

Creating a Balanced Night Time Economy in Tower Hamlets Scrutiny Review Action Plan

Recommendation 1: The Council develops a vision for the coming five to ten years for the Night Time Economy in the Borough
Economic Development – Andy Scott

Comments from Service:

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Scoping out the nature and ambit of the development task relating to the vision, and seeking feedback on the scoping proposals.	Huw Morgan-Thomas	December 2017
Specification of task description consistent with feedback received	Huw Morgan-Thomas	January 2018
In accordance with the specification, setting deadlines for: production of a draft vision; circulation of the draft to stakeholders; and production of an agreed text.	Huw Morgan-Thomas	January 2018

Recommendation 2: The Council appoints a “Night Czar” for the Borough who is a champion for a balanced Night Time Economy, a voice for all and not just businesses and their customers.

Comments from Service:

With the Mayor's agreement, Cllr Peck has been appointed as a member Nighttime Economy Champion, and Dave Tolley as the officer champion. This is a London-wide scheme put in place by the London Mayor's Nighttime Economy Czar. Both are invited to attend meetings of all of the London champions from each borough.

This is a partnership which is delivering evidenced outcomes.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
N/A		

Recommendation 3: The Council urgently reviews its Cumulative Impact Zone as the policy has failed to control the growth of licensed premises

Trading Standards & Env Health - Dave Tolley

Comments from Service:

The Brick Lane CIZ has seen a reduction in number of new applications and complaints made to Services in the three years after its introduction. The CIZ is part of the Licensing Policy consultation process.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Agree Licensing Policy Consultation with Cabinet	David Tolley	December 2017
Undertake consultation	David Tolley	March 2018
Receive full Council adoption of the Licensing Policy	David Tolley	October 2018

Recommendation 4: The Council ensures that if a Late Night Levy is introduced, funds raised by the Levy fund additional activity, clarity is gained about what the 70% of funding allocated to the Police will be used for and explores the Soho model of using the Late Night Ley as a way of bringing businesses and residents together

Trading Standards & Env Health - Dave Tolley

Comments from Service:

The Late Night Levy has recently been adopted by Council and we are now in the transition period of implementation. This is to allow Licence Holders whose Licence permits them to sale/supply alcohol between 00:00 and 06:00 hours to make a free minor variation to reduce their licensable hours so they do not fall within the levied hours. This transition period is from 25th September 2017 and ends 18th December 2017.

The Council has an agreement in place with the Mayor's Office for Policing and Crime (MOPAC) which allows the Council to retain 100% of the Levy Revenue, to be spent through our current community safety partnership arrangements. The NTE levy funding can only be spent on the following areas as per legislation:

<ul style="list-style-type: none"> • reduction of crime and disorder • promotion of public safety • reduction or prevention of public nuisance • cleaning of any relevant highway or relevant land within the borough. 		
Actions <i>(please provide 3 or 4 actions that will be taken to implement recommendation)</i>	Responsible Officer	Deadline
Implementation of the Late Night Levy	David Tolley	January 2018
The allocation of the levy will be through the Community Safety Partnership	David Tolley	April 2019
Late Night Levy Annual Report: <ul style="list-style-type: none"> • Publish online an estimate of the costs we will deduct from the levy revenue each year • The annual report will identify what the whole revenue has been spent on, including amount in and out. It is expected that the report will include stats from crime/asb and cleaning (if available) to show positive impact in these areas. 	David Tolley	March 2019

Recommendation 5: The Council maps the “customer journey” for local residents through the licensing and enforcement process, with the aim of creating a clear guide for local people on who to contact and when if they are being affected by the NTE, accompanied by service improvement

Trading Standards & Env Health - Dave Tolley

Comments from Service:

We would welcome a stakeholder group to review the current process that is published on the website, to ensure clarity

Actions <i>(please provide 3 or 4 actions that will be taken to implement recommendation)</i>	Responsible Officer	Deadline
Review and update web material to assist customers in regards to complaints,	David Tolley	May 2018

applications and reviews, ensuring the information available, is user friendly and easy to navigate.		
Production of a Planning Compliance Policy which will set out how residents can report suspected breaches of planning control, the service standards for carrying forward investigations and the process for taking decisions on enforcement action.	Desmond Adumekwe	January 2018
Draft Planning Compliance Policy to be reported to cabinet for approval and public consultation – January 2018, and for likely adoption by September 2018.		September 2018

