

# **BIRMINGHAM CITY COUNCIL**

## **LICENSING SUB-COMMITTEE C**

**WEDNESDAY, 07 APRIL 2021 AT 10:00 HOURS**  
**IN ON-LINE MEETING, MICROSOFT TEAMS**

*Please note a short break will be taken approximately 90 minutes from the start of the meeting and a 30 minute break will be taken at 1300 hours.*

### **A G E N D A**

1 **NOTICE OF RECORDING/WEBCAST**

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site ([www.civico.net/birmingham](http://www.civico.net/birmingham)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 **DECLARATIONS OF INTERESTS**

Members are reminded that they must declare all relevant pecuniary and non pecuniary interests arising from any business to be discussed at this meeting. If a disclosable pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

3 **APOLOGIES AND NOTIFICATION OF NOMINEE MEMBERS**

**1 - 204**

4 **LICENSING ACT 2003 PREMISES LICENCE – GRANT WITTON LODGE CONVENIENCE STORE, 319 WITTON LODGE ROAD, ERDINGTON, BIRMINGHAM, B23 5LY**

Report of the Interim Assistant Director of Regulation and Enforcement.  
N.B. Application scheduled to be heard at 10:00am.

5 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chair are matters of urgency.



## BIRMINGHAM CITY COUNCIL

## PUBLIC REPORT

<b>Report to:</b>	<b>Licensing Sub Committee C</b>
<b>Report of:</b>	<b>Interim Assistant Director of Regulation &amp; Enforcement</b>
<b>Date of Meeting:</b>	<b>Wednesday 7<sup>th</sup> April 2021</b>
<b>Subject:</b>	<b>Licensing Act 2003 Premises Licence – Variation</b>
<b>Premises:</b>	<b>Witton Lodge Convenience Store, 319 Witton Lodge Road, Erdington, Birmingham, B23 5LY</b>
<b>Ward affected:</b>	<b>Perry Common</b>
<b>Contact Officer:</b>	<b>Shaid Yasser, Senior Licensing Officer, <a href="mailto:licensing@birmingham.gov.uk">licensing@birmingham.gov.uk</a></b>

<b>1. Purpose of report:</b>
<p>To consider relevant representations that have been made in respect of an application to vary the Premises Licence which seeks to extend the hours for the Sale of Alcohol (for consumption off the premises), to operate from 06:00am until 01:00am (Monday to Sunday).</p> <p>To add the provision of Late Night Refreshment, to operate from 11:00pm until 01:00am (Monday to Sunday).</p> <p>Premises to remain open to the public from 06:00am until 01:00am (Monday to Sunday).</p>

<b>2. Recommendation:</b>
To consider the representations that have been made and to determine the application.

<b>3. Brief Summary of Report:</b>
<p>Variation application received on 10<sup>th</sup> February 2021 in respect of Witton Lodge Convenience Store, 319 Witton Lodge Road, Erdington, Birmingham, B23 5LY.</p> <p>Representations have been received from West Midlands Police as a responsible authority and from Other Persons.</p>

<b>4. Compliance Issues:</b>
<b>4.1 Consistency with relevant Council Policies, Plans or Strategies:</b>
The report complies with the City Council's Statement of Licensing Policy and the Council's Corporate Plan to improve the standard of all licensed persons, premises and vehicles in the City.

<p><b>5. Relevant background/chronology of key events:</b></p> <p>M &amp; M Family 4 Limited applied on 10<sup>th</sup> February 2021 to vary the Premises Licence for Witton Lodge Convenience Store, 319 Witton Lodge Road, Erdington, Birmingham, B23 5LY.</p> <p>A representation has been received from West Midlands Police as a responsible authority, which is attached at Appendix 1.</p> <p>A representation has been received from Other Persons. See Appendix 2.</p> <p>The application is attached at Appendix 3.</p> <p>A condition has been agreed with Environmental Health and and the applicant, which is attached at Appendix 4.</p> <p>The current Premises Licence is attached at Appendix 5.</p> <p>Site Location Plans at Appendix 6.</p> <p>When carrying out its licensing functions, a licensing authority must have regard to Birmingham City Council's Statement of Licensing Policy and the Guidance issued by the Secretary of State under s182 of the Licensing Act 2003. The Licensing Authority is also required to take such steps as it considers appropriate for the promotion of the licensing objectives, which are:-</p> <ul style="list-style-type: none"> <li>a. The prevention of crime and disorder;</li> <li>b. Public safety;</li> <li>c. The prevention of public nuisance; and</li> <li>d. The protection of children from harm.</li> </ul>
<p><b>6. List of background documents:</b></p> <p>Copies of the representations as detailed in Appendices 1 and 2.</p> <p>Application Form, Appendix 3.</p> <p>Condition agreed with Environmental Health, Appendix 4.</p> <p>Current Premises Licence, Appendix 5.</p> <p>Site Location Plans, Appendix 6.</p>
<p><b>7. Options available</b></p> <p>To grant the variation application</p> <p>To refuse the whole or part of the application</p> <p>To modify the conditions of the Licence</p>



**From:** bw licensing  
**Sent:** 04 March 2021 10:39  
**To:** Licensing  
**Cc:**  
**Subject:** Objection to Witton Lodge Convenience Store 319 Lodge Road. B23 5LY application

Good Morning Licensing,

West Midlands Police have reviewed this application, have taken advice from the local neighbourhood policing team and wish to object to this application on the grounds of public nuisance and crime & disorder.

Concerns have been raised by the local policing team that by granting this application there will be an increase in public nuisance and crime & disorder. They believe if granted it would be detrimental to the local community with implications of noise, anti-social behaviour and crime.

A late night premises selling alcohol and food until 1am will likely encourage people from the wider area, creating a higher volume of traffic , footfall, noise, crime and ASB in a very residential area, at a time when local residents are trying to sleep. Also that it is highly likely as a result of this, calls for service would increase to West Midlands Police.

I have copied the applicant's agent and the local policing team into this email.

Regards

Chris Jones 55410

Birmingham Central Licensing Team West Midlands Police

**From:** Councillor Robert Alden  
**Sent:** 04 March 2021 17:01  
**To:** Licensing  
**Cc:** Councillor Gareth Moore  
**Subject:** Objection to licensing application 118531

Dear Licensing,

We am writing to object to the application for extending hours for Witton Lodge Convenience Store, 319 Witton Lodge Road, Erdington, Birmingham, B23 5LY. This area is totally unsuitable to be having an off licensing opening as late as 1am and the site should instead be kept at 11pm.

We believe the application should be rejected. It is clear that this late night off license in a residential area will increase crime and disorder locally. Being a main route through the local area and one that is used by many school children if it was approved it would decrease public safety and increase the risk of harm to children. Finally it is clear that the increase noise and litter, as well as the negative impacts of street drinkers locally would be counter to the prevention of public nuisance aim of the licensing act.

If the Council were minded to approve the application or part of the hours, then we would also ask for the Council to apply the following conditions to the application:-

- No alcohol to be served to customers who are believed to be street drinkers or are believed to consume alcohol within the vicinity of the premises and Witton Lodge
- No alcohol only sales
- Any street drinkers who congregate within the vicinity of the store will be moved on by staff, or if needed reported to West Midlands Police
- Sales of beers, lagers and ciders with an ABV percentage of above 6% is prohibited
- No more than 20% of the surface area of the public area of the premises will be used for the display of alcohol
- A refusals register will be kept on the premises
- Staff will be trained as to their obligations for the sale of alcohol and this will be refreshed on an annual basis or following any changes to the Licensing Act 2003.

Yours sincerely

Robert Alden

and Gareth Moore Erdington Ward and members of the Erdington and Perry Common Joint ward committee

Cllr Robert Alden

Erdington Ward

Leader of the Conservative Group Birmingham City Council

Please take pride in Erdington – Don't drop litter

**Why not check out [www.facebook.com/ErdingtonNews](https://www.facebook.com/ErdingtonNews) for the latest information for our area**

**Application to vary a premises licence under the Licensing Act 2003****PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

**I/We** M & M FAMILY 4 LIMITED

*(Insert name(s) of applicant)*

**being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below**

**Premises licence number**

3701/2

**Part 1 – Premises Details**

Postal address of premises or, if none, ordnance survey map reference or description

WITTON LODGE CONVENIENCE STORE  
319 WITTON LODGE ROAD  
ERDINGTON

Post town

BIRMINGHAM

Postcode

B23 5LY

Telephone number at premises (if any)

Non-domestic rateable value of premises

£7600

**Part 2 – Applicant details**

Daytime contact  
telephone number

E-mail address (optional)

Current postal address if different  
from premises address

Post town

Postcode

### Part 3 - Variation

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible? ☒ Yes

☐  
No

If not, from what date do you want the variation to take effect?

DD		MM		YYYY			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Please describe briefly the nature of the proposed variation** (Please see guidance note 1)

TO EXTEND THE HOURS FOR THE SALE OF ALCOHOL FOR CONSUMPTION OFF THE PREMISES FROM THE EXISTING HOURS TO 06.00 UNTIL 01.00 HOURS THE FOLLOWING MORNING 7 DAYS A WEEK.

INCLUDE THE PROVISION OF LATE NIGHT REFRESHMENT LICENSABLE ACTIVITY.

CHANGES TO RETAIL SHOP FLOOR LAYOUT.

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

#### Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

##### Provision of regulated entertainment

Please tick all that apply

- |  |                          |
|--|--------------------------|
| a) plays (if ticking yes, fill in box A)   | <input type="checkbox"/> |
| b) films (if ticking yes, fill in box B)   | <input type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C)  | <input type="checkbox"/> |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D)   | <input type="checkbox"/> |
| e) live music (if ticking yes, fill in box E)  | <input type="checkbox"/> |
| f) recorded music (if ticking yes, fill in box F)  | <input type="checkbox"/> |
| g) performances of dance (if ticking yes, fill in box G)   | <input type="checkbox"/> |
| h) anything of a similar description to that falling within (e), (f) or (g)<br>(if ticking yes, fill in box H) | <input type="checkbox"/> |

**Provision of late night refreshment** (if ticking yes, fill in box I)

X

**Sale by retail of alcohol** (if ticking yes, fill in box J)

X

**In all cases complete boxes K, L and M**

A

Plays Standard days and timings (please read guidance note 6)			Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
Tue					
Wed					
Thur			<u>State any seasonal variations for performing plays</u> (please read guidance note 4)		
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sun					

# B

Films Standard days and timings (please read guidance note 6)			Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 3)		
Tue					
Wed			<u>State any seasonal variations for the exhibition of films</u> (please read guidance note 4)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sat					
Sun					

## C

Indoor sporting events Standard days and timings (please read guidance note 6)			<u>Please give further details</u> (please read guidance note 3)
Day	Start	Finish	
Mon			
Tue			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 4)
Wed			
Thur			
Fri			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 5)
Sat			
Sun			



## D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 6)			Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
Tue					
Wed					
Thur			<u>State any seasonal variations for boxing or wrestling entertainment</u> (please read guidance note 4)		
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sun					

## E

Live music Standard days and timings (please read guidance note 6)			Will the performance of live music take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 3)		
Tue					
Wed			<u>State any seasonal variations for the performance of live music</u> (please read guidance note 4)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sat					
Sun					

## F

Recorded music Standard days and timings (please read guidance note 6)			Will the playing of recorded music take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 3)		
Mon					
Tue					
Wed					
Thur			<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 4)		
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 5)		
Sun					

## G

<b>Performances of dance</b> Standard days and timings (please read guidance note 6)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 3)			
Mon						
Tue						
			<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 4)			
Wed						
Thur						
			<b><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)			
Fri						
Sat						
Sun						

