

AGM 2022 MINUTES

17 November 2022

Held at Crowne Plaza Hotel Stratford-Upon-Avon

Chairman's welcome

1. The AGM started at 09:30hrs. Apologies were noted (apologies and attendees are listed at [Appendix A](#)).
2. IoL Chairman, Daniel Davies welcomed everyone present to the Institute of Licensing's Annual General Meeting which was held during Day 3 of the Institute's National Training Conference 2022.
3. **The Minutes of the previous National AGM, held at the Crowne Plaza Hotel, Stratford-upon-Avon on 18th November 2021, were approved with no amendments.**

Annual Trustee's Report 2021/22

Overview

4. An overview of the Annual Trustees Report for 2021/22 was provided by Sue Nelson.

STRUCTURE

5. Noted that the Regions are part of the charity, are bound by the Mem & Arts and operate on a not for profit basis. Regional Directors are elected locally, and are Directors / Trustees of the IoL nationally, sitting on the IoL Board.
6. The Events Company is a wholly owned subsidiary of the charity, is VAT registered and donates all the year end profits to the charity. This in turn enables the charity to sustain its activities including sharing the income from membership subscriptions with the regions to provide them with an operational fund (limited to £10,000).
7. The Board comprises 12 Regional Directors, 5 Co-opted (Dan, Gary, Phil, Susanna and Jon), and David Chambers as a non-voting advisor. Sue paid tribute to the hard work and commitment of Board members and also of all the regional officers who sustain the 12 IoL regions and ensure that regular regional meetings are provided, giving members local regional networking and learning opportunities.

CHARITY OBJECTIVES

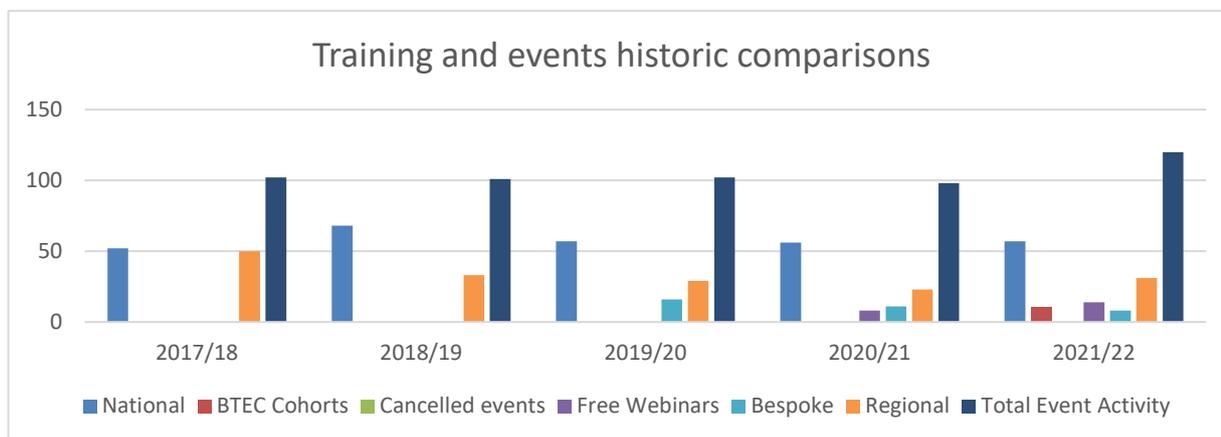
8. the objectives of the charity are set out under its memorandum and articles of association and concern raising the professionalism of licensing, and increasing mutual understanding between all parties. the IoL achieves its objectives through all of its activities including local and national training, meetings and events, the provision of training and the regular news updates and information provided through publications including the Journal of Licensing and LINK magazines.

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The Company's objects are for the benefit of the public:

- (a) to advance the development, evaluation and recognition of professional skill, technical competency, ethical conduct and practical achievement in the field of licensing and regulatory activity; including their application in the public and private sectors and in the framing and enforcement of laws and regulations in pursuit of prevention of crime disorder and nuisance, the promotion of health and safety, the protection of children and vulnerable people, the protection of the environment and other licensing and regulatory objectives;
- (b) the fostering of mutual understanding and respect between practitioners and the communities and sectors they serve;
- (c) the development, encouragement and certification of related standards, education, training, study, scholarship, communication, consultation, knowledge creation and information dissemination; and
- (d) other activity consistent with the public good in the field.

