

## Appendix C

During the last financial year, 143 actions were undertaken which are divided between visits, inspections, and investigations. The previous three years' information is provided in the table for comparison.

<b>Type</b>	<b>2022/23 totals</b>	<b>2023/24 totals</b>	<b>2024/25 totals</b>	<b>2025/26 totals</b>
Licensing Act 2003 visits to check statutory notices displayed following receipt of an application	32	47	55	20 <sup>1</sup>
Licensing Act 2003 premises visits (routine visits)	16	20	30	15 <sup>2</sup>
Licensing Act 2003 investigations (following complaints)	21	19	17	14
Licensing Act 2003 invoice visits	2	0	0	2
Taxi inspections (routine)	13	27	34	21
Taxi investigations (following complaint)	30	21	22	42
Street trading visits & inspections (routine)	3	6	0	5
Street trading investigations (following complaint)	2	0	3	12
Pavement licences visits/inspections/complaints	6	5	11	10
Gambling Act 2006 visits/inspections/complaints	0	0	0	2
Charity collection visits/inspections/complaints	0	0	0	0
<b>Total actions</b>	<b>119</b>	<b>140</b>	<b>172</b>	<b>143</b>

Licensing Record Points: There has been an increase in Licensing Record Points being issued due to more proactive work being undertaken. A total of 171 points were issued to 32 drivers under the Licensing Record Points (LRP) scheme for the hackney carriage and private hire trade in this financial year. The quarterly reports have

<sup>1</sup> Decrease as more emphasis put on requiring applicants to demonstrate that they have advertised their application correctly.

<sup>2</sup> Decrease due to a period without permanent Licensing Officer's so Enforcement assisted with meeting statutory requirements.

detailed the reasons that these points have been issued, a non-exhaustive list is below;

Drivers failing to notify the licensing authority that they had received points on their DVLA driving licence.

- Illegal parking.
- Breaches of Traffic Regulation Orders.
- Driver misconduct.
- Unacceptable standards of driving.
- Taxi plate displayed incorrectly.
- Late submission of documents (VCC's, MOT's and insurance).

Four individuals accumulated 12 points or more leading to a review of their fitness and propriety, one surrendered his licence, and three others have yet to be concluded.

During this period, work has been completed to bring the process for inspecting licensed vehicles back to the team to ensure the required standards are maintained due to incidents of sub-standard vehicles receiving pass certificates from some authorized garages. None of these occurrences risked public safety.

The figures for the performance indicators for Licensing activity in 2025/2026 are detailed in the table below and compared with that of 2022/23, 2023/24 and 2024/25.

<b>Performance indicator – cumulative within the year unless otherwise stated</b>	<b>Targets</b>	<b>2022/2023</b>	<b>2023/2024</b>	<b>2024/2025</b>	<b>2025/2026</b>
Percentage of valid personal licences processed within 2 weeks	<b>90%</b>	100%	90%	96%	94%
Percentage of valid temporary event notices processed within 72 hours	<b>90%</b>	96%	95%	98%	96%
Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	<b>99%</b>	100%	100%	100%	100%
Percentage of driver's licences issued within 30 working days of validation	<b>95%</b>	99%	96%	100%	100%

During the 2025/26 financial year, there were five hearings convened to decide applications for licensed premises and events, which received representations. This number included one review of an existing premises licence.

One of the review hearings below, as shown, was cancelled at short notice as the premises licence was surrendered pre-hearing.

<b>Premises and date of hearing</b>	<b>Location</b>	<b>Type of application</b>	<b>Resolved</b>
Knight Street Vault (22/04/2025)	Sawbridgeworth	New Premises Licence	Granted with conditions
Dirties (22/04/2025)	Hertford	Review	Revoked
Sign of the times (28/05/2025)	Little Hadham	Review	Licence Surrendered pre-hearing
Standon Calling (26/09/2025)	Standon	New Premises Licence	Granted with conditions – Licence later lapsed <sup>3</sup>
Sound Live Ltd (19/12/2025)	Tewin	New Premises Licence	Refused – Appeal lodged <sup>4</sup>

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<sup>3</sup> The company that was the premises licence holder went into liquidation, and no transfer application was made within the statutory period.