# H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 6)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<b><u>Will this entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<b><u>Please give further details here</u></b> (please read guidance note 3)		
Wed					
Thur			<b><u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u></b> (please read guidance note 4)		
Fri					
Sat			<b><u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sun					

<b>Late night refreshment</b> Standard days and timings (please read guidance note 6)			<b><u>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	X
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon	23.00	01.00	<b><u>Please give further details here</u></b> (please read guidance note 3)  THE PROVISION OF HOT PIES, SAVOURIES, SOUP, HOTDRINKS ETC CONSISTENT WITH A TAKEOUT SERVICE FOR CONSUMPTION ON OR OFF THE PREMISES.		
Tue	23.00	01.00			
Wed	23.00	01.00	<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 4)		
Thur	23.00	01.00			
Fri	23.00	01.00	<b><u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sat	23.00	01.00			
Sun	23.00	01.00			

J

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 6)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 7)	On the premises	<input type="checkbox"/>
				Off the premises	X
				Both	<input type="checkbox"/>
Day	Start	Finish	<b><u>State any seasonal variations for the supply of alcohol</u></b> (please read guidance note 4)		
Mon	06.00	01.00			
Tue	06.00	01.00			
Wed	06.00	01.00			
Thur	06.00	01.00			
Fri	06.00	01.00			
Sat	06.00	01.00			
Sun	06.00	01.00	<b><u>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		

K

<p><b>Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children</b> (please read guidance note 8).</p> <p>NONE</p>
---

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 6)			<b><u>State any seasonal variations</u></b> (please read guidance note 4)
Day	Start	Finish	
Mon	06.00	01.00	
Tue	06.00	01.00	
Wed	06.00	01.00	
Thur	06.00	01.00	<b><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u></b> (please read guidance note 5)
Fri	06.00	01.00	
Sat	06.00	01.00	
Sun	06.00	01.00	

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

RESTRICTION IN THE NUMBER OF HOURS ALCOHOL CAN BE SOLD FOR CONSUMPTION OFF THE PREMISES

NO CURRENT PROVISION FOR THE SALE OF LATE NIGHT REFRESHMENT

CHANGES TO SHOP FLOOR LAYOUT FOLLOWING REFURBISHMENT

Please tick as appropriate

- I have enclosed the premises licence ☒
- I have enclosed the relevant part of the premises licence ☐

If you have not ticked one of these boxes, please fill in reasons for not including the licence or part of it below



Reasons why I have not enclosed the premises licence or relevant part of premises licence.

## M

Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

### a) General – all four licensing objectives (b, c, d and e) (please read guidance note 9)

1. The Premises Licence Holder shall ensure that all staff employed at the premises whose duties include the sale or supply of alcohol shall undertake and complete a relevant programme of training prior to them being authorised to sell or supply alcohol.
2. The premises licence guidance manual will be the basis of alcohol sales training.
3. Records of the written training programme shall be maintained and made available to Authorised Officers upon request.
4. The Premises Licence holder shall provide a “refresher” training session to all relevant staff members as and when deemed necessary on a case by case evaluation, but as a minimum requirement the refresher training session shall be provided to all staff on at least one occasion every twelve months.
5. The CCTV policy shall incorporate the following basic requirements:
  - Be switched on and fully operational when the licensable activities are being carried out.
  - Record for a minimum rolling period of 31 days with date and time stamping.
  - Have a camera covering any public entrance which will provide a facial shot of identification quality and a CCTV monitor visible to staff working behind the counter.
  - The CCTV will have facilities to view recordings at the premises upon a reasonable request from the Police or officer of a responsible authority.
6. The premises will operate a Challenge 25 policy. Challenge 25 means that all members of staff shall seek "credible photographic proof of age evidence" from any person who appears to be under the age of 25 years, if the customer is unknown to the staff member serving as a person over 18 years of age. Such credible evidence, which shall include a photograph of the customer, will include a passport, photographic driving licence, or Proof of Age card carrying a "PASS" logo.
7. Challenge 25 posters shall be displayed in prominent positions at the premises.
8. Any refusals of age restricted product will be logged in a refusal book which will be available for inspection by an officer of a responsible authority. The book is to be checked at least monthly and signed off by the DPS.
9. There shall be no self-service of spirits. The aforementioned products will only be displayed behind the counter.
10. Notices will be displayed requesting patrons to leave the premises quietly at night and respect local residents.
11. The premises forecourt area will be swept daily.
12. The premises will install a till prompt to remind staff to check age when appropriate to do so for customers wishing to purchase and is a restricted product

### b) The prevention of crime and disorder

1. The CCTV policy shall incorporate the following basic requirements:
  - Be switched on and fully operational when the licensable activities are being carried out.
  - Record for a minimum rolling period of 31 days with date and time stamping.
  - Have a camera covering any public entrance which will provide a facial shot of identification quality and a CCTV monitor visible to staff working behind the counter.
  - The CCTV will have facilities to view recordings at the premises upon a reasonable request from the Police or officer of a responsible authority.
2. There shall be no self-service of spirits. The aforementioned products will only be displayed behind the counter.

**c) Public safety**

1. The CCTV policy shall incorporate the following basic requirements:
  - Be switched on and fully operational when the licensable activities are being carried out.
  - Record for a minimum rolling period of 31 days with date and time stamping.
  - Have a camera covering any public entrance which will provide a facial shot of identification quality and a CCTV monitor visible to staff working behind the counter.
  - The CCTV will have facilities to view recordings at the premises upon a reasonable request from the Police or officer of a responsible authority.

**d) The prevention of public nuisance**

1. Notices will be displayed requesting patrons to leave the premises quietly at night and respect local residents.
2. The premises forecourt area will be swept daily.

**e) The protection of children from harm**

1. The Premises Licence Holder shall ensure that all staff employed at the premises whose duties include the sale or supply of alcohol shall undertake and complete a relevant programme of training prior to them being authorised to sell or supply alcohol.
2. The premises licence guidance manual will be the basis of alcohol sales training.
3. Records of the written training programme shall be maintained and made available to Authorised Officers upon request.
4. The Premises Licence holder shall provide a "refresher" training session to all relevant staff members as and when deemed necessary on a case by case evaluation, but as a minimum requirement the refresher training session shall be provided to all staff on at least one occasion every twelve months.
5. The premises will operate a Challenge 25 policy. Challenge 25 means that all members of staff shall seek "credible photographic proof of age evidence" from any person who appears to be under the age of 25 years, if the customer is unknown to the staff member serving as a person over 18 years of age. Such credible evidence, which shall include a photograph of the customer, will include a passport, photographic driving licence, or Proof of Age card carrying a "PASS" logo.
6. Challenge 25 posters shall be displayed in prominent positions at the premises.
7. The premises will install a till prompt to remind staff to check age when appropriate to do so for customers wishing to purchase and is a restricted product
8. Any refusals of age restricted product will be logged in a refusal book which will be available for inspection by an officer of a responsible authority. The book is to be checked at least monthly and signed off by the DPS.

Checklist:

**Please tick to indicate agreement**

- |   |   |
|---|---|
| • I have made or enclosed payment of the fee; or  | X |
| • I have not made or enclosed payment of the fee because this application has been made in relation to the introduction of the late night levy. | X |
| • I have sent copies of this application and the plan to responsible authorities and others where applicable.                                   | X |
| • I understand that I must now advertise my application.  | X |
| • I have enclosed the premises licence or relevant part of it or explanation.   | X |
| • I understand that if I do not comply with the above requirements my application will be rejected.   | X |

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

**Part 5 – Signatures** (please read guidance note 12)

**Signature of applicant (the current premises licence holder) or applicant's solicitor or other duly authorised agent** (please read guidance note 13). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	10 <sup>th</sup> FEBRUARY 2021
Capacity	AGENT

**Where the premises licence is jointly held, signature of 2nd applicant (the current premises licence holder) or 2nd applicant's solicitor or other authorised agent** (please read guidance note 14). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	
Capacity	

**Contact name (where not previously given) and address for correspondence associated with this application**  
(please read guidance note 15)

RICHARD BAKER  
RB RETAIL & LICENSING SERVICES LIMITED

Post town		Post code	
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			

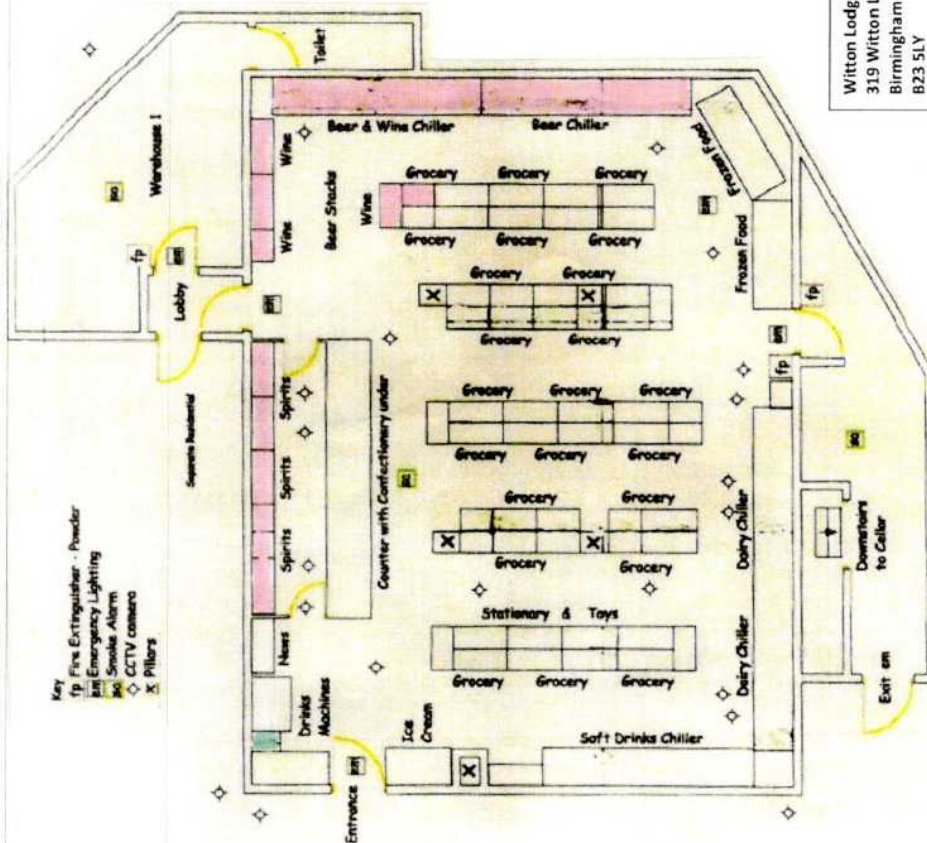
**Notes for Guidance**

**This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence, you should make a new premises licence application under section 17 of the Licensing Act 2003.**

1. You do not have to pay a fee if the only purpose of the variation for which you are applying is to avoid becoming liable for the late night levy
2. Describe the premises. For example, the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place of consumption of these off-supplies of alcohol, you must include a description of where the place will be and its proximity to the premises.
3. In terms of specific regulated entertainments please note that:
  - Plays: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500.
  - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the

- organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
  - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
  - Live music: no licence permission is required for:
    - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
    - a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
    - a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
    - a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
    - a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
  - Recorded Music: no licence permission is required for:
    - any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
    - any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by
      - a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
      - any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.
  - Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
  - Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
    - any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
    - any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
    - any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
    - any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.
4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).

