

EAST RENFREWSHIRE LOCAL LICENSING FORUMJanuary 2017 to December 2017Complaint Report by Licensing Standards Officer**PURPOSE OF REPORT**

1. To provide general information to Forum Members of the number and types of complaints received over the period of January to December 2017.

REPORT

At previous meetings of the forum the members have requested information regarding complaints made to the LSO relating to the Licensing (Scotland) Act 2005. Whilst it is acknowledged that the forum may not focus on a singular complaint it was agreed that general information that show trends and types would be drafted.

It should be noted these figures were impacted by an 8 week absence period by the LSO.

The current position is as follows:

<u>Premises Type</u>	<u>Number Of Complaints</u>	<u>Nature of Complaints</u>	<u>Mediation Required</u>	<u>Compliance Note/Advice Note issued</u>
Public House	22	2 issues of premises management failures 10 Noise and dispersal issue 10 issues of Breach of Operating Plan	22 cases of mediation	2 Formal Advice Notes Issued 1 Police Intervention Order
Member Club	39	16 noise and dispersal issues 20 Operating Plan Breaches 3 Price Promotion Issues	39 cases of mediation.	4 Formal Advice Notes Issued

Hotel	3	1 Noise and dispersal issues 2 Breach of operating plan	3	0
Off Sale	27	12 Breaches of Operating Plan 9 Issue of noise and disorder 6 Price Promotion issues	27	1 Advice Note Issued
Food Based	20	9 Breaches of operating plan 4 Price Promotion issues 7 Noise and Disorder issues	20	6 Formal Advice Notes Issued
Occasional Licence	71	56 Potential breaches of the conditions of the occasional licence 15 Breaches of noise and dispersal issues	71	0

RECOMMENDATION

4. That the Forum notes the above.

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