Achievements and Performance



9. The bespoke courses are shown separately on the graph for the last 3 years where previously they were included with national events.
10. As a result of the Covid-19 pandemic, the online delivery of IoL training courses and events was initiated in April 2020 as lockdown restrictions were implemented. 16 training events had to be cancelled, but all other courses were successfully delivered via video conferencing. The courses which were initially cancelled were adapted to allow remote delivery where possible with some notable exceptions.
11. Courses requiring on-site delivery or heavily dependent on workshop style discussions were postponed during the restrictions and were finally rearranged in venue locations in 2022.
12. The Summer Training Conference, was delivered as an online webinar for the 2nd year running in June 2021, with lower booking numbers than in 2020. This may be a result of the amount of online training on offer. The free 'Reopening and Recovery' webinars which the IoL organised in collaboration with Best Bar None, and other organisations may have also impacted.
13. The Eastern Region were the first region to return to a face-to-face platform and their regional meeting was held at Newmarket Racecourse on 24th September 2021. The Gambling Conference in Manchester on 6th October 2021 followed and also the Taxi Conference in Birmingham on 21st October 2021.

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14. November 2021 saw the return of the IoL's signature National Training Conference (NTC) with the normal format resumed as a 3-day residential training conference held in Stratford-upon-Avon. This was the first large training event, with approximately 230 attendees overall, a notably smaller event than the pre-pandemic NTC's but a very welcome return for all those who attended and an extremely successful conference overall.
15. Covid safety measures featured highly in all face-to-face events in 2021. This included guidance to attendees to test before arrival. At events signage, face masks (optional), spacing, hand sanitizer and other measures were in place.
16. All other training events remained online in 2021, with a similar pattern for 2022 with some exceptions. The West Midlands regions meeting was held a face-to-face in Birmingham on 17th March, and this was followed by the East Midlands and Home Counties regions in April.
17. March 2021 saw the IoL deliver the first of the 'Reopening and Recovery' webinars. The overall aim of the series was to assist industry and regulatory practitioners to prepare for reopening, and also to discuss the regulatory position on various matters. This started a series of very collaborative events working in partnership with Best Bar None, ATCM, UKH, BBPA, National Pubwatch and many other excellent organisations and speakers sharing their experiences on an array of topics.
18. There were over 2500 viewers overall for the webinars. The series concluded in September with the Global Nighttime Recovery Plan session. Subsequently, a further webinar was organised in collaboration with HMRC together with the taxi and private hire and scrap metal associations to discuss the incoming requirements of tax conditionality which started in April 2022. The intention was to raise awareness of the changes and signpost regulators and industry practitioners for further assistance.
19. There are many benefits of these collaborative events and extending the potential audience base and enabling consistent messages to be conveyed is beneficial. If opportunity arises, similar formats will be utilised in future.
20. The IoL relaunched its Councillor Training programme in August 2020, with 6 courses held between August 2020 and March 2021. In addition, there were 4 bespoke Councillor Training courses held on request from customers in the same period. The Councillor Training courses continued to run regularly in 2021, and saw excellent attendance levels, particularly following the local council elections in May 2021.
21. The IoL Responsible Authority Training was launched in September 2020, and 6 courses have been run to date. Feedback has been excellent, and the courses will form a regular part of the IoL training programme going forward.
22. The IoL launched its BTEC Level 3 Certificate for Animal Inspectors (SRF) in April 2021, with the first 5 cohort groups being enrolled. The course, which is accredited by Pearsons, meets the requirements for the updated animal welfare legislation published in 2018. This is the culmination of many months of work and the first course for the IoL working with an Awarding Body. It will provide the blueprint for future qualification development work.
23. The need for verifier involvement at development stage was highlighted in the initial verification of the course and resulted in the review of the open questions for all 6 units. As a result, the IoL offered an extension to the course time limits to all affected learners as well as offering additional support and guidance to learners.