5. For example state type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
8. Please give timings in 24 hour clock (e.g. 16.00) and only give details for the days of the week when you intend the premises to be used for the activity.
9. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
10. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.
11. Please list here steps you will take to promote all four licensing objectives together.
12. The application form must be signed.
13. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
14. Where there is more than one applicant, each of the applicants or their respective agents must sign the application form.
15. This is the address which we shall use to correspond with you about this application.



Scale: 1:100  
Drawing Reference: RB/1406  
Drawn by: R Baker RB Retail & Licensing  
9<sup>th</sup> February 2021.

Copyright –  
All retail selling areas to be licensed for alcohol display.  
RB Retail & Licensing Services Limited, 23 Magister Drive,  
Lee on the Solent, Portsmouth PO123 8GE.  
Site dimensions to be used at all times.

**From:** Richard Baker  
**Sent:** 11 February 2021 12:56  
**To:** Arron Hanson  
**Cc:** Licensing  
**Subject:** RE: Witton Lodge Convenience Store

Good afternoon Aaron

Many thanks for your email.

I have discussed your suggested condition with the client and he has instructed me to accept your proposal as detailed below..

Many thanks

Keep safe.

Kind regards

Richard

Richard Baker  
Director  
RB Retail & Licensing Services Limited

**From:** Arron Hanson  
**Sent:** 11 February 2021 11:12  
**To:** Richard Baker  
**Subject:** RE: Witton Lodge Convenience Store

Good afternoon Richard,

I work in Environmental Health and that under public nuisance I wish to add the following licence condition to the licence;

**Waste shall only be collected and disposed of between the hours of 0700-2100**

If you can agree to that today I can send my response to licensing by the end of the day.

Regards  
Arron

Arron Hanson  
Environmental Protection Officer

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Environmental Health | Regulation & Enforcement Division  
[arron.hanson@birmingham.gov.uk](mailto:arron.hanson@birmingham.gov.uk)



**LICENSING ACT 2003****PREMISES LICENCE****Premises Licence Number:****3701 / 2****Part 1 - Premises details:**

<b>Postal address of premises, or if none, ordnance survey map reference or description</b>	
Witton Lodge Convenience Store 319 Witton Lodge Road Erdington	
<b>Post town:</b>	<b>Post Code:</b>
Birmingham	B23 5LY
<b>Telephone Number:</b>	

<b>Where the licence is time limited the dates</b>
N/A

<b>Licensable activities authorised by the licence</b>
M2          Sale of alcohol by retail (off the premises)

<b>The times the licence authorises the carrying out of licensable activities</b>			
Monday - Saturday	06:00	-	23:00    M2
Sunday	07:00	-	22:30    M2

<b>The opening hours of the premises</b>			
Monday - Saturday	06:00	-	23:00
Sunday	07:00	-	22:30

<b>Where the licence authorises supplies of alcohol whether these are on and/or off supplies</b>
Off Supplies Only

**Part 2**

<b>Name, (registered) address, telephone number and email (where relevant) of holder of premises licence</b> M & M Family 4 LTD 16 Wharf Lane	
<b>Post town:</b> Solihull	<b>Post Code:</b> B91 2NJ
<b>Telephone Number:</b> Not Specified	
<b>Email</b> N/A	

<b>Registered number of holder for example company number or charity number (where applicable)</b> 11872403
--

<b>Name, address, telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol</b> Mr Ganeshalingham Prasanna	
<b>Post town:</b>	<b>Post Code:</b>
<b>Telephone Number:</b> N/A	

<b>Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol</b>	
<b>Licence Number</b> WN/050595	<b>Issuing Authority</b> WOLVERHAMPTON CITY COUNCIL

*Dated 16/07/2019*

SHAID YASSER  
Senior Licensing Officer  
For Director of Regulation and Enforcement

## Annex 1 – Mandatory Conditions

No supply of alcohol may be made under the premises licence (a) at a time when there is no designated premises supervisor in respect of the premises licence, or (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a personal licence.

The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either— (a) a holographic mark, or (b) an ultraviolet feature.

(1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. (2) In this condition:— (a) “permitted price” is the price found by applying the formula  $P = D + (D \times V)$ , where— (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (b) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence— (i) the holder of the premises licence, (ii) the designated premises supervisor (if any) in respect of such a licence, or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994. (3) Where the permitted price would not be a whole number of pennies, the permitted price shall be taken to be the price rounded up to the nearest penny. (4) Where the permitted price on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax, the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

## **Annex 2 – Conditions consistent with operating schedule**

### **2a) General conditions consistent with the operating schedule**

1) Staff will be responsible for regular checks for any persons consuming alcohol in the immediate area and also for litter that may have been caused from items purchased from the premises.

### **2b) Conditions consistent with, and to promote the prevention of crime and disorder**

1) Digital CCTV will be installed at the premises and will be made available for download to all responsible authority on request and it will have a recording facility of up to 14 days.

2) Staff will discourage members of the public congregating directly outside the premises and will liaise with local police where problems persist.

### **2c) Conditions consistent with, and to promote, public safety**

No enforceable conditions identified from operating schedule.

### **2d) Conditions consistent with, and to promote the prevention of public nuisance**

No enforceable conditions identified from operating schedule.

### **2e) Conditions consistent with, and to promote the protection of children from harm**

1) A challenge 21 policy will be adopted with all staff being trained in ID recognition and challenging.

2) Age challenging posters will be displayed in prominent places for customers to see.

**Annex 3 – Conditions attached after hearing by licensing authority**

**3a) General committee conditions**

N/A

**3b) Committee conditions to promote the prevention of crime and disorder**

N/A

**3c) Committee conditions to promote public safety**

N/A

**3d) Committee conditions to promote the prevention of public nuisance**

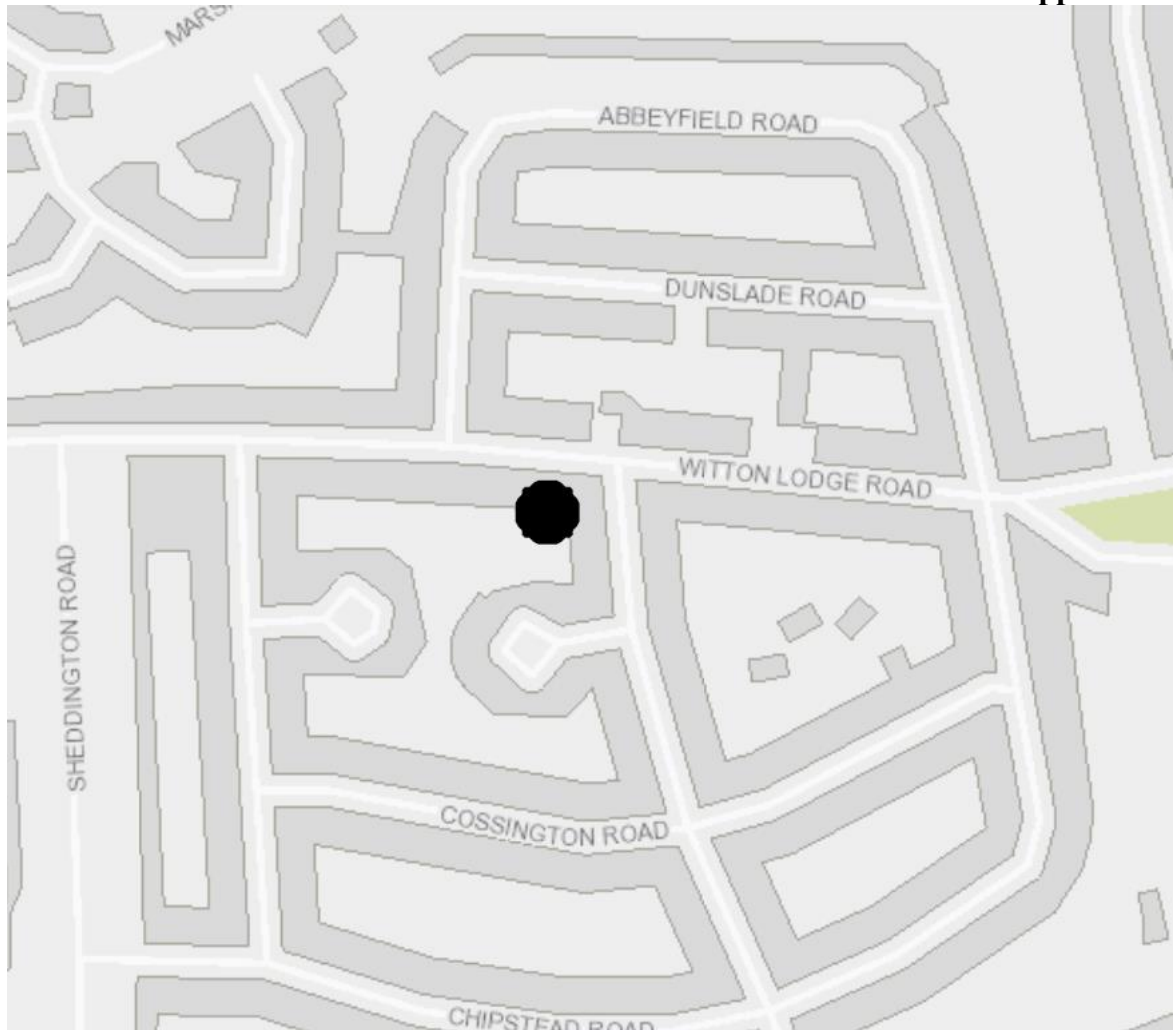
N/A

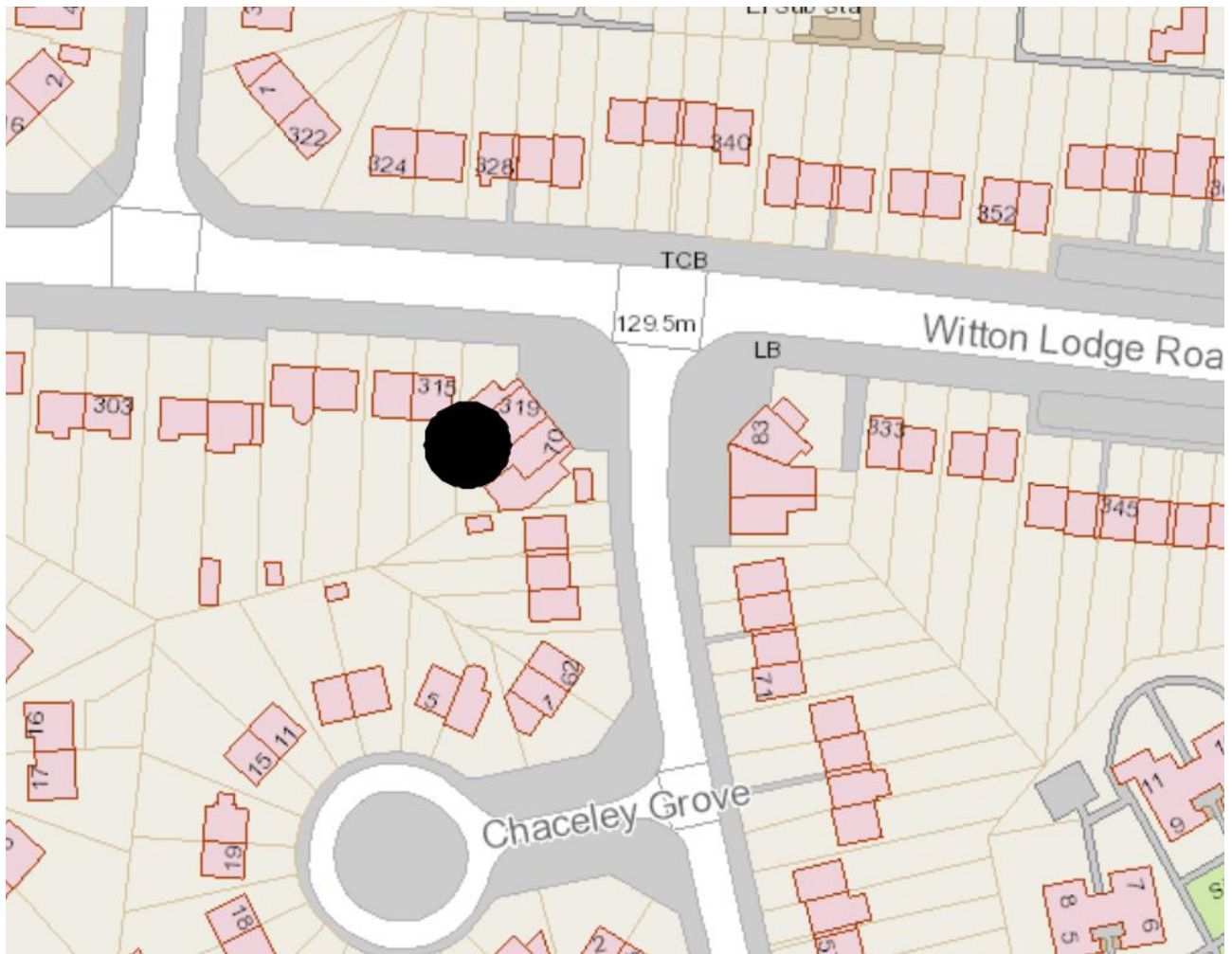
**3e) Committee conditions to promote the protection of children from harm**

