issued to a driver who failed to notify the licensing authority that he had received points on his DVLA driving licence. In total he had received 15 penalty points on his DVLA licence for speeding and driving without due care and attention. He subsequently surrendered his taxi driver's licence to the council.
- 3.6 In Q1, fifteen complaints were received in relation to private hire and hackney carriage licences, these related to:
- careless driving (2 complaints). Two drivers were spoken to and given advice
 - a driver refused to allow a passenger to pay using a card machine (6 complaints). Drivers spoken to and given advice
 - damaged or faulty roof lights (5 complaints), drivers were contacted, and these roof lights have all now been replaced
 - issues around Bishop's Stortford Train Station with illegal plying for hire from drivers/vehicles not permitted to use the private station rank (1 complaint). The driver was spoken to but ultimately it is a matter for the rank operator
 - not displaying plate correctly on the back of the vehicle (1 complaint). The driver was called in and the vehicle was inspected; the plate had been displayed properly by this time.

Street trading and pavement licenses

- 3.7 In Q1 one complaint was received regarding street trading.
- Ice cream van being parked too close to a secondary school in Bishop's Stortford. Checks showed that the vendor's street trading consent had expired so he was spoken to regarding making an application and reminded of the rules regarding proximity to school locations.
- 3.8 One complaint was received regarding pavement licences in Q1.
- Slice City Pizza in Hertford – a resident reported an issue with tables and chairs on the highway, with no pavement licence applied for. Premises visited and advice given but no application

has subsequently been received. Follow up visits are planned.

Charity collections

- 3.9 No complaints were received regarding either house-to-house or street collections in Q1.

Performance monitoring

- 3.10 The figures for the quarterly performance indicators for licensing for Q1 are detailed in the table below.

Performance indicator – cumulative (reported quarterly) within the year unless otherwise stated	2025/2026 target	Q1 2025-26 performance
Percentage of valid personal licences processed within 2 weeks	90%	95%
Percentage of valid temporary event notices processed within 72 hours	90%	98%
Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to date of determination)	90%	100%
Percentage of driver’s licences issued within 30 working days of validation	90%	100%

- 3.11 Performance data for Q1 can be found at **Appendix A**.

4.0 Options

- 4.1 To not provide the members of the Licensing Committee with quarterly reports. This option has been dismissed at previous meetings as it would not allow members to oversee this area of regulation.

5.0 Risks

- 5.1 None identified by author.

6.0 Implications/Consultations

Community Safety

Proper scrutiny of the work of the Licensing & Enforcement team helps to ensure that policies and procedures promote community safety.

Data Protection

None

Equalities

None

Environmental Sustainability

None

Financial

None as any work either carried out or proposed will be possible within existing budgets.

Health and Safety

Some parts of the regulatory regimes covered in this report contribute to health & safety by ensuring standards are maintained.

Human Resources

None

Human Rights

None

Legal

None

Specific Wards

None

7.0 Background papers, appendices and other relevant material

- 7.1 **Appendix A** – Performance data from 01 April 2025 – 30 June 2025. Including figures for applications and granted licences, notices, and other permissions.

Contact Member

Councillor Vicky Glover-Ward, Executive Member for
Planning & Growth

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Contact Officer

Jonathan Geall, Director for Communities

Contact Tel No 01992 531594

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Report Author

Gina Winn - Licensing Enforcement Officer

gina.winn@eastherts.gov.uk

Q1 2025-26 Data: 01 April 2025 – 30 June 2025

Licensing Act 2003

Premises Licence Applications	Q1
Change of designated premises supervisor	28
Transfer of premises licence	12
New	8
Variation	2
Minor Variation	4
Review	0
Interim Authority notice	0
Suspended	0

Club Premises Certificates Applications	Q1
New	0
Variation	0
Minor Variation	0
Transfer of premises licence	0
Interim Authority notice	0
Review	0
Cancelled/surrendered	0
Suspended	0