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24. DEFRA revised the animal activities statutory guidance for licensing authorities in February 2022 which comprises 9 sets of statutory guidance:

[Animal activity licensing process: statutory guidance for local authorities](#)

[Dog day care licensing: statutory guidance for local authorities](#)

[Dog breeding licensing: statutory guidance for local authorities](#)

[Home boarding for dogs licensing: statutory guidance for local authorities](#)

[Dog kennel boarding licensing: statutory guidance for local authorities](#)

[Selling animals as pets licensing: statutory guidance for local authorities](#)

[Keeping or training animals for exhibition licensing: statutory guidance for local authorities](#)

[Cat boarding licensing: statutory guidance for local authorities](#)

[Hiring out horses licensing: statutory guidance for local authorities](#)

25. The revised statutory guidance introduced a requirement that the qualification undertaken by local authority inspectors 'must cover the application of the licensing conditions for all licensable activities **and must contain a practical element**'. The IoL BTEC level 3 course is comprised of 6 units and requires learners to undertake 6 practical inspection assignments. The assignments require the learners to inspect licensed premises or new premises where an application has been made and to demonstrate their pre-inspection preparation, inspection procedures and the results of the inspection including the decision on star rating etc. In addition, the open questions for each unit require learners to demonstrate their understanding of the general and specific conditions for each of the different types of licensed premises.

26. There is currently a great deal of course development in progress and proposed including:

- Bitesize introductory courses (all areas)
- Basic and advanced courses re Gambling Act 2003
- Basic and advanced courses re Licensing Act 2003
- Licensing courses for Scotland
- Practical training (inspections and compliance)
- Primate licensing
- Level 3 qualifications (all areas)
- Higher level licensing qualification (all areas) accredited by Awarding Body (level 4 and higher)

2022/23

27. The Summer Training Conference made a welcome return in June 2022 in a face-to-face format in Nottingham. The intention will be to move the event from region to region each year. The regions will host by with key speakers drawn from local practitioners and local best practice schemes.

28. 2022 also welcomed the return of courses not practical for online delivery including 'Zoo Licensing', 'Public Safety at Events' and 'Working in Safety Advisory Groups'. A new 'Licensing Act Enforcement' course was developed for IoL and delivered in Manchester in May 2022.

Resources

29. In 2017 the IoL established office facilities at Egerton House in Birkenhead. As a result of the COVID-19 Pandemic, the extended period of homeworking was reviewed. It was agreed by the Trustees that homeworking works well for the IoL team resulting in the office facilities being released in July 2021. A shared VOIP phone system was established to ensure the continuation of a central phone system for customers.

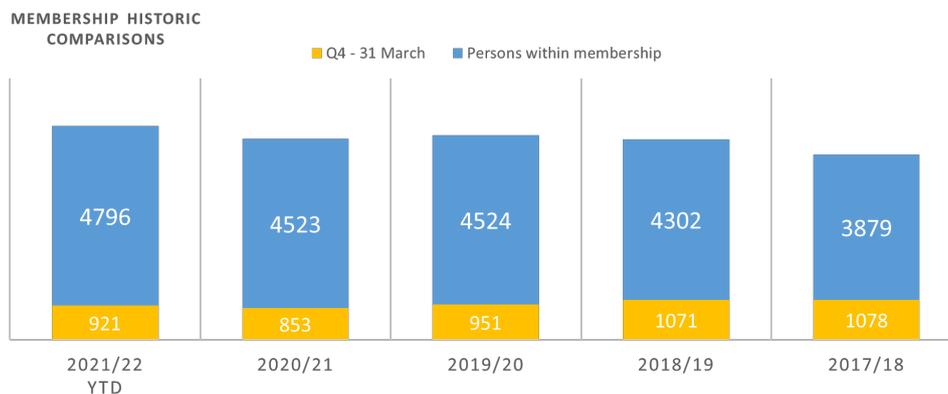
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30. Jenna Parker the IoL Training & Qualifications Manager returned to the office in September 2021 following a 12-month sabbatical. Hannah Musson (nee Roberts) IoL Events Coordinator, returned from maternity leave in December 2021 based on a 3-day week working alongside the Training & Qualifications Manager.

Membership

31. The membership levels for 2021/22 increased on the previous year, along with the total number of people involved within the membership overall. Membership levels remained lower than 2019/20, but overall numbers are at the highest point to date.