N/A

#### **Annex 4 – Plans**

The plan of the premises with reference number **111753-3701/2** which is retained with the public register kept by Birmingham City Council and available free of charge for inspection by appointment only. Please call the Licensing Section on 0121 303 9896 to book an appointment.







# Index

## Applicants Supporting Evidence

### Witton Lodge Convenience Store,

319 Witton Lodge Road, Birmingham, B23 5LY

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1. Petition	pages 1-29
2. Petition Summary	pages 30-34
3. Radius map	Page 35
4. Late Night Prem map	page 36
5. Crime Pie Chart & Map	pages 37-38
6. Licensing Manual	111 Pages

End



I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	7 Witton Lodge		✓			16/02
	2 Witton Lodge		✓			16/02
	357 Witton Lodge Rd		✓			16/02
	755 WILKINSON RD B23 5PL		✓			16/02
	100 WILKINSON ROAD B23 5LR		✓			16/02
	100 Dove Dale Rd B23 5BP		✓			16-2-21
	16 Witton Lodge Rd		✓			16-2-21
	2 Chudley Rd		✓			16-2
	ABBYFIELD B23 5LL		✓			16-2
	Regent B23 Crest B23		✓			16-2
	Witton Lodge		✓		Good idea	17/2
	NEWMAN GROVE		✓		GREAT IDEA	17/2
	10 COURT LAKE		✓		GREAT	17/2
	111 WILKINSON RD		✓		GREAT IDEA	17/2
	Witton Lodge		✓		Good idea	17/2
	WILKINSON RD		✓		Good idea	17/2
	300 WILKINSON		✓			17/2
	Greenfield		✓			18/2
	abbeyfield road		✓		Best idea	18/2



I, Sange Shukumaran, Managing Director of the company running Witten Lodge Convenience Store, 315 Witten Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and microwave snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as the Prevention of Crime and Disorder, the Prevention of Public Nuisance, Public Safety, and the Protection of Children from Harm. I confirm I am over 16 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	Abbeyfield Road				Best idea ever	18/2
	140 Gt Grove		/		more convenience	18/2
	CHACELEY		/			18/2
	2 Blackwell Road		/			18/2/24
	Wilton Lodge		/			18/2/24
	Wilton Lodge		/			18/2
	7 Wilton Lodge		/			18/2/21
	Blackwell Rd		/			18/2/21
	+ Frank Wells Rd		/			18/2
	Wilton Lodge		/		convenient	18/2/21
	Witten Lodge		/			18/2/21
	Gt Grove		/			19/2
	Wishmont		/			19/2
	Coventry		/			19/2
	Chaceley		/			19/2
	Downace		/			19/2
	140 Gt Grove		/			19/2
	Gretton Rd		/			19/2
	Gretton Rd		/			19/2



I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	0 Witton Lodge Rd		✓			19/2
	ABBERFIELD RD		✓			19/02
	Jerrys Lane		✓			19/2
	Placemell Rd		✓			19/2
	Blackwell Rd		✓			19/2
	Jerrys Lane		✓			19/2
	Chaceley Grove		✓			19/2
	B112 BEECHES		✓			19/2
	Chaceley Grove		✓			19/2
	burffits lane		✓			19/2
	1 Witton Lodge Road		✓			19/2
	G1B0 Lane		✓			19/2
	Wetton Rd		✓			19/2
	Wetton Rd		✓			19/2
	Jerrys Lane		✓			19/2
	G12 HON Road		✓			19/2
	Regan Gregans		✓			19/2
	Wetton Road		✓			19/2
	ABBERFIELD		✓			19/2



I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	23 Cornfield		✓			20/12
	6 Abbeyfield Road		✓			20/12
	55 Chipstead Road		✓			20/12
	55 Chipstead Road		✓			20/12
	Chipstead Road		✓			20/12
	Chipstead Road		✓			20/12
	2 Court Lane		✓			20/12
	at Chester Rd		✓		great shop.	20/12
	5 Carrington Road		✓		great shop	20/12
	Brixton Rd Bobbrow		✓		Great idea very convenient.	20/12
	5 Madhurst Road		✓		Brilliant	20/12
	Smiling Green Close		✓			20/12
	DUNSCA DE ROAD		✓		great idea	20/12
	5 Chipstead		✓		Yes!	20/12
	5 Chipstead		✓		Oh Yes!	20/12
	Witton Lodge road		✓		great idea	20/12
	Witton Lodge Road		✓		Great!	20/12
	Witton Lodge 305		✓		Yes!	20/12
	73 Abbeyfield Road		✓		YES!	20/12



I, Sanja Sivakumaran, Managing Director of the company running Witten Lodge Convenience Store, 219 Witten Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and more varied snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines the four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	Scryps					24/2
	Chipstead					24/02/2020
	ad					24/2
	laskwell				Good	24/2
	B23/5LY					24/2
	Jerry				VERY CONVENIENT	24/02
	LANE B23SA				YES DO IT	24/02
	nightclub					24/2
	Witten Lodge					26/2
	Wrens Garden					25/2
	Chaceley					25/2
	group					25/2
	Bretton Road					25/2
	NASH					25/2
	GROVE					25/2
	abneyfield					25/2
	oad					25/2
	Witten Lodge					25/2
	Rosey Avenue					25/2
	BRETTON RD					25/2
	Blackwell					25/2
	Chertons				SO CONVENIENT	25/2
	73 SBT				good idea	25/2
	Shedington				brilliant	25/2
	Road					25/2
	ay Avenue					25/2
	7					25/2



As local people living or working in the neighbourhood please would you submit/tick a response/comment from the three alternatives listed below to best describe your view regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety; and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	"No Comment" or "Comment"	Date
COWLEY		/				26/2/20.
Bowton Lodge		/				25/2/2021
J Alderpeck		/				25/2/2021
Niffel Road		/				25/2/21
Shoddington		/				25/2/21.
Cossington		/				25.2.21
Gretton Rd		/				25.2.21.2
Shoddington		/				25/2/2021
Sunrise Rd		/				25/2/21
Chippstead Road		/				25/2/21
Surrey Rd		/				26-2-21
MADGERS RD		/				26-2-21
Rodney Ave		/				26/2/21
Stony Grove		/				26/2/21
Court Rd		/				26/2/21
NORMANTON TOWN		/				26/2/21
Stony Grove		/				26/2/21
Ten Lodge Rd		/				26.2.21
GOOSEMOOR NE		/				26.2.21







I, Sanja Shrivastava, Managing Director of the company running Witten Lodge Convenience Store, 318 Witten Lodge Road, Birmingham, B23 8LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety; and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Concern'	Date
	ABBOTFIELD ROAD		/			26/2/21
	5 ABBOTFIELD RD		/			26/2/21
	200 WILK		/			20/1/21
	5 chingford Road		/			26/2/21
	Regan Cres.		/			02/02/21
	Regan Cres		/			02/02/21
	7 FLACKWELL		/			22/05/21
	Cossington Rd		/			02/08/21
	ABBOTFIELD		/		Good idea	6-3-2021
	LITTLEMORE		/			6-3-20
	BOSTONS		/			6-3-21
	5 SEY.		/			6-3/21
	5 TEPDURY		/			6-3/21
	Witten lodge road		/		Great Idea	6/3/21
	Flackwell		/			6/3/21
	Witten Lodge		/		Great idea	6/3/21
	AT 27 cranley		/		very good idea	6/3/21
	SE Coldmore		/			6/3/21
	1 nether		/			4/3/21



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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	WITTON Lodge		✓			6.3.21
	ABBEYFIELD RD		✓			6.3.21
	COSINGTON RD		✓			6.3.21
	WITTON Lodge Road		✓			6.3.21
	319 Witton Lodge Road		✓			6.3.21
	ABBEYFIELD RD		✓			7.3.21
	Gretton rd.		✓			7/3/21
	CHALFORD RD		✓			7/3/21
	ABBEYFIELD RD		✓			7/3/21
	ABBEYFIELD RD		✓			1/3/21
	WITTON Lodge		✓			07/03/21
	G. GARDENY HILL		✓			07/03/21
	WIDGET CREW		✓			07/03/21
	WITTON RD		✓			7/3/21
	COSINGTON RD		✓			07/03/21
	4 Chipstead		✓			7/3
	16 Mucklow		✓			07/03/21
	COSINGTON RD.		✓			7/03/21
	100 Goose me		✓			7/3/21



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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	ADRIAN PAD CREAT RD		✓			8/3/21
	GILWITON 191 Road		✓			7/3
	Dunslade Road		✓			7/8/21
	Flackwell Rd		✓			7/8/21
	S GRETTON RD		✓			7/8/21
	Dunslade rd		✓			7-3-21
	ABBEYFIELD		✓			7/3/21
	Cossington Road		✓			7.3.21
	Flackwell Road		✓		Good idea!	7.3.21
	WITTON LODGE ROAD		✓			7.3.21
	JESS Lane		✓			7/3/21
	WITTON LODGE RD		✓			8/3/21
	HACELEY GROVE		✓			9/3/21
	CHILDHEAD RD		✓			9/3/21
	ABBEYFIELD		✓			8/3/21
	7 WITTON LODGE		✓			9/3/21
	PROSEMORE		✓			9/3/21
	WITTON Lodge Rd		✓			09/03/21
	DAREDELE RD		✓			09/03/21



