

Strengthening the community voice in licensing decisions in Glasgow

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AFS National Licensing Conference
October 2014

WHY have community input into licensing?

Define community?

Community
empowerment

Evidence

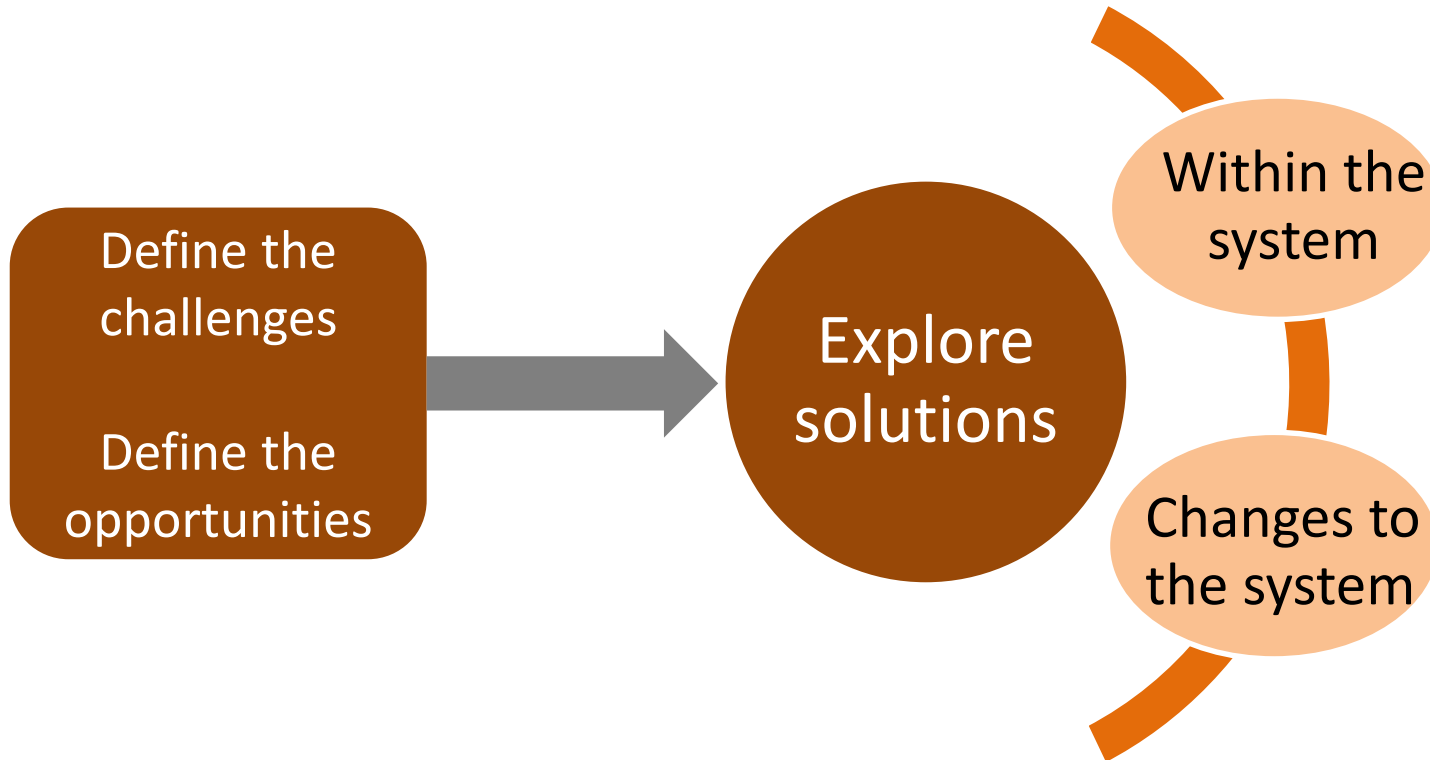
WHY so little community input?