Recommendation 6: The Council reviews its staffing approach for enforcement officers for issues such as noise nuisance and anti-social behaviour (ASB) to ensure that officers are available at times of high demand such as late night at weekends

~~Trading Standards & Env Health – Dave Tolley~~

~~Public Realm – Roy Ormsby~~

~~Ann Corbet – Community Safety~~

Comments from Service:

The Council are to pilot a neighbourhood approach to enforcement, and the Mayor has approved to increase the number of police officers to meet the demand for tackling ASB in the Borough. The additional resources will enable the THEO's to provide a noise service, but a structure has been proposed and will move forward with a dedicated Environmental Protection Team.

The Neighbourhood Management pathfinder (pilot) will focus of community safety and will be implemented in the areas of Spitalfields and Banglatown, Weavers, Bethnal Green and St Peters wards.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Purchase 25 police officers (6 officers have been in place)	Ann Corbett	March 2018
Recruiting officers for the Neighbourhood Management Pathfinder (pilot)	Roy Wayre	February 2018
Launching the Neighbourhood Management Pathfinder	Roy Wayre	March 2018

Recommendation 7: The Council ensures that its skills and employment support provides local residents and young people with the assistance they need to take advantage of opportunities for employment in night time economy employers.

Economic Development – Andy Scott

Comments from Service:

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Upskill Employment staff on various opportunities NTE has so that they can provide comprehensive IAG service to residents.	Divisional Director, G&ED	Jan 2018
Engage employers, undertake research and analysis into what training and employment needs as well as the skills gap required to support the night time economy.	Divisional Director, G&ED	April 2018
Develop bespoke training packages (accredited and non-accredited) to suit the various occupations i.e., Hospitality, Catering, Kitchen Staff, Transport, Leisure, Restaurant Staff, Cleaning, Security, Hotels.	Divisional Director, G&ED	May 2018
Undertake recruitment campaigns with live NTE sector vacancies and full training on offer.	Divisional Director, G&ED	Sept 2018
Review changes to sector over 12 months to assess sector skills requirements and redesign training and recruitment as appropriate.	Divisional Director, G&ED	March 2019

Recommendation 8: The Council reviews its Assets of Community Value process, and ensures that provisions in the Local Plan are robustly and consistently applied to save pubs and clubs as community assets

Legal Services - Paul Greeno

Planning & Building Control (change of use stats) – Paul Buckenham

Comments from Service:

Local Plan

- The Council's new Local Plan, currently being consulted on under 'Regulation 19' (pre-submission), has introduced for the first time new policies which will significantly strengthen protection of pubs compared to the current adopted Local Plan. This includes requirements to robustly demonstrate that pubs are genuinely unviable and that all reasonable efforts have been made to maintain pub use. The Culture team at the GLA met with an officer from the Plan Making team regarding pub protection policy and research undertaken while preparing the Mayor of London's draft Culture and the Night Time Economy Supplementary Planning Guidance.
- There is also strong protection for music venues and other such cultural facilities in the new Local Plan where loss is proposed.
- The new Local Plan is introducing policy to ensure existing venues are protected where new development comes forward in the vicinity, in adherence with the "agent of change" principle cited in the draft Mayor of London's draft Culture and the Night Time Economy Supplementary Planning Guidance (in fact the Council's proposed policy came first)
- The Council's new Local Plan will be subject to Examination in Public by an independent inspector, anticipated early summer 2018. It is scheduled to be adopted in late 2018. The proposed policies already carry some weight in decision making, and that weight will increase as the plan progresses through various formal stages before adoption.