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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	W. DUNSLADE B23 5LP		✓			09/3/21
	Witton Lodge B23 5PN		✓			9/3
	WITTON LODGE ROAD		✓			9/3
	Abbeyfield Rd		✓			9/3
	ABBEYFIELD RD B23 5LN		✓			9/3/21
	COURT LN		✓			9/3/21
	Dunslade Rd		✓			9/3/21
	Cossington RD		✓			9/3/21
	Gretton RD		✓		Staff are always polite and helpful	9.3
	Abbeyfield Rd		✓		Great staff very welcoming.	9.3
	Cossington RD.		✓		great service.	09/03/21
	Abbeyfield Rd		✓			09/3
	Lydgate Grove		✓			09-3-2
	CHANCELEY GROVE		✓			09-3-
	chipstead row		✓			09-3-
	Chester rd		✓			9-3
	Ipelard Rd		✓		Good service. Staff are helpful and polite.	9.3
	5 DUNSLADE		✓			9/3/21
	Abbeyfield Rd.		✓		Excellent shop.	10/3/21



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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	bbyfield Rd		✓			10/3/21
	UNSLADE RD		✓			10/3/21
	Burnham Rd		✓			10/3/21
	Cheddle Lane		✓			10/3/21
	BEECH RD FRODO		✓			10/3/21
	Chipshead		✓			10/3/21
	Court Farm Rd		✓			10/3/21
	S Flockwell Rd		✓			10/3/21
	Grange Lane		✓		Very Good	10/3/21
	Wally Mollin		✓		BASS	10/3/21
	Wotton Lodge		✓			10/3/21
	dunslade road		✓			10/3/21
	Flackwell Rd		✓			10/3/21
	Cossington Rd		✓			10/3/21
	WATNEY GROVE		✓			10/3/21
	ABINGDON ROAD		✓			10/3/21
	Wotton Lodge Rd		✓			10/3/21
	Dovecote		✓			10-3-21
	Chipshead		✓			10-3-21



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Net	Lipskade Road		✓			10/3
SA	Marlow					10/3
Rob	Abbeyfield		✓			10/3/21
Pravin	173 REYFORD		✓			10/3/21
Anwar	Sheddington		✓			10/3/21
D. R.	1, GOSSETT		✓			10/3/21
	Sheddington Rd		✓			10/3/21
Sam	Gretton Rd		✓			10/3/21
Michael	Hayland Rd		✓			10/3/21
Theresa	173 REYFORD		✓			10/3/21
Sofia	Turpits (ar		✓			10/3/21
John	2 Turpits (ar		✓			10/3
Richard	Cossington RD		✓			10/3
Elmer	+ Sheddington rd		✓			10/3/21
Christina	3 Abbeyfield rd		✓			10/3
Fiona	1 NESSCLIFFE Gk		✓			10/3
CHIPS	1 FLACKWELL RD		✓			10/3
Colleen	Merton Drive		✓			10/3
SPRUE	6 Flackwell		✓			10/3



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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
R. M. S. S. S.	TECHNICAL CAFE	[Signature]	/			10/3
P. M. S. S.	ABBEYFIELD	[Signature]	/			10/3/19
M. S. S. S.	Cossington road	[Signature]	/			10/3
[Signature]	Witton Lodge	[Signature]	/			10/3
[Signature]	12 STANLEY AVENUE	[Signature]	/			10/3
[Signature]	ABBEYFIELD	[Signature]	/			10/3
[Signature]	Donslade	[Signature]	/			10/3/21
[Signature]	Capitons Rd	[Signature]	/			10/3/19
[Signature]	4 Farm Croft	[Signature]	/			10/3
[Signature]	4 Court Lane	[Signature]	/			10/3
[Signature]	9 Abbeyfield	[Signature]	/			10/3
[Signature]	10 Court Lane	[Signature]	/			10/3
[Signature]	TOPCROFT RD	[Signature]	/			10/3
[Signature]	7 TIE POLLARS	[Signature]	/			10/3/19
[Signature]	Sheddington rd	[Signature]	/			10/3
[Signature]	2 Crp	[Signature]	/			10/3
[Signature]	[Signature]	[Signature]	/			10/3
[Signature]	WITTON WING RD	[Signature]	/			11/3
[Signature]	10 COURT LANE	[Signature]	/			11/3



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	B342		✓			11-3-2002
	Sutton		✓			11/3/2002
	Abbeyfield		✓			11-3-21
	Non London		✓			11-3-21
	<del>Abbeyfield</del>		✓			11-3-2
	Lydget Grove		✓		Great idea	11-3-21
	12-30-10-10		✓		good idea	11-3-21
			✓		Very handy to be open until late.	
	2 Abbeyfield Road		✓		Great idea	11/3/21
	Deerham Close		✓		very handy	11/3
	11-3-21		✓		Very handy	11/3/21
	BRANLEY		✓			11/3/21
	Abbeyfield		✓		good idea for summer	11/3/21
	Sheddingford		✓		Very handy	11/3/21
	Fox Road 20		✓		Great idea	11/3/21
	11-3-21		✓		Good	11/3/21
	2-11-3-21		✓		Good	11/3/21
	90 Abbeyfield Road		✓		Good	11/3/21







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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	6 WATSON LODGE OAO		✓			11/3/21
	1 Chedington Rd		✓			11/3/21
	1211 Cheriton Rd		✓		Good idea	11/3/21
	1, Packard Rd.		✓		Good idea	11/3/21
	15 Dunwich Rd		✓		Good idea	4/3/21
	16 Gifford Rd		✓		Great idea	11/3/21
	17 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	18 Hargrave Court Farm Rd		✓		Good idea	11/3/21
	19 Hargrave Court Farm Rd		✓		Good	11/3/21
	20 Hargrave Court Farm Rd		✓		Local Business	11/3/21
	21 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	22 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	23 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	24 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	25 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	26 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	27 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	28 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	29 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	30 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	31 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	32 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	33 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	34 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	35 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	36 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	37 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	38 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	39 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	40 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	41 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	42 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	43 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	44 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	45 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	46 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	47 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	48 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	49 Hargrave Court Farm Rd		✓		Great idea	11/3/21
	50 Hargrave Court Farm Rd		✓		Great idea	11/3/21



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	301 75/col rd		/		good	12/3/21
	Abbey Field		✓			12.3.21
	Lakes Road		✓		great!	12.3.21
	73 Abbeyfield Rd		✓		wonderful idea!	12.3.21
	Abbeyfield Rd		✓		very good	12/3/21
	Frederick Rd		✓		very good	23/3/21
	4 Crossing Rd		✓		Good Shop	23/3/21
	Abbeyfield Rd		✓		good	12/3/21
	1 Witton Lodge Rd		✓		good	12/3/21
	Witton Rd		✓		very good	12/3/21
	5 Witton Lodge Rd		✓		Excellent	12.3.21
	CAPILANO RD		✓			12.3.21
	Abbeyfield		✓			12.3.21
	5 WITTON Lodge Rd		✓		excellent service	12/3/21
	1113011		✓			12.3.21
	1113011		✓			12.3.21
	2113011		✓		very good shop	12/3/21
	2113011		✓		very good shop	12/3/21
	3113011		✓		very good	12/3/21



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	MARY RD. <del>stutter</del>		ES		GREAT IDEA	17/3/21
	MARSHMAN		ES		FANTASTIC IDEA	
	112 clough RD		-		Good idea	17/3/21
	MORTIMOUTH <sup>drain</sup>		/		good idea	12.3.21
	OPCROFT 59		/		good idea	12/3/21
	3 witton lodge		/		good idea	12.3.21
	BYRLE AVOON RUSSET		✓		GOOD	12.3.21
	1 FERRYS AVE		✓		VERY GOOD	12.3.21
	WARDON SQ		✓		very good	16.3.21
	giffender		✓		Good	16.3.21
	Oscar Rd Cr		✓		great shop	16.3.21
	17 Hutton Rd		✓		Great Buy	16.3.21
	Witton wade		✓		Good Idea	16.3.21
	1000 RD		✓		Good	16.3.21
	Bury Rd		✓		Good	16/3/21
	230NS		✓		Good	16/3/21
	GMA9.		✓		Good	16/3/21
	SLQ		✓		Good	16/3/21
	Advised Rel		✓		Very Good	18-3-21
	Turpish		✓		Good	18.3.21



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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	Bucknall		✓			18/3/21
	Flackwell Rd				Good Idea	18/3/21
	5 SER					
	Cossington Road		✓		Fab Idea!	18/3/21
	B23 5ET					
	25		✓		Good Idea	18/3/21
	FINCHLEY RD					
	Dunslade Rd		✓			18/3/21
	6 Court Lane		✓		Good Idea	18/3/21
	6 Chester Rd		✓		Good Idea	18/3/21
	Dunslade Rd		✓		Great Idea	18/3/21
	Wester rd		✓		Great Idea	18/3/21
	COURT LANE		✓			18/3/21
	Lendover Road		✓		Very Good	18/3/21
	10 Court Road		✓		Good Idea	
	CURT FARM ROAD		✓		Great Idea	18/3/21
	Flackwell Road		✓		Great Idea	18/3/21
	Chester Road		✓		Very good	18/3/21
	Jerrys lane		✓		ll	18/3/21
	Flackwell RD		✓		Good	18/3/21
	Flackwell RD		✓		Good idea	18/3/21
	Chaceley Grove		✓		Good idea	18/3/21



I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

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As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
D Lynd	2 Wendover	[Signature]	✓			18.3.21
1. 1002	3 CHIPSTEAD	[Signature]	✓			18.3.21
11. Day	Weycroft Rd	[Signature]	✓			18/3/21
	Derbyshire House	[Signature]	✓			18/3/21
	Deonville Road	[Signature]	✓		very good idea	19/3/21
	Dunstable Road	[Signature]	✓		Definitely 100	18/3/21
	FLACKWELL	[Signature]	✓		very good	18/3/21
	5 Oxford Blvd	[Signature]	✓			18/3/21
	21 Winton Rd	[Signature]	✓		Very good	18/3/21
	Sidwell Ave	[Signature]	✓			18/3/21
	KITTIVARE DRIVE B23	[Signature]	✓		Excellent idea	18.3.21
	Lawnfield Grove	[Signature]	✓		Good idea	18.3.21
	10 Springton	[Signature]	✓		Good idea	18.3.21
0. 101	101 COSSINGTON	[Signature]	✓		Good idea	18.3.21
1. 1000	10 Broomhill	[Signature]	✓		Good idea	18.3.21
	101 Winton Rd	[Signature]				18.3.21
	101 HIRSTAD	[Signature]	✓			18.3.21
L. 1000	301 WITTON.	[Signature]	✓		Great Idea!	19.3.21
J. 1000	297 Chester Rd	[Signature]				



I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	WITTON		✓			19/3/21
	chipstead		✓			19/3/21
	WOODSONG		✓			19-3-21
	COXDALE RD		✓		Good idea	19-3-21
	LITTLE CORE		✓		Good idea	19-3-21
	Abbeyfield rd		✓		Good idea	19-3-21
	Witton Lodge		✓		Good idea	19/3/2021
	ROSSINGTON RD		✓		FANTASTIC SHOP	19/3/21
	FLACKWELL ROAD		✓		GOOD SHOP	19/3/21
	Dunslade Rd.		✓			19/3/21
	Walch Grove		✓		Good shop	19/03
	Bone Road		✓		Great Shop	19/3.
	Shorbrook		✓			
	WOODSIDE				Always friendly	
	COVET LANE		✓			19/3/21
	Legon Cres		✓			19/3/21
	Cast Lane					19/3/21
	Bendall Rd		✓		Great Shop	19/3/21
	Witton Lodge Rd		✓		Great shop	19/3/21