32. A complimentary membership is offered to Non-members booking IoL training courses in most cases.



Publications

Journal of Licensing

33. The Journal of Licensing, the IoL's premier publication, is now in its 11th year.

34. Sue emphasised the IoL's gratitude to the Editorial Team who work tirelessly to publish each edition, along with all the contributors who provide the excellent content which has established the Journal of Licensing as the professional journal for licensing practitioners. Particular thanks to our Editor Leo Charalambides, Editorial Team: Natasha Roberts, Charles Holland, Richard Brown, and Andrew Pring and regular authors: James Button, Nick Arron, Julia Sawyer, Sarah Clover, Gary Grant, Jeremy Phillips QC and Philip Kolvin QC. Sincere thanks is given to all of the contributing authors and to the advertisers for their support in helping us to provide this invaluable publication.

LINK (Licensing, Information, News and Knowledge)

35. LINK magazine was launched November 2018 and to date there have been 15 editions. It was launched to compliment the Journal of Licensing and offers contributors the opportunity to feature local initiative and case studies. Again, a big thank you to all of the authors who have contributed.

36. Thanks were also recorded to those who write on behalf of the IoL for other publications, in particular Mike Smith and John Garforth who regularly contribute articles for taxi industry publications.

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Engagement

NeXstart

37. The IoL continued its involvement in NeXstart which is a coalition of experts working together on a comprehensive national strategy for our industries safety and to successfully exit lockdown and restart their businesses. NeXstart have published many advice notes and FAQs to assist all parties with the rapid regulatory changes and policies concerning COVID-19 since the start of the pandemic. These resources remain accessible on the IoL website.

National Licensing Forum

38. The National Licensing Forum (NLF) continues to meet more frequently than pre-pandemic with the aim of holding 4 meetings per annum. The NLF membership includes major hospitality representative groups including UK Hospitality, British Institute of Innkeeping, British Beer and Pub Association Retail of Alcohol Standards Group, Association of Convenience Stores and others, alongside government departments and professional bodies including the LGA, IoL and NALEO.

39. Discussions are mainly focused on recovery challenges, including increased alcohol related violence and anti-social behaviour, safety of women at night (SWAN) and violence against women and girls (VAWG), along with arising issues which include spiking, and sexual harassment in the ENTE. The NLF group works well in providing a link and regular dialogue between government departments, police, industry and professional bodies.

Local Alcohol Partnerships Group

40. The Local Alcohol Partnership Group (LAPG) members are continuously supported by the IoL. The group brings together partnerships offering local schemes and resources to address issues and to support practitioners within the ENTE.

National Taxi and Private Hire Licensing Working Group

41. In March 2022, the IoL convened an initial scoping meeting to discuss the merits of a national group which is similar to the National Licensing Forum but focuses on the hackney carriage and private hire industry. The concept was strongly supported and, as a result, the National Taxi and Private Hire Licensing Working Group (NTPHLWG) was established.

The role of the NTPHLWG will include:

- To improve networking and information sharing between group members.
- To discuss and identify potential solutions to current issues 'on the ground'. Including:
- Practical application of licensing legislation
- Unintended consequences of legislative change
- To update members about relevant discussions arising from other stakeholder groups.
- To take a 12-18 month look ahead to identify significant issues/events with licensing implications.

Manchester Arena Inquiry

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42. The Institute of Licensing was invited to give evidence on a particular aspect at the Manchester Arena Inquiry. James Button appeared before the Inquiry on 12th January 2022 in his capacity as President of the IoL.

Government engagement

43. In addition to the engagement through the stakeholder groups referred to above, the IoL engages with all relevant government departments and other stakeholders on arising issues and current discussions. In March 2022, Sarah Clover represented the IoL at the House of Lords Liaison Committee to give evidence on its review of the progress on the House of Lords Select Committee report following its review of the Licensing Act.

Future Plans

44. Police licensing training development remains a key focus which has been strengthened by the report from the House of Lords Liaison Committee, published in July 2022.

45. The pandemic significantly impacted progress on the development of police training. There have been additional pressures on the police since reopening with the rise in alcohol related issues, spiking concerns, and significant events including the Queen's platinum Jubilee and in September 2022 the Queen's death, national mourning and state funeral.

46. It is understood that the College of Policing (CoP) are key to the successful development of police training, and the IoL will do everything possible to progress work with the CoP as well as the NPCC.