Personal Alcohol Licences Applications	Q1
New	22
Refused	0

Temporary Event Notices (TENs)	Q1
TENs received	234
Objections (Police or Environmental Health)	0
Granted (with conditions)	0
Refused (counter notice issued)	0

GAMBLING ACT 2005

New Applications	Q1
Small Society Lotteries	13
Notification of Gaming Machines	0
Betting Premises Licence (Betting shops)	0
Club Machine Permits	1
Licensed Premises Gaming Machine Permit	1

CHARITY COLLECTIONS

New Applications	Q1
Street Collections	8
House To House	0

These figures do not include direct debit collections or those charities with a national dispensation to collect who simply notify us of their intention to collect in East Herts.

DISTRIBUTION OF FREE LITERATURE

	Q1
Currently issued	4
New applications	1

TAXIS

Dual Drivers (Hackney Carriage and Private Hire)	Q1
New	4
Renewed	30

Private Hire Drivers	Q1
New	8
Renewed	5

Private Hire Operators	Q1
New	5
Renewed	0

Hackney Carriage Vehicles	Q1
Renewed	44
Change of vehicle	14
New	0

Private Hire Vehicles	Q1
Renewed	11
Change of vehicle	3
New	3

	Q1
Courtesy vehicles*	1

*vehicles temporarily replacing those damaged in accidents.

PAVEMENT LICENCES

	Q1
New Applications	8
Refused	0
Renewal	3
Invalid	0

STREET TRADING

	Q1
New Applications	10
Refused	1
Renewal	4
Invalid	2

TOTALS NUMBERS OF LICENCES

Type of Licence	End of year 21/22	End of year 22/23	End of year 23/24	End of year 24/25	End of Q1 25/26
Personal Alcohol Licences	2162	2256	2318	2355	2380
Premises Licence	637	636	653	670	650
Club Premises Certificates	35	34	34	34	32
Dual Drivers (able to drive both Private Hire and Hackney Carriage vehicles)	246	209	219	220	213
Hackney Carriage Vehicles	199	200	196	180	178
Private Hire Vehicles	48	58	67	68	64
Private Hire Drivers	47	52	59	57	56
Private Hire Operators	27	30	36	42	45
Betting Premises Licence	14	13	13	13	12
Pavement Licences	11	8	9	16	20

East Herts Council Report

Licensing Committee

Date of meeting: 07 January 2026

Report by: Cllr Vicky Glover-Ward, Executive Member for Planning and Growth

Report title: Review of Licensing Activity for Quarter 2 of 2025-2026 Financial Year

Ward(s) affected: (All Wards);

Summary – Quarterly reports are presented to Licensing Committee to ensure the supervision of key areas of regulation and allow the members to review the evidence to ensure the council is fulfilling its responsibilities.

RECOMMENDATIONS FOR Licensing Committee:

- (a) That members review and comment on the Licensing activity from the first quarter of the 2025-26 financial year (01 July 2025 - 30 September 2025)**

1.0 Proposal(s)

- 1.1 That the report is considered by members of the Licensing Committee.

2.0 Background

- 2.1 The council's Licensing and Enforcement Team covers Hackney Carriage and Private Hire licensing, alcohol, entertainment and late-night refreshment licensing and notices, along with more infrequent applications relating to, among other things, scrap metal dealing, pavement licensing, street trading and gambling.
- 2.2 This report presents data from the first quarter of the 2025 - 2026 financial year (01 July 2025 – 30 September 2025) on processing and enforcement, delegated decisions, and on

Licensing Sub Committee involvement on licences, notices, and permits and applications including:

- alcohol, entertainment, and late-night refreshment licences under the Licensing Act 2003;
- gaming under the Gambling Act 2005;
- taxi drivers, vehicle proprietors and operators under the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847.

3.0 Reason(s) Service Requests

- 3.1 Members have previously requested that details be provided in relation to any trends in the types of complaints received.