I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LV - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
Shah	Cossington	Shah	✓			19/3/21
Shah	Chipstead	Shah	✓			20/3/21
Shah	Leewood	Shah	✓		Good idea	20/3/21
Shah	CAPILANO	Shah	✓		Good Luck	20/3/21
Shah	OSPREY Rd	Shah	✓		BRILLIANT	20/03/21
Shah	2 Kings Rd	Shah	✓		Good	20/03/21
Shah	WITTON Lodge	Shah	✓		O.K.	20/03/21
Shah	GILBERTSTONE AVENUE	Shah	✓			20/3/21
Shah	Leewood Ave	Shah	✓		ok	20/3/21
Shah	Witton loc	Shah	✓		OK	20/3/21
Shah	29 GRESHAM	Shah	✓			20/3/21
Shah	B'ham Rd	Shah	✓		GOOD IDEA	20/3/21
Shah	WITTON LODGE	Shah	✓		Good idea	20/3/21
Shah	Court lane	Shah	✓		OK	20/3/21
Shah	SYCAMORE ROAD	Shah	✓		GOOD	20/3/21
Shah	RESEARCH	Shah	✓		Good	20/3/21
Shah	Derbyshire	Shah	✓		Good	20/3/21
Shah	Leewood	Shah	✓		Good	20/3/21
Shah	Blackwell Rd	Shah	✓		Good	20/3/21



I, Sanja Sivakumaran, Managing Director of the company running Witten Lodge Convenience Store, 319 Witten Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and microwave snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
	Witten Lodge Drue		/			21/03/21
	SFR					
	THURHALLS		/			21/03/21
	ROSSCOTT		/			21/03/21
	TRIMMORN		/			21/03/21
	OKWAY		/			21/03/21
	61/603		/			21/03/21
	21/023		/			21/03/21
	Dunstable		/		Good area lovely shop	21/03/21
	ad 023		/			21/03/21
	7 New Drott		/		Good Shop	21/03/21
	Abbeyfold road		/		Good Shop	21/03/21
	an Crescent		/			21/03/21
	chester road		/		Good owners + shop	21/03/21
	Abbeyfold		/		Good shop	21/03/21
	chester RD		/			21/03/21
	fishers ave		/		Good service	21/03/21
	ons Bridge		/			21/03/21
	key Rd		/		Good owners and good service	21/03/21
	Witten Lodge		/		Good service	21/03/21
	Hollylane		/			21/03/21
	+ FLEET		/			21/03/21
	field RR		/		Good idea	21/03/21



I, Sanja Shukamoren, Managing Director of the company running Wotton Lodge Confectionery Store, 319 Wotton Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Council Licensing Department in order to sell alcohol for consumption off the premises until 11pm 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and more varied snacks etc.

We have also attached to this petition a list of the legally enforceable conditions that we have offered within the application for your kind attention.

As local people living or working in the neighbourhood please would you select/tick a response/comment from the three alternatives listed below to best describe your views regarding this application together with your name, address & signature. We ask you in particular when considering your view whether the application, if successful, is likely to adversely affect the "2003 Licensing Act", which defines its four licensing objectives as: the Prevention of Crime and Disorder; the Prevention of Public Nuisance; Public Safety, and the Protection of Children from Harm. I confirm I am over 18 years of age. We thank you for taking the time to do so. Please print in block capitals.

Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
------	---------	-----------	---------------------------	--------------------------	---------------------------	------

	Chippendale					21/3/21
	Wotton Lodge				Good idea	21/3/21
	Flamingo Grove					21/3/21
	Carrington Road				Great idea	11/05/21
	Wotton Lodge				Good idea	21/3/21
	Ches Grove				Brilliant idea	21/3/21
	Dunlop Road				Good idea	21/3/21
	Wotton Lodge				Good idea	21/3/21
	Wotton Road				Good idea	21/3/21
	Chippendale Rd				Good	22/3/21
	Clendale				Great	22/3/21
	Wotton Road					22/3/21
	Chippendale Road				Good idea	22/3/21
	Hedderington Rd				Good	22/3/21
	Lydney Grove				Brilliant	22/5/21
	Wotton Road					22/3/21
	Wotton Road				Brilliant	23/10/20
	Wotton Road				Great	25/3
	Wotton Road				Great	25/3/20

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I, Sanje Sivakumaran, Managing Director of the company running Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham, B23 5LY - have applied for a variation to our existing premises licence from Birmingham Councils Licensing Department in order to sell alcohol for consumption off the premises until 1am 7 days a week. We have also applied for Late Night Refreshment to the same time to sell hot drinks and micro waved snacks etc.

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Name	Address	Signature	I support the Application	I oppose the Application	'No Comment' or 'Comment'	Date
S. J.	1 Wilton Lodge		✓			11/3
	Haddington Road		✓			11.3
	Abbeyfield Rd		✓		Good idea	11.3
	Wilton Rose Road		✓		Good for local community	11/3/21
	Wilton ge Rd		✓			11/3/21
	Johnson Rd		✓			11/3/21
	ARBEMFIELD		✓			11/3/21
	ARBEMFIELD RD		✓			11/3/21
	DUNSCADE		✓		Great idea	11/10/
	Abbeyfield Rd		✓		Good idea	11/3/21
	Abbeyfield Rd.		✓		Good idea	11/3/21
	Flowing green marsh lane		✓		Great idea	11.3.21
	Waverfield		✓		Beneficial for community good to community	11.3.21
			✓		Brilliant idea	11.3.21
	Abbeyfield		✓		good idea	11/3/21
	Flackwell rd		✓		very good	11/2021
	St. Dunstons Hall		✓		Lo/lo	11/2021
	STREETLY RD		✓		GREAT SERVICE 10/10	11/3.21





# Witton Lodge Convenience Store - Petition Summary/Analysis by Road name and number

Signatures collated from 16<sup>th</sup> February to 27<sup>th</sup> March 2021

Road Name	Road number
Witton Lodge Road	32, 44, 103, 126, 132, 147, 184, 185, 187, 191, 237, 237, 239, 247, 250, 252, 266, 266, 268, 270, 278, 279, 279, 286, 286, 296, 298, 301, 307, 308, 308, 308, 308, 310, 310, 310, 310, 311, 319, 335, 342, 342, 342, 342, 342, 342, 345, 345, 347, 347, 347, 351, 351, 352, 353, 353, 353, 355, 356, 358, 360, 362, 362, 364, 365, 366, 366, 372, 372, 376, 377, 379, 386, 394, 394, nn, nn
Cossington Road	4, 4, 5, 5, 7, 20, 21, 22, 24, 30, 33, 33, 39, 40, 40, 42, 48, 48, 49, 49, 59, 60, 67, 71, 73, 75, 85, 85, nn
Dunslade Road	2, 3, 4, 5, 5, 6, 8, 16, 17, 17, 18, 19, 22, 25, 25, 31, 33, 43, 46, 52, 63, 65, 65, 182, nn, nn, nn
Abbeyfield Road	1,2, 5, 5, 6, 10, 12, 24, 27, 28, 30, 30, 30, 34, 34, 42, 43, 52, 56, 61, 63, 69, 69, 70, 70, 70, 72, 73, 78, 78, 78, 78, 78, 79, 81, 83, 83, 87, 90, 90, 106,106, 126, 126, 126, 134, 136, 136, 136, 138, nn, nn, nn, nn, nn, nn, nn
Court Lane	62, 136, 136, 136, 144, 188, 189, 260, 306, 411, nn, nn
Chaceley Grove	3, 7, 8, 9, 9, 11, 11, 16, 16, 18, nn
Jerry Lane	Flat 2, 23, 24, 25, 51, 73, 151, 171, 181, nn
Lydgate Grove	3, 4, 4, 5, 12, 16
Flackwell Road	7, 15, 17, 31, 34, 34, 34, 34, 34, 36, 36, 45, 46, 46, 46, 51, 53, 55, 55, 57, 57, 57, 61, 61, 62, 67, 70, 77, 77, 81, nn, nn, nn
Marshmont Way	60, 233, 235
Gretton Road	4, 9, 11, 16, 16, 16, 20, 23, 25, 26, 26, 27, 27, 28, 41, 44, 46, 87, nn, nn, nn, nn, nn , nn
Turfpits Lane	20, 152, 162, 162, 175
Chipstead Road	7, 21, 42, 44, 44, 44, 55, 60, 70, 71, 73, 77, 84, 92, 100, 100, 103, 112, 113, 124, 138, 148, 149, 155, 155, 175, 205, nn, nn, nn, nn
Bowling Green Road	20, 27, 30
Bowling Green Close	28
Walsh Grove	2, 21
Sheddington Road	28, 29, 31, 38, 39, 46, 46, 51, 52, 54, 60, 61, 75, 79, nn
Cheadle Drive	8
Hayland Road	8, 8
Nesscliffe Grove	17
The Pollards	47
Tedbury Crescent	33, 79, 79, nn

Deerham Close	4
Charlecote Drive	18
Sidford Grove	8
Osprey Road	15, 43
Medwin Grove	16
Kittiwake Drive	2, 8
Hawthorn Brookway	28
Regans Close	39
Wendover Road	40, nn
Weycroft Road	11a
Sidland Grove	12
Launsdale Grove	1
BroomHill Road	10
Finchley Road	103, 159
Dovedale Road	178, 194, 199, 203
Regan Crescent	14, 28, 28, 28, 31, 73
Newnham Grove	2
Ilford Road	30
Chester Road	72, 250, 250, 304, 316, 372, nn, nn
Madehurst Road	15, 26
Casey Avenue	81
Watney Grove	7, 20
Court Farm Road	14, 14, 30, 112, nn
Goosemoor Lane	106, 120, 219, 230
Marlow Road	nn
Capilano Road	7, 24, 60, 75, 87
Topcroft Road	69, 81
Short Heath Road	83, 295
Wardour Grove	15
Kirkwood Avenue	1
Perry Common Road	171
Norfolk Road	80

Buxton Road	2, 29
Hales Gardens	36, 39, 41
The Hurstway	7, 82, 188
Guillimot Grove	10
Baldmoor Lake Road	27
Chalford Road	19
Churchacre	17
Flamingo Gardens	7
Martins Way	7, 9
Fosseway Drive	137
Enderby Road	6
Holly Lane	107
Mothers Grove	1
Woodsome Grove	5
Harcourt Road	nn
Roberts Avenue	43
Greenleigh	1a
Peckham Road	78
Lakes Road	75
Abingdon Road	93
Beech Road	21
Littlecote Drive	4, 22
Portfield Grove	59
Chudleigh Road	43
Chase Grove	3
Beeches Drive	16
Gipsy Lane	213
Bore Road	4
Johnson Road	119
Farm Croft	14
Stanley Avenue	22, 22
Tedbury Croft	31

Burnham Road	17
Jarvis Road	nn
Gravelly Lane	311
Marsh Lane	11
St Georges Avenue	54
Streetly Road	106
Gravelly Hill	85
Aldridge Road	1084
Surrey Road	14, 19
Carelton Road	22
Lever Avenue	47
Cornfield Croft	23
Knightswood Road	19
Hanson Bridge Road	12
Danesbury Crescent	52
Somerton Drive	nn, nn
Dulwich Road	129
WarrenHill Road	46
Chingford Road	30, 30, 35
Finley Road	48
Coleraine Road	45
Kings Road	368
Gilberstone Avenue	95
Kingswood Avenue	29
Birmingham Road	426a
Sycamore Road	43
Oxford Drive	105
Blendell Road	65
Bucklands End Lane	173
Mary Road	15
Patterdale Road	nn
Leach Close	4