Audited Accounts 2021/22

47. IoL Finance Director, Phil Andrews summarised the financial position for both the Institute of Licensing Ltd (charity) and its subsidiary trading company, the Institute of Licensing Events Ltd as follows:

IoL Ltd (Charity)

Institute of Licensing Limited (charity)

	2021/22	2020/21	2019/20	2018/19	2017/18
INCOME					
Donation	£ 187,573.00	£ 231,012.00	£ 212,733.00	£ 162,154.00	£ 134,166.00
Membership Subs	£ 161,404.00	£ 154,436.00	£ 150,870.00	£ 152,503.00	£ 141,544.00
Regional income	£ 1,078.00	£ 524.00	£ 6,628.00	£ 10,229.00	£ 5,053.00
Interest	£ 134.00	£ 439.00	£ 1,256.00	£ 1,008.00	£ 646.00
Gov Grants		£ 3,819.00			
TOTAL	£ 350,189.00	£ 390,230.00	£ 371,487.00	£ 325,894.00	£ 281,409.00
EXPENDITURE					
Overheads	£ 263,586.00	£ 242,989.00	£ 296,369.00	£ 288,846.00	£ 237,092.00
Governance Costs	£ 4,578.00	£ 5,890.00	£ 13,418.00	£ 13,297.00	£ 38,701.00
TOTAL	£ 268,164.00	£ 248,879.00	£ 309,787.00	£ 302,143.00	£ 275,793.00
TOTAL SURPLUS / DEFICIT	£ 82,025.00	£ 141,351.00	£ 61,700.00	£ 23,751.00	£ 5,616.00

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48. The following points were noted:

- Donation from the Institute of Licensing Events boosted the charity income significantly, although it was significantly lower this year reflecting the impact of COVID on training and events in 2020/21. The annual donation from Events is the profit from the previous year.
- The accounts illustrate the importance of the donation from the Events company to sustain the charity
- Income from subscriptions shows an increase compared with previous year reflecting membership performance (subscriptions were not increased)
- Regions are funded from membership subscriptions (50% but with a cap of £10,000 per regional account)
- Governance costs remain low, reflecting savings on meetings held online which were previously entirely face-to-face (Board meetings etc). Intention is to return to face-to-face for some meetings.
- Charity and regions are operated on a not-for-profit basis.

IoL Events Ltd

Institute of Licensing Events Limited

	2021/22	2020/21	2019/20	2018/19	2017/18
INCOME					
Training & Events	£ 621,133.00	£ 297,482.00	£ 530,892.00	£ 525,169.00	£ 401,051.00
Sponsorship	£ 63,739.00	£ 17,740.00	£ 68,731.00	£ 40,679.00	£ 26,120.00
Misc income	£ 10,093.00	£ 19,403.00	£ 5,699.00	£ 3,741.00	£ 3,294.00
TOTAL	£ 694,965.00	£ 334,625.00	£ 605,322.00	£ 569,589.00	£ 430,465.00
EXPENDITURE					
Training & Event Costs	£ 346,037.00	£ 92,093.00	£ 332,717.00	£ 304,045.00	£ 243,308.00
Book and Journal production	£ 35,157.00	£ 35,081.00	£ 20,555.00	£ 28,218.00	£ 18,072.00
Overheads and finance costs	£ 6,111.00	£ 12,827.00	£ 12,234.00	£ 13,332.00	£ 12,063.00
Computer software and expenses	£ 15,308.00	£ 7,051.00	£ 8,804.00	£ 11,261.00	£ 7,868.00
	£ 402,613.00	£ 147,052.00	£ 374,310.00	£ 356,856.00	£ 281,311.00
TOTAL PROFIT/LOSS	£ 292,352.00	£ 187,573.00	£ 231,012.00	£ 212,733.00	£ 149,154.00

49. The following points were noted in relation to the Events Company accounts:

- Training and event activities are reflected in the income and expenditure, showing significant increases on previous years.
- Main points to note:
 - 2020/21 was significantly impacted by COVID although training performed very well overall. The NTC was held as a 5-day online conference in November 2020
 - The BTEC Animal Inspectors Course impacted through 200+ registrations impacting both income and expenditure through course fees, trainer costs and student registration fees.
 - 2021 NTC returned to face-to-face
- Sponsorship has been exceptional after a year of reduced income (sponsorship of online events is much less attractive, although we welcome the continued support shown by our sponsors while face to face training and events were impossible). Sponsorship for this event has shown the loyalty of our sponsors and we welcome and appreciate their support at all times, and particularly over the covid period.
- Office costs ended in this financial year (the office was released in July 2021)
- Publication costs are significant but the Journal and LINK are key member benefits and a worthwhile investment.