Licensing Act

During Q2 7 service requests were received. This is related to:

- **The Mexican, 102, High St, Ware.** A-board displayed on pavement, causing pedestrian obstruction. Complainant advised to speak with Hertfordshire Highways.
- **Jacoby's, 13-15, West St, Ware.** Complaint received from the police. Loudspeakers were erected at the front of the premises in Tudor Square, for a weekend resident DJ. The DPS was visited by enforcement officers at the premises and made aware that the current premises license did not cover the premises to play music outside. A Temporary Event Notice was to be put in place for future outside DJ events. No further complaints were received after the visit.
- **Quattro Lounge, Unit 4, Bircherley Green, Hertford.** Complaint received from a resident regarding noise levels of customers from the premises. The resident asked for the licensing hours to be amended from 12am to 11pm. An email was sent to the complainant to explain that no breaches had taken place as all licensable activity had ceased at Midnight. The complainant was advised of the process of reviewing the licence.

One of the noise issues at the premises was the scraping of chairs and tables at the front of the premises. A condition on the license stated that table and chairs are to be rendered

unusable after 11pm. A visit was made to the premises by enforcement officers, and the DPS was spoken to. He was aware of the condition and was making every effort to comply with the condition. No further complaints were received after the visit.

- **Blackbirds, 15-17, Parliament Square, Hertford.**

Complaint received from a resident regarding noise issues. This was investigated and subsequently found that the premises was not in breach of their license. Noise issues were being dealt with by Environmental Health.

The premises were visited by enforcement officers on the evening of 15.08.2025 and it was noticed that a fire exit had been padlocked shut whilst the premises were open. The fire authorities were alerted, and the premises visited and spoken with. A meeting was requested with the DPS of the premises and enforcement officers visited to speak with her about storing tables and chairs on the pavement, and to discuss the padlocking of the fire exit. Both issues had been rectified before the meeting took place. No further complaints have been received.

- **The Castle PH, 38, Castle St, Bishops Stortford.**

A complaint received from a nearby resident about noise issues from a smoking area at the back of the pub, and people congregating at the front of the premises with customers leaving the premises past midnight. A meeting was arranged with the DPS of the premises with enforcement officers. The residents' issues were discussed with the DPS and how changes could be made. The DPS went away and made changes to the day-to-day running of the premises.

An email was received on 14.09.2025 from the complainant to say how much better noise levels had been since the changes were implemented. A great outcome to a noise issue for an East Herts resident.

- **Proove, Ground Floor, 3 Parliament Square, Hertford.** An anonymous complaint was received that no license was in

place at the premises. This was investigated and found to be incorrect. A transfer and change of DPS application have been made for the premises by the new owners.

- **Sawbridgeworth Football Club, Crofters, Sawbridgeworth.** An anonymous complaint was received the club was not licensed to sell alcohol. This was investigated and found to be incorrect. The premises is licensed to sell alcohol under a club premises license.

3.2 It is worth bearing in mind that enforcement of licensing conditions is not a statutory matter, it is a discretionary function for individual councils to choose to provide should they wish. To date, the council has chosen to have a licensing enforcement function. It is the council's part-time licensing enforcement officers along with the support of the senior licensing and enforcement officers who have been undertaking increased out-of-hours observations in the evenings and at weekends, including into the early hours of Sunday mornings. Out-of-hours work allows officers to witness any issues and reach a conclusion regarding the validity of a complaint.

Hackney carriage and private hire

- 3.3 The enforcement team's work involves ensuring that all necessary documentation for taxi drivers and vehicles is received, therefore ensuring licenses are valid. The enforcement team ensures that people with expired documents are suspended until they produce the required proof.
- 3.4 Licensing Enforcement checks all the Vehicle Condition Certificates (VCC) and MOT documentation to ensure that our vehicle inspection standards are being continually met. This is to ensure authorised garages are working in line with the council's vehicle standards.
- 3.5 In Q2, 4 Licensing Record Points (LRP) were issued to a driver. This was for illegal parking. The driver was given points for breaching a Traffic Regulation Order (TRO) by parking on the pavement causing an obstruction to pedestrians near to the Bishops Stortford train station.