Processes for
community input

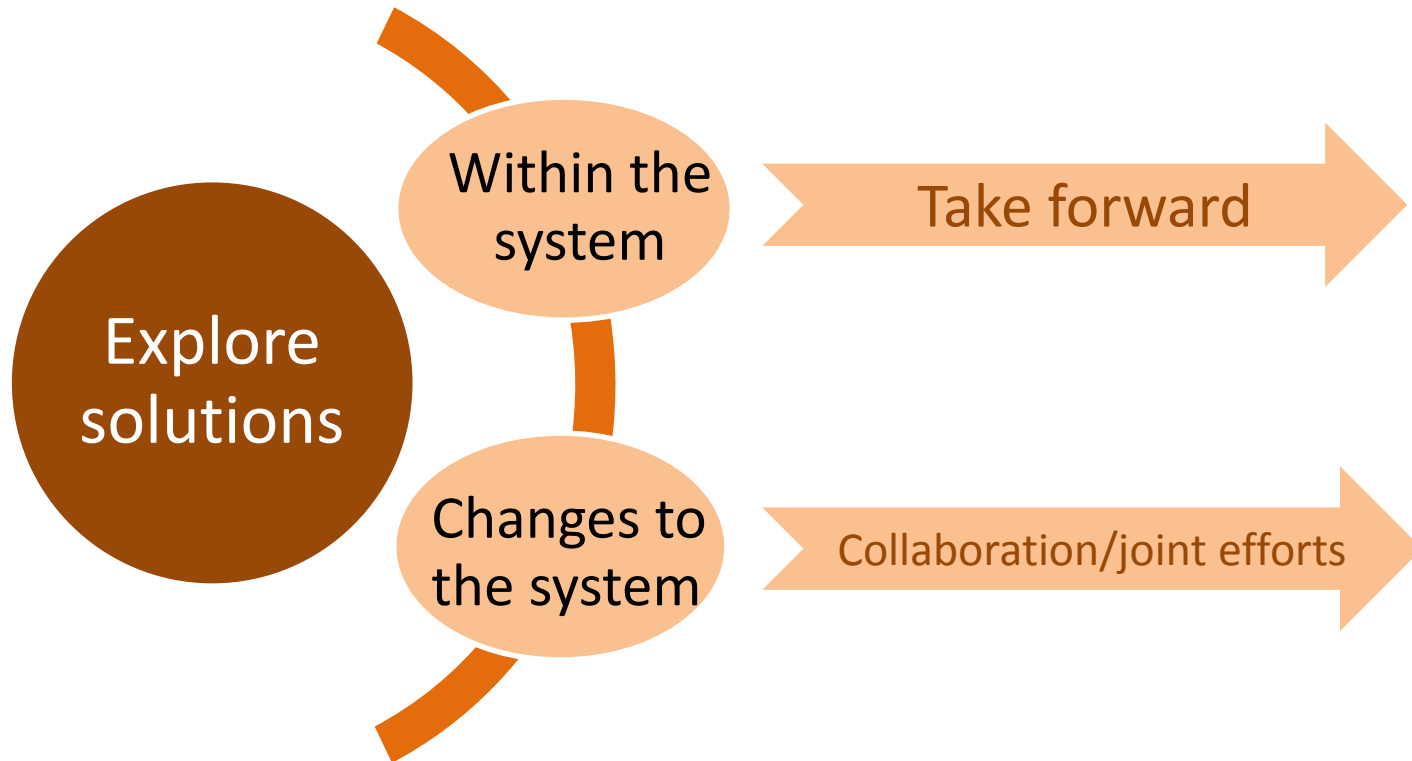
Community
capacity

Power imbalance

What we aimed to do



Next steps...