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- Overall year end performance was strong in 2021/22

50. The Annual Report and 2021/22 accounts were received by IoL members present at the AGM.

Appointment of Auditors

- Richard Smedley Accountants (previously WHS Accountants Limited) have provided this service to the IoL historically. It is considered that Richard Smedley Accountants offer a good value, consistent and dependable service to the Company. A 3-year quote was received for auditing services from March 2021 and is slightly reduced from previous years.

51. The appointment of Richard Smedley Accountants as auditors for the IoL Ltd and IoL Events Ltd was approved.

Conclusions and close of AGM

52. Daniel Davies concluded the AGM, thanking those in attendance and declaring the AGM closed.

The AGM officially concluded at 10.30am.

--- ENDS---



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Appendix A – AGM Attendees

Attendees:		
Andy	Eaton	
Philip	Evans	
Sarah	Meeten	Arun DC
Shawn	Woodcock	Birmingham City Council
Darren	Rowley	Boston BC
Daniel	Mellini	Braintree DC
Charlie	Robinson	Buckinghamshire Council
Mark	Brierly	CCBC
Louis	Krog	Cheltenham Borough Council
Tracy	Brzozowshi	Chorley Council
Gordon	Hunter	City of Edinburgh Council
Kai	Lindsay	CMAC Group
Angie	McGinn	Cornwall Council
Kath	Woodfinden	Cornwall Council
Ann	Walker	Derby City Council
Angela	Rawson	Derby City Council
Zoey	Mayers	Derby City Council
Dave	McMurdo	Doncaster City Council
Aileen	Powell	Dorset Council
John	Newcombbe	Dorset Council
Nick	Slym	Dudley MBC
Stewart	Broome	East Cambs DC
Oliver	Rawlings	East Herts DC
Peter	Street	East Suffolk Council
Martin	Clark	East Suffolk Council
Gemma	Potter	Flintshire County Council
Gary	Grant	Francis Taylor Building
Gary	Grant	Francis Taylor Building
Mike	Smith	Guildford Borough Council
Caroline	Day	Institute of Licensing
Natasha	Roberts	Institute of Licensing
Sue	Nelson	Institute of Licensing
Frank	Wenzel	IoL
Kevin	Winchombe	Isle of Wight Council
Jim	Button	James Button & Co
Tim	Shield	John Gaunt & Partners
Gareth	Hughes	Keystone Law
Linda	Cannon	Linda Cannon Licensing Consultancy
Jon	Collins	LIVE
Lois	King	London Borough of Hillingdon
Barry	Croft	London Borough of Hounslow
Stephanie	Hardy	Manchester City Council



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Grace	Ollier	Manchester City Council
Ed	Foster	Newcastle City Council
Jonathan	Bryce	Newcastle City Council
Matt	Burton	Newcastle under Lyme BC
Jennie	Bone	North Northamptonshire Council
Jon	Ekins	North Northamptonshire Council
Nicola	Lord	Oldham Borough Council
Elise	Brophy	Oldham Borough Council
Hannah	Burton	Pinsent Masons
Martin	Phillips	Powys CC
Martin	Phillips	Powys CC
Paul	Morey	Reigate & Banstead Council
Dianne	Mitchell	Reigate & Banstead Council
Daniel	Davies	Rockpoint Leisure
Philip	Morton	Rossendale Borough Council
Sharon	Cousins	Selby District Council
Keith	Jones	South Gloucestershire Council
Darren	Keeler	South Gloucestershire Council
Laura	Driscoll	South Oxfordshire and Vale of White Horse Councils
Phil	Bates	Southampton City Council
Matt	Bunday	Southampton City Council
Rachel	Wallwork	Stoke on Trent City Council
Yvonne	Lewis	Swansea Council
Andrea	Furness	Teignbridge District Council
Debbie	Rosenveldt	Teignbridge District Council
Suzanne	Fisher	Telford & Wrekin Council
Michelle	Bignell	Tewkesbury BC
Elizabeth	Cox	Thurrock Council
David	Jarman	Trafford BC
Russell	Way	Uttlesford Council
Kay	Lovelady	West Lancashire Borough Council
Dave	Etheridge	Worcestershire Regulatory Services