Assets of Community Value

- The ACV process consists of dealing with initial enquires, receiving ACV applications and then making a determination on whether they should be upheld and agreed or rejected. Outcomes are published on the Council website, via the ACV register.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
The draft new Local Plan contains policies that will support and protect existing community facilities which includes public houses and policies to help manage the night time economy. The Local Plan is expected to be formally adopted in the autumn of 2018.	Owen Whalley	Regulation 19 consultation to finish 13 November 2017.
Monitor the loss of pubs in the Local Plan Monitoring Framework. This information	Thomas Clarke/ Rosica	Subject to

will be published in the Annual Monitoring Report (AMR) for 18/19.	Kolarova	adoption of the new Local Plan. AMR – Dec / Jan 2019
The Council has, over the past 12 months, been reviewing its process on Assets of Community Value to ensure consistency of approach and that decisions are made having regard to the statutory test. As part of that review, the Council is also considering the information published on its website and whether this should be updated	Paul Greeno	March 2018

Recommendation 9: The Council explores licensing and enforcement options for new, “sharing economy” entrants to the NTE in the Borough such as AirBnB

Planning & Building Control– Paul Buckenham
Housing Policy - Martin Ling

Comments from Service:

*Please provide any additional commentary/context in relation to the recommendation from the service point of view.
Please complete all columns below.*

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
Participate in the London Councils/Air BnB pilot scheme to share information on landlords letting properties beyond the 90 day limit on the basis of successful planning applications approved by London Boroughs.	Marc Lancaster/Paul Buckenham	31/03/2018
Participate in the development of an approved Landlord Operator Scheme for Short Term Let operators in London in conjunction with the GLA and Air BnB.	Marc Lancaster	31/03/2018
Develop a set of webpages on the Council’s website setting out the current legal position on short term lets, advice for residents on how to report any issues related	Tom Scholes Fogg	31/12/2017

to Air BnB including noise, nuisance and other anti-social behaviour.		
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Recommendation 10: The Council reviews its approach to ensuring adequate public toilet facilities for those using the NTE and travelling between venues to reduce the impact of public fouling on residents local to NTE zones.

Public Realm – Roy Ormsby

Comments from Service:

The Council have no statutory duty to provide public toilets, and no additional budget has been agreed to increase the toilet provision. Any new provisions of public toilet facilities would be subject to consultations and would incur additional costs for management and maintenance, which includes tackling improper use.

Actions (please provide 3 or 4 actions that will be taken to implement recommendation)	Responsible Officer	Deadline
N/A		
Awaiting additional actions re: cleaning / other initiatives / options to being explored if any using previous learning.		

Recommendation 11: The Council conducts a comprehensive impact assessment of the impact of the Night Time Economy on residents, services and businesses.

Trading Standards & Env Health - Dave Tolley

Economic development - Andy Scott

Comments from Service:

A comprehensive impact assessment with far reaching goals, would need input from a number of Council Departments and external stakeholders. This needs corporate ownerships and a further steer from DLT / CLT.

The High Streets and Town Centres team (HS&TC) team have been working with Senior NHS and Ambulance Service Managers to develop and deliver a pilot NTE Community Safety project on Brick Lane. These managers have advised that they can share

<p>data on types of injuries, service demand and times of day. These contacts also advised that their staff would be interested in sharing personal experiences of how they are affected by injuries and ASB resulting from NTE activities (action 2).</p>		
<p>Actions <i>(please provide 3 or 4 actions that will be taken to implement recommendation)</i></p>	<p>Responsible Officer</p>	<p>Deadline</p>
<p>Engage Town Centre Partnerships, which include residents and business representatives and have NTE businesses in their town centres, in completing a review of the impact of the NTE.</p>	<p>Fiona Crehan</p>	<p>September 2018</p>
<p>Draw on findings and intelligence shared by external Service Providers involved in managing the NTE to help inform the review of the impact of the NTE</p>	<p>Fiona Crehan</p>	<p>September 2018</p>
<p>Complete an annual review of performance indicators for local town centres, including NTE performance categories.</p>	<p>Fiona Crehan</p>	<p>September 2018</p>
<p>Supply of stats on complaints received about Licensed Premises and Noise Complaints relating to Commercial Premises to inform the review of impact of the NTE</p>	<p>David Tolley</p>	<p>March 2019</p>
<p>Review of Food Hygiene Rating Score's for premises in the borough, for those serving the NTE (those licensed to sell alcohol after 00:00 hours) informing the impact assessment and any targeted improvement / enforcement actions.</p> <p>http://ratings.food.gov.uk – for ratings by individual business type</p>	<p>David Tolley</p>	<p>March 2019</p>