3.6 In Q2, 9 service requests were received in relation to private hire and hackney carriage licenses, these related to:

- A Hackney Carriage driver plying for hire at Bishops Stortford Train Station. The driver was spoken to and given 4 Licensing Record Points for breaching a Traffic Regulation Order. No further complaints were received.
- Private Hire driver using the Hackney Carriage rank to stop outside of Wetherspoons, Bishops Stortford. The driver was spoken to and given a verbal warning. No further complaints were received.
- A complaint received from a member of the public that he had been refused a taxi journey home by a driver at the front of the taxi rank, because it was a short journey. The driver was invited in for an interview and given a warning as no evidence was found he had refused the fare. Words of advice given.
- A complaint received from a driver/operator that data protection had been breached from another operator. This was investigated and the operator was given advice on how to deal with the data breach.
- 3 complaints received regarding the incorrect displaying of plates on vehicles. All drivers were contacted and asked to bring their vehicle in for an inspection. All drivers complied and no further action was taken.
- 1 complaint received that a vehicle registration plate had been repaired using a black marker. The driver was given 7 days to replace the registration plate; it was rectified within 24 hours. No further action was taken.
- Enforcement officers completed a taxi rank inspection on Friday 15th August 2025 in Hertford. At the Railway St rank, a vehicle was spotted by enforcement officers with damage to the left side of the vehicle. The owner of the vehicle was contacted and asked to bring the vehicle in for inspection. He was given 7 days to get the vehicle repaired but the driver had the vehicle repaired within 24 hours.

Street trading and pavement licenses

3.7 In Q2 two service requests were received regarding street trading.

- A complaint was received regarding a resident in Piggott's Way, Bishops Stortford selling cookies and cakes from a small shed on the boundary of their property.

This has been investigated, and evidence was found on Facebook promoting a business trading at this location. Although the business was food registered, they did not have a street trading licence in place. A letter and email were sent, and a visit took place to the address when no contact was received from the owner. This is ongoing and further enforcement action will be considered if they continue to trade without a licence.

- Hertford market flower stall - Complaint received that the stall owner was dumping rubbish in council bins. Attempts to contact the complainant have been made to get them to submit a witness statement to support the allegation but no response has been received. The stall holder has been contacted regarding the need to have a trade waste agreement in place.

3.8 Two service requests were received regarding pavement licenses in Q2.

- Tilly's Gelato, Hertford - a complaint received about tables and chairs on the highway and being moved into the service road area by customers. The pavement license that was in place has now expired and a new license needs to be applied for. Premises visited and advice given, but no application has subsequently been received. Follow-up visits are planned.
- Coffee Lab, Bishops Stortford – a complaint received from a councilor that a new café had opened in Potter St, Bishops Stortford, with table and chairs on the highway. This was investigated and the premises visited. The owner had already applied, and the application was being processed at the time.

Charity collections

3.9 No complaints were received regarding either house-to-house or street collections in Q2.

Performance monitoring

3.10 The figures for the quarterly performance indicators for licensing for Q2 are detailed in the table below.

Performance indicator – cumulative (reported quarterly) within the year unless otherwise stated	2025/2026 target	Q2 2025-26 performance
Percentage of valid personal licences processed within 2 weeks	90%	93%
Percentage of valid temporary event notices processed within 72 hours	90%	95%
Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to date of determination)	90%	100%
Percentage of driver’s licences issued within 30 working days of validation	90%	100%

3.11 Performance data for Q2 can be found at **Appendix A**.

4.0 Options

4.1 To not provide the members of the Licensing Committee with quarterly reports. This option has been dismissed at previous meetings as it would not allow members to oversee this area of regulation.