Methods

Stage 1: REVIEW

Stage 2: CONSULTATION

Stage 3: ANALYSIS

Stage 1:

REVIEW

NATIONAL CONTEXT

- Review of national licensing policy & good practice
- e-survey of Licensing Standards Officers (LSO)

GLASGOW LICENSING REVIEW

- Policy Statement
- Board & Forum minutes
- Board observation

GLASGOW COMMUNITY ENGAGEMENT REVIEW

- City-wide structures
- Consultation with stakeholders

Stage 2:

CONSULTATION

COMMUNITY CONSULTATION

- Community survey
- Follow-up interviews
- Consultation with community reps inc Forum

STAKEHOLDER CONSULTATION

- LSO & Licensing Clerk
- Licensing Board members
- Others inc health & Police Scotland

CASE STUDIES

- Four Glasgow communities with a recent licensing issue
 - Consultation with main stakeholders

Case studies



Stage 3:

ANALYSIS

SHARED SOLUTIONS WORKSHOP

- Review findings and discuss future options



ANALYSIS & REPORTING

Community experiences

Positive and negative experiences

Related to all stages of the licensing process
including:

Policy Statement

Licensing applications

Licensing Board

Licensing Forum

Community experiences

One community council chair commented:



'far more positive engagement is required with local communities.'

At the moment the Licensing Court is not a welcoming environment, and the City Council's Committee documents website is not an easy place for the public to access info about licensing decisions.

The word obfuscation comes to mind....'

Community experiences

obfuscate



verb [T] **UK**  /ˈɒb.fʌs.keɪt/ **US**  /ˈɑːb.fə.skeɪt/ FORMAL



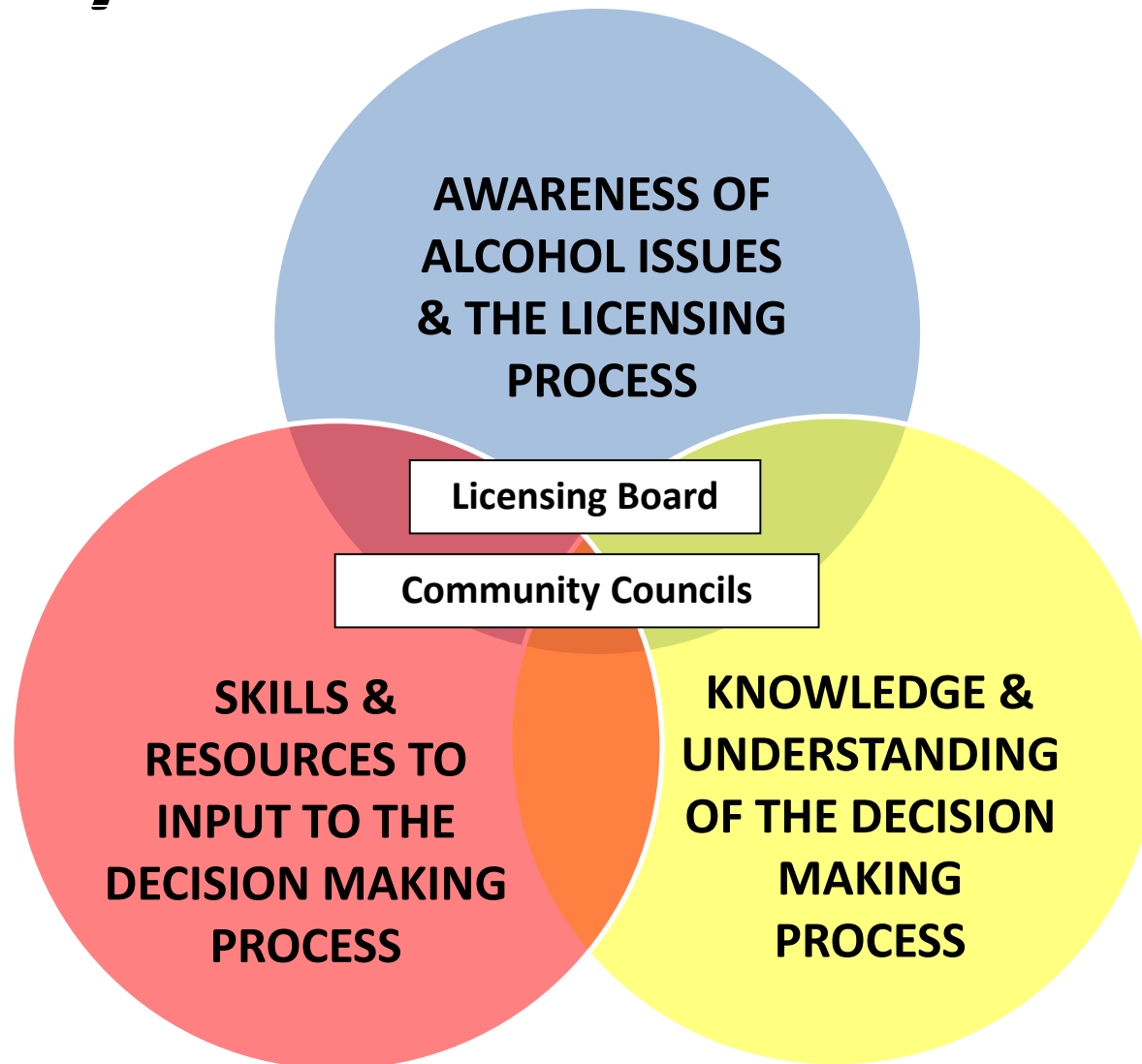
- > to make something less clear and harder to understand, especially intentionally:

She was criticized for using arguments that obfuscated the main issue.

obfuscation

noun [U] **UK**  /ˌɒb.fʌsˈkeɪ.ʃən/ **US**  /ˌɑːb.fəˈskeɪ-/

Key Themes



Awareness

“The community haven't a clue what goes on regarding licensing”

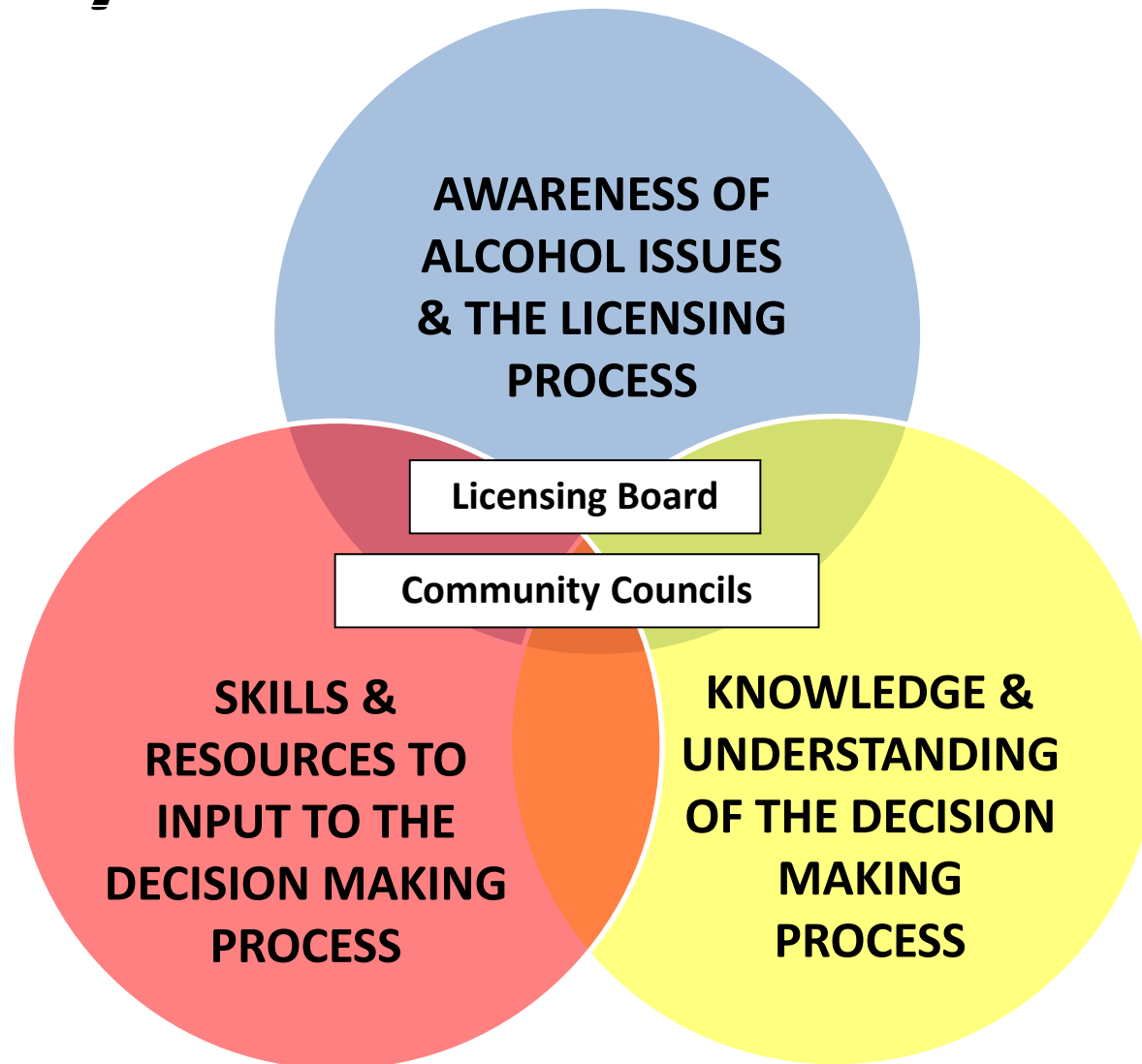
Interest in alcohol issues

Licensing process and the community's role

Notification of specific licensing applications

“The public are unaware of alcohol licensing until it affects them personally”