<sup>4</sup> The applicant's representative has informed the Licensing Authority that they have appealed this decision but did not provide any supporting paperwork and the court has not confirmed if any such appeal has been lodged.

## Detailed performance data and year-on-year comparison figures.

### Licensing Act 2003

<b>Premises Licence Applications</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
Change of designated premises supervisor	81	84	81	89
New	36	26	24	24
Transfer of premises licence	27	22	22	46
Variation	14	13	4	3
Minor Variation	9	9	17	14
Review	0	1	2	0
Interim Authority notice	0	0	0	0
Suspended	0	0	0	0

<b>Club Premises Certificates Applications</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	0	1	0	0
Variation	0	0	0	0
Minor Variation	0	0	0	0
Transfer of premises licence	0	0	0	0
Interim Authority notice	0	0	0	0
Review	0	0	0	0
Cancelled/surrendered	0	0	0	0
Suspended	0	0	0	0

<b>Personal Alcohol Licences Applications</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	73	69	70	83
Refused	0	0	0	0

<b>Temporary Event Notices (TENs)</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
TENs received	688	747	702	651
Objections (Police or Environmental Health)	0	0	2	0
Refused	0	0	1	0

## GAMBLING ACT 2005

<b>New Applications</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
Small Society Lotteries	84	83	86	79
Notification of Gaming Machines	2	4	7	15
Betting Premises Licence (Betting shops)	1	1	0	0
Club Machine Permits	0	0	1	2
Licensed Premises Gaming Machine Permit	0	0	2	1

## CHARITY COLLECTIONS

<b>New Applications</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
Street Collections	48	42	42	30
House To House	16	14	15	13

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

	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
Currently issued	5	5	6	17
New applications	7	4	9	12

## TAXIS

<b>Dual Drivers (Hackney Carriage and Private Hire)</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	6	19	15	11
Renewed	118	13	57	111

<b>Private Hire Drivers</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	12	54	32	25
Renewed	13	2	8	14

<b>Private Hire Operators</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	5	10	11	13
Renewed	0	2	0	3

<b>Hackney Carriage Vehicles</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	10	16	7	4
Renewed	131	173	174	164
Change of vehicle	14	61	46	26

<b>Private Hire Vehicles</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
New	18	33	33	21
Renewed	27	43	41	50
Change of vehicle	6	11	7	4

<b>Courtesy</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
Courtesy vehicles*	25	13	21	6

\*vehicles temporarily replacing those damaged in accidents.

### LICENSING RECORD POINTS ISSUED

	22/23	23/24	24/25	25/26
Points issued	30**	18	0	171
Number of drivers issued points	4	4	0	32
Percentage of licence holders issued points*	1.5%	1.4%	0	12.4%

\* Based on 261 drivers in 22/23, 278 drivers in 23/24, 258 drivers in 25/26

\*\* 9 of the 30 Licensing Record Points were withdrawn following an appeal.

### PAVEMENT LICENCES

	22/23	23/24	24/25	25/26
New Applications	9	12	32	16
Renewal	0	1	2	4
Refused	0	0	1	0
Invalid	1	2	3	4
Withdrawn	0	0	1	2
Surrendered	0	0	1	0

### STREET TRADING

	22/23	23/24	24/25	25/26
New Applications	30	26	25	30

### TOTALS NUMBERS OF LICENCES

Type of Licence	End of year 22/23	End of year 23/24	End of year 24/25	End of year 25/26
Personal Alcohol Licences	2256	2318	2355	2437
Premises Licence	636	653	670	620
Club Premises Certificates	34	34	34	31
Dual Drivers (able to drive both Private Hire and Hackney Carriage vehicles)	209	219	220	203
Hackney Carriage Vehicles	200	196	180	175
Private Hire Vehicles	58	67	68	59
Private Hire Drivers	52	59	57	55
Private Hire Operators	30	36	42	49
Betting Premises Licence	13	13	13	12
Pavement Licences	8	9	16	30