5.0 Risks

5.1 None identified by author.

6.0 Implications/Consultations

Community Safety

Proper scrutiny of the work of the Licensing & Enforcement team helps to ensure that policies and procedures promote community safety.

Data Protection

None

Equalities

None

Environmental Sustainability

None

Financial

None as any work either carried out or proposed will be possible within existing budgets.

Health and Safety

Some parts of the regulatory regimes covered in this report contribute to health & safety by ensuring standards are maintained.

Human Resources

None

Human Rights

None

Legal

None

Specific Wards

None

7.0 Background papers, appendices and other relevant material

- 7.1 **Appendix A** – Performance data from 01 July 2025 – 30 September 2025. Including figures for applications and granted licences, notices, and other permissions.

Contact Member

Councillor Vicky Glover-Ward, Executive

Executive Member for Planning and Growth

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Q2 2025-26 Data: 01 July 2025 – 30 September 2025

Licensing Act 2003

Premises Licence Applications	Q2
Change of designated premises supervisor	26
Transfer of premises licence	5
New	5
Variation	0
Minor Variation	3
Review	0
Interim Authority notice	0
Suspended	0

Club Premises Certificates Applications	Q2
New	0
Variation	0
Minor Variation	0
Transfer of premises licence	0
Interim Authority notice	0
Review	0
Cancelled/surrendered	0
Suspended	0

Personal Alcohol Licences Applications	Q2
New	25
Refused	0

Temporary Event Notices (TENs)	Q2
TENs received	135
Objections (Police or Environmental Health)	0
Granted (with conditions)	0
Refused (counter notice issued)	0

GAMBLING ACT 2005

New Applications	Q2
Small Society Lotteries	3
Notification of Gaming Machines	1
Betting Premises Licence (Betting shops)	0
Club Machine Permits	0
Licensed Premises Gaming Machine Permit	0

CHARITY COLLECTIONS

New Applications	Q2
Street Collections	7
House To House	4

These figures do not include direct debit collections or those charities with a national dispensation to collect who simply notify us of their intention to collect in East Herts.

DISTRIBUTION OF FREE LITERATURE

	Q2
Currently issued	1
New applications	1

TAXIS

Dual Drivers (Hackney Carriage and Private Hire)	Q2
New	3
Renewed	38

Private Hire Drivers	Q2
New	6
Renewed	6

Private Hire Operators	Q2
New	3
Renewed	0

Hackney Carriage Vehicles	Q2
Renewed	45
Change of vehicle	3
New	3

Private Hire Vehicles	Q2
Renewed	16
Change of vehicle	0
New	6

	Q2
Courtesy vehicles*	1

*vehicles temporarily replacing those damaged in accidents.

PAVEMENT LICENCES

	Q2
New Applications	1
Refused	0
Renewal	0
Invalid	0

STREET TRADING

	Q2
New Applications	3
Refused	0
Renewal	0
Invalid	0

TOTALS NUMBERS OF LICENCES

Type of Licence	End of year 21/22	End of year 22/23	End of year 23/24	End of year 24/25	End of Q2 25/26
Personal Alcohol Licences	2162	2256	2318	2355	2420
Premises Licence	637	636	653	670	620 ¹
Club Premises Certificates	35	34	34	34	31
Dual Drivers (able to drive both Private Hire and Hackney Carriage vehicles)	246	209	219	220	203
Hackney Carriage Vehicles	199	200	196	180	175
Private Hire Vehicles	48	58	67	68	59
Private Hire Drivers	47	52	59	57	55
Private Hire Operators	27	30	36	42	49
Betting Premises Licence	14	13	13	13	12
Pavement Licences	11	8	9	16	12

¹ At the end of the financial year 2024/25 there were several time limited licences in place that have expired. Invoicing of annual fees has moved from finance to the Licensing Team. As part of this work the team are attempting to contact licence holders with outstanding annual maintenance fees. This is resulting in inactive licences being surrendered and several licences being found to have lapsed due to insolvency or the death of the licence holder.