Key Themes



Knowledge & Understanding

Grounds for objecting

Ways to object and their effectiveness

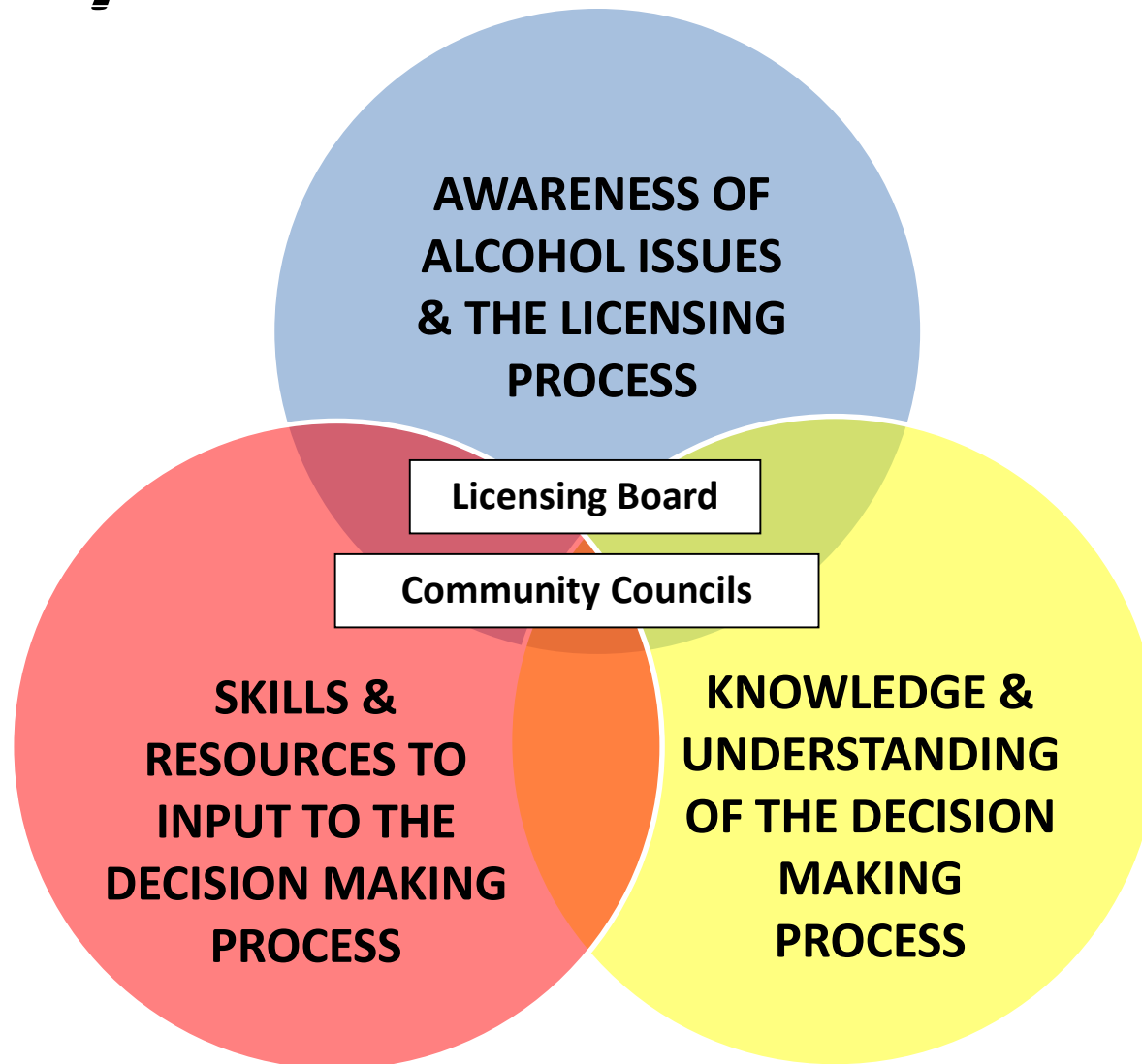
Role and format of the Licensing Board



Knowledge & Understanding

“I know no-one who thinks it does any good at all. There is widespread disillusionment with the effectiveness of participation. Rightly or wrongly, the community believes that what an applicant wants, the licensing board will grant, irrespective of local feeling, however valid and reasonable”.

Key Themes



Skills & Resources

Preparing written submissions

Using existing data and
information

Consulting the community

Attending Licensing Board
meetings

Skills & Resources

“We have tried to participate in the process. For a working person it's almost impossible. Any, no every, way to take part is time consuming and difficult.....it seems that the bureaucracy surrounding complaints deters most people”.

“We have protested once against [supermarket] getting a license and it was a daunting process for our member to be questioned by lawyers. Maybe community councils should have the services of Glasgow City Council lawyers to make it an even playing field”

Emerging Solutions

**COMMUNITY FACING
LICENSING PROCESS**

**AWARENESS OF
ALCOHOL ISSUES &
THE LICENSING
PROCESS**

**SKILLS &
RESOURCES TO
INPUT TO THE
DECISION MAKING
PROCESS**

**KNOWLEDGE &
UNDERSTANDING OF
THE DECISION
MAKING PROCESS**

SUPPORT FOR COMMUNITIES

Emerging Solutions

COMMUNITY FACING LICENSING PROCESS

For example:

- Widespread notifications
- Involvement of broader range of community groups/organisations
- Accessible website
- Accessible Board meetings

Emerging Solutions

SUPPORT FOR COMMUNITIES

For example:

- Practical guidance
- Professional assistance
- Working with other stakeholders e.g. health and the police, expertise and signposting to accessible information