Wolverhampton Road	24
Whetty Lane	36
College Road	806
Hornsey Road	75

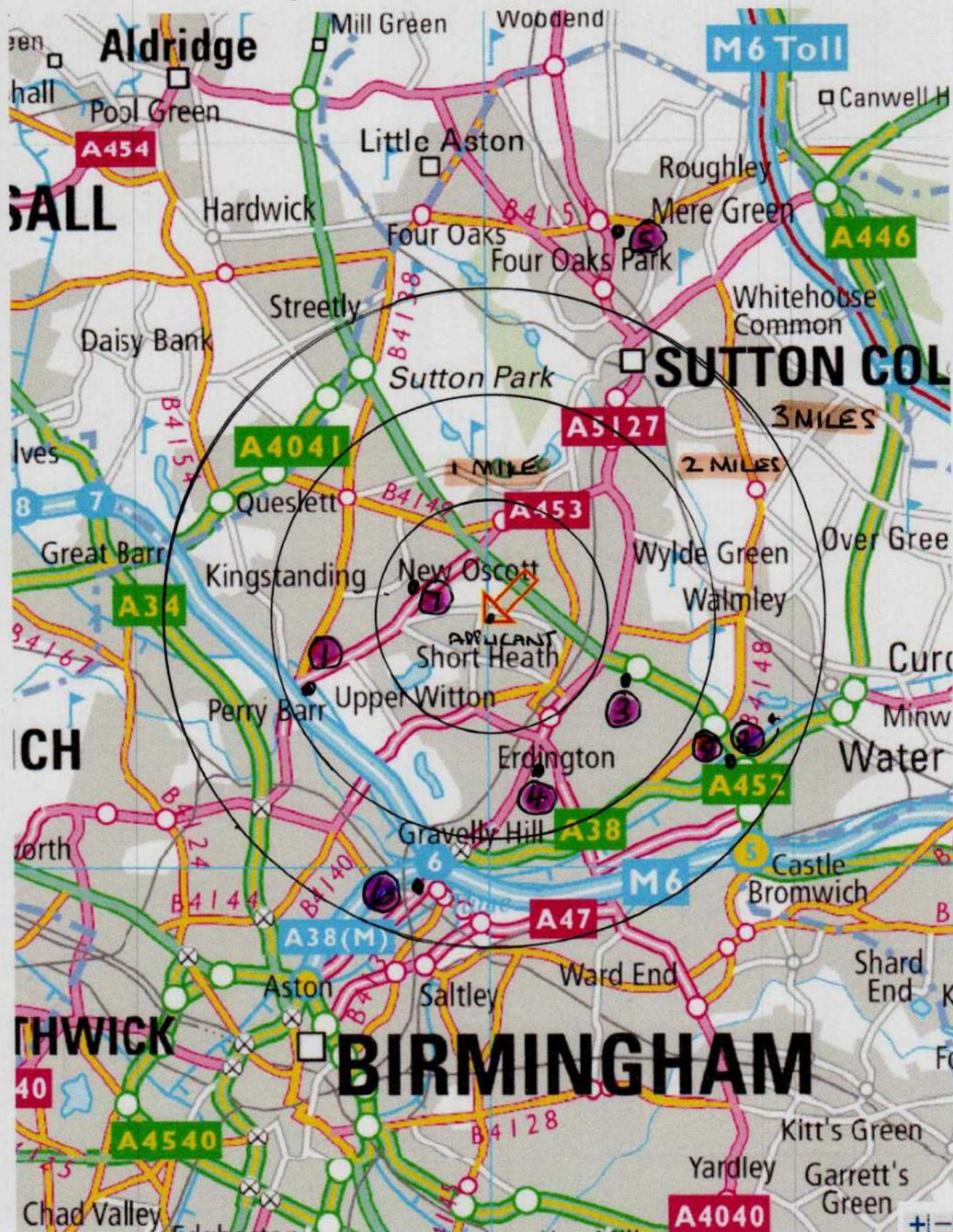
- 
- Unreadable addresses **Total 27**, Unticked entries **Total 9**, Duplicated **Total 7**

**Grand Total 545 less 7 (duplicated) – 9 (unticked) – (27 unreadable) = 502**

- nn = No (house) number







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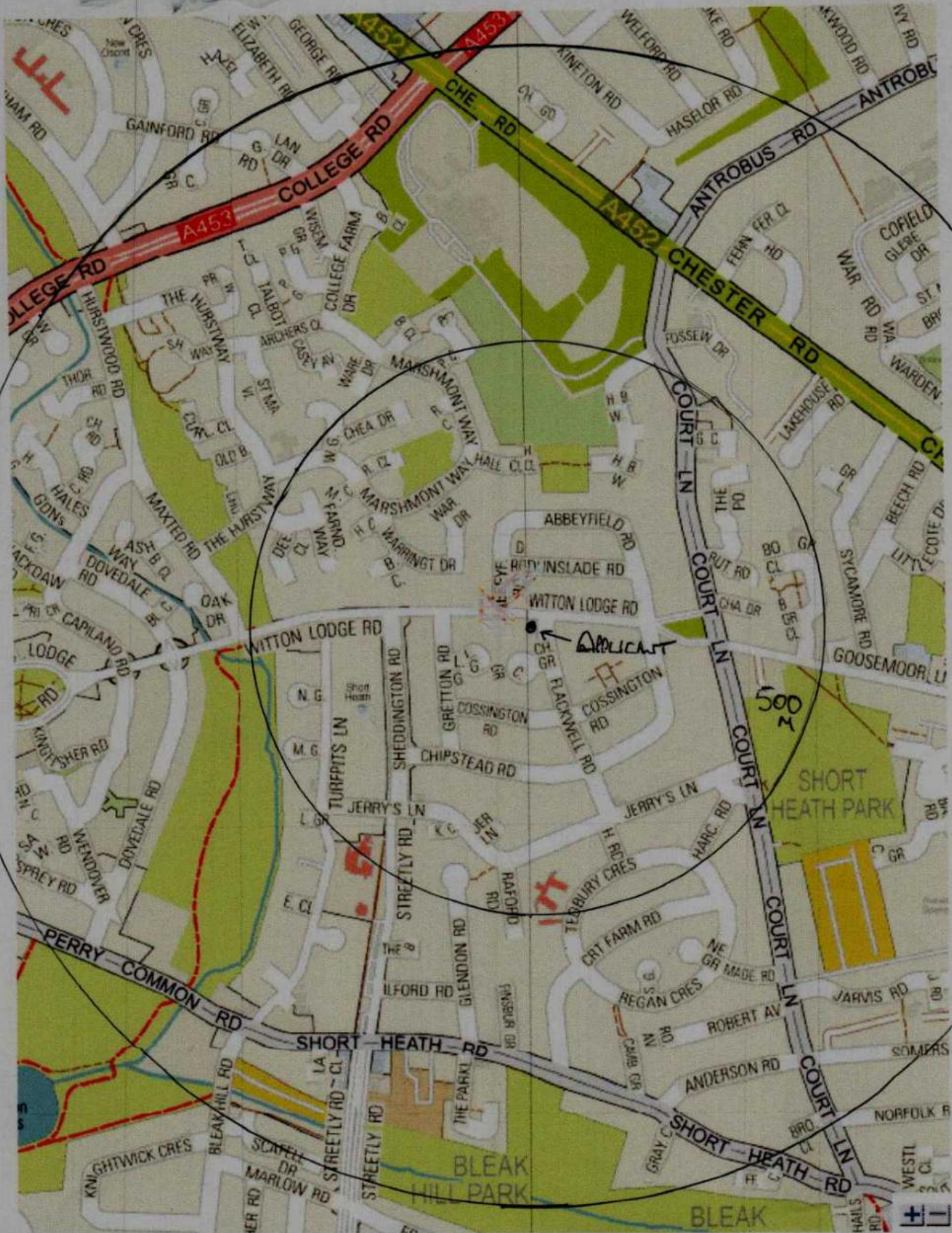
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1	PERRY BARR S.S.	59 COLLEGE ROAD	24 HOUR ALCOHOL + LNR	LC 3207
2	UR LOCAL EXPRESS	1161 CHESTER ROAD	6-24 ALCOHOL + LNR	LC 4026
3	MCDONALDS	724 CHESTER ROAD	LNR - MIDNIGHT	LC 3022
4	GRAVELLY HILL C STORE	74 GRAVELLY HILL NORTH	24 HOUR ALCOHOL + 3AM SUN	LC 6819
5	SHELL FOUNDRY	283 LICHFIELD ROAD	ALCOHOL 23:00 + LNR 5AM	LC 4039
6	MRA EXPRESSWAY	LICHFIELD ROAD	24 HOUR ALCOHOL + LNR	LC 5048
7	MCDONALDS	COLLEGE ROAD	7.5-10.06 MIDNIGHT	LC 3916
8	MCDONALDS	1151 CHESTER ROAD	5AM - LNR	LC 4938







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MAL TO SUPPORT PETITION

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Crimes reported

3/2020 - 2/2021 inc

Within 300m of store

Violent Crime	55	46%
Drugs	3	2%
Criminal Damage	13	11%
Shop Lifting	0	0%
Bike Theft	1	1%
Theft from Person	0	0%
Other Theft	4	3%
Poss of Weapons	6	5%
Public Order	3	2%
Other Crime	5	4%
ASB	19	16%
Robbery	2	2%
Burglary	6	5%
Vehicle Crime	3	3%
Total	120	100%

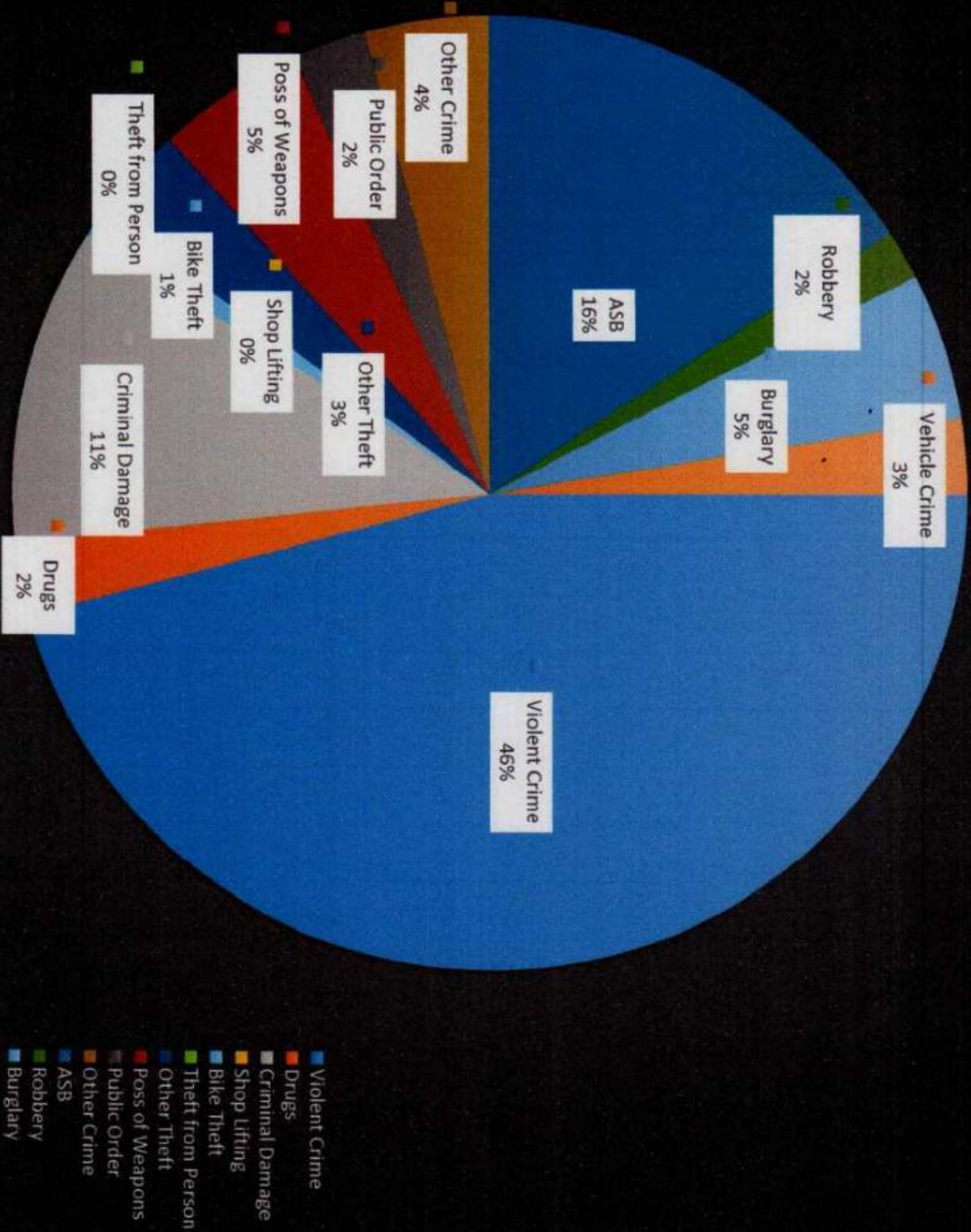
Source:

[www.Police.uk](http://www.Police.uk)

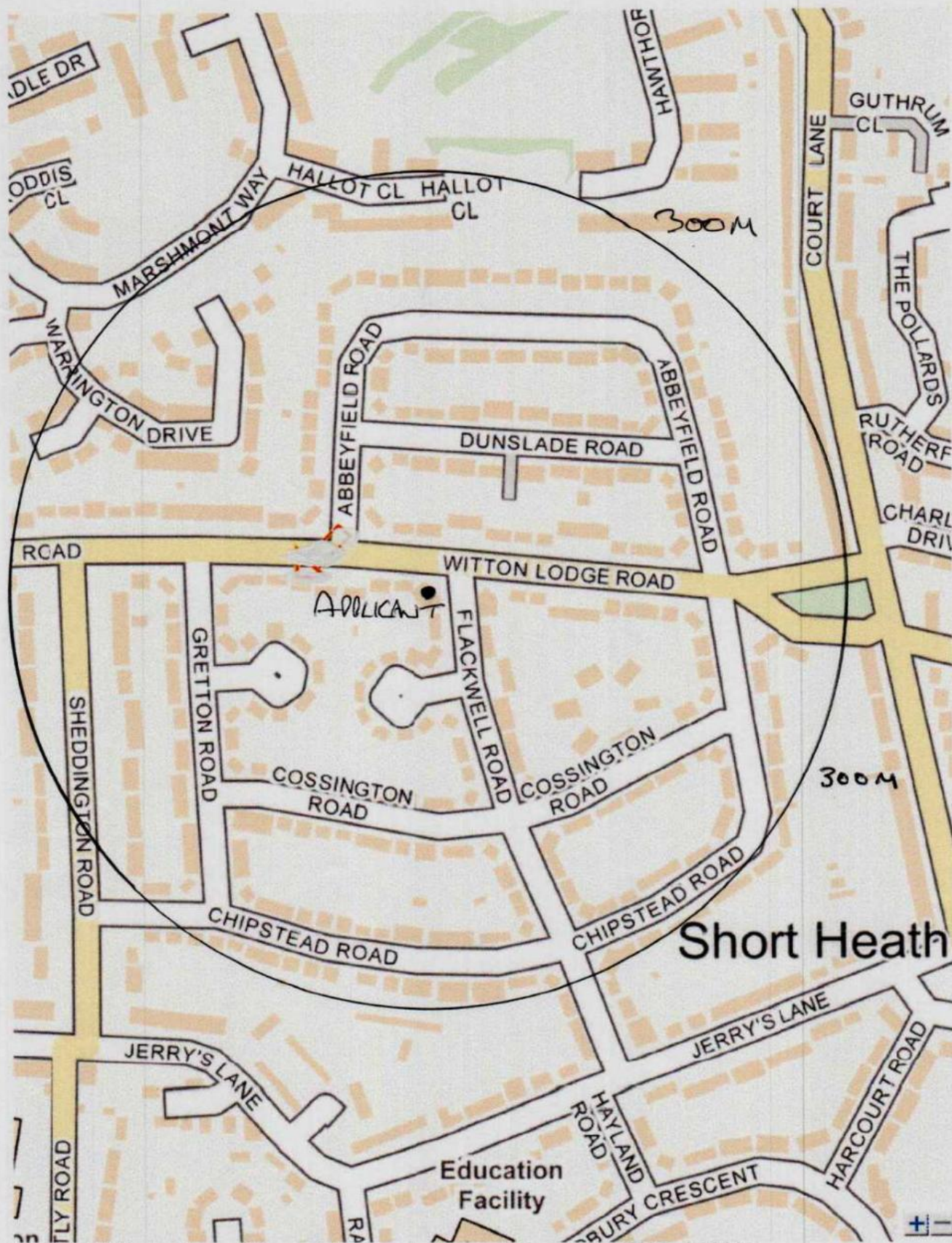
Crime reported

37

Witton Lodge Convenience Store Licence variation evidence  
Crimes reported within 300m of store from Mar 2020 - Feb 2021







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AREA COVERED BY CRIME FIRE CURANT

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# **RB Retail & Licensing Services Limited**

Mobile: **07771 540066**

Email: **info@RBRLS.co.uk**

Fax: **02392 556886**

**www.alcohol-licence-services.co.uk**

# **PREMISES LICENCE SITE OPERATIONS MANUAL**

Store Name: .....

Address: .....

.....

.....

Issued: .....



# FOREWORD

The Licensing Act 2003 came into force on the 24th November 2005, significantly changing the licensing regime for permissions to sell alcohol for consumption either on or off the premises and regulated entertainment. The Act also introduced a new late night refreshment regime. The penalties for failure to follow the rules have become far more stringent and the possibility of onerous conditions, suspension of the licence or indeed permanent revocation is a very likely possibility for those who operate a slack regime within their place of business. The cost of defending a licence in danger through poor management procedures is far greater than doing the job properly from the start.

Since enactment, many changes and amendments have altered and updated the Act to reflect both government initiatives and new case law as the Act is tested in the higher courts. This has required continued re-interpretation of specific areas of the Act as reflected in the written guidance produced by the government department responsible for alcohol licensing - until recently the Department for Culture Media and Sport (DCMS) but since 2010 the Home Office.

Changes occur as successive governments respond to political pressures and endeavour to keep the law current, relevant and fit for purpose - balancing the interests of the various sectors of the licensed trade, the authorities charged with the enforcement and day-to-day housekeeping required by statute against the communities which may be affected by the operation of licensed premises.

For retailers the provision of alcohol to their customers for consumption on or off their premises is a crucial part of their business; in many cases underpinning a viable business and without which the business may struggle to survive. Over the years government attitudes to the sale and availability of alcohol have differed. Until recently the culture has been favourable and permissive towards the retailer of alcohol but the last ten years has seen increased regulation with more attention paid to the views of local people and the police in both applications for, and in the running of, licensed premises.

Momentum continues to build towards a far more regulated and controlled market place. There is a growing view in government, and among those charged with running the licensing system, that the licensed retailer, via regulation, has a greater responsibility towards the local community. While a premise licence gives a retailer the right to sell alcohol to support a more profitable business they will be held accountable for the repercussions of irresponsible selling.

It is essential that businesses are properly run with effective due diligence procedures in place. This includes regular training and guidance for their staff, adequate written records of compliance with appropriate day-to-day in-store precautions. Responsible retailing is a basic but crucial requirement for all of those who are licensed to sell alcohol. This manual is designed to assist your business in ensuring that it is operating to the best standards.

The last five years have seen many statutes and regulations introduced. They cover the various processes of applying for a licence as well as the running of the licence once granted together with the consequences of breaches of the rules. Some of the most important are listed below.

This manual provides guidance for site operators to assist them in acquiring a firm footing with regard to alcohol sale compliance procedures. The manual should only be used by businesses who have acquired this Licensing Guidance Manual direct from RB Retail & Licensing Services Limited and have the received necessary instruction on how to use this manual.

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Information and guidance contained within this manual does not constitute legal or other professional advice.

It should be noted that this manual only takes account of matters connected with the Licensing Act 2003 up to the issue of this revision of this manual.

This manual should be used as a guide only and cannot replace legal advice.

Error and omission excepted.



# Introduction

- This Premises Licence Operation Manual contains instructions and guidance covering policies and procedures for various premises licence applications and the subsequent use of the premises for licensable activities.
- To assist staff training awareness a pamphlet called 'Licensing Rules & Procedures' which mirrors section 3 is included.
- The Manual is for the use of staff who currently are or will be offering licensable activities. Uses include:
  - Making an application and/or variations for the premises licence.
  - Applying policies and procedures correctly and consistently.
  - Establishing and maintaining retail operations standards for the sale of alcohol and other licensable activities.
  - Referencing important information quickly and easily.
  - Providing guidance to staff as part of their on-going training and development.
  - Additionally, important and relevant licensing documents specific to your business, can be filed in this manual within section 8.

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# **SECTION 1: Licensing Applications**

## **S1.1 PREPARING A NEW LICENSING APPLICATION**

To make an application for a premises licence or to subsequently vary it notices must be served on the Licensing Authority (generally the local authority) for the area in which the premises are located as well as on the responsible authorities.

At the same time the application must be advertised on the premises itself by way of blue A4 notices displayed on the boundary every 50 meters for the next 28 days from the day after service on the licensing authority.

The site notices must be on display 24/7 for the whole 28 day period and care should be taken to ensure that they are not obscured by shuttering at night or other obstructions at any time thereby offering a clear view to passers by.

An advertisement must also be placed in a local paper within the first ten working days of that 28-day period.

These notices are required under the Licensing Act 2003 in order that as many people as possible get to know about the application and those that object to it can make their views known by making representations, as they are known, to the licensing authority within the 28 day period.

Once the 28-day period is complete, if there are no representations, the licence must be granted as applied for.

Where representations have been made by any of the responsible authorities these can sometimes be dealt with by way of negotiation. For example, all parties may agree to a condition that can be applied to the new licence, removing the need for the hearing and allowing the grant of the licence.

There are three groups of people who can make representation:

- Responsible authorities e.g. police, trading standards etc.
- Other persons which includes people resident in the locality and local businesses / organisations .
- Any of the above can also request any of the following to speak on their behalf: Local Councillors, local representative, friend, Member of Parliament, Members of the Welsh Assembly local Ward or Parish Councillors.

Representations must be made on one or more of the four licensing objectives:

- The prevention of crime & disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

If representations have been received and agreement cannot be reached, a hearing must be held in the next 20 working days from the end of the period of notice.

The hearings are usually held in the Council Chamber or a committee room in the Council Offices.

At the hearing before the local authority Licensing Authority sub-committee there are usually three councillors supported by a legal advisor, often a solicitor or a barrister and another officer who is also responsible for the process and procedures of the committee. One of the councillors is nominated as chairperson for the meeting and there is a Licensing Officer from the Authority who will normally set out the application and is also responsible for checking that all the required documentation has been completed satisfactorily.

Representatives from the police, Fire & Rescue Service and the other responsible authorities will not normally attend unless they are making representations. It is often the case that the interested parties who have made representations do not attend leaving their representations to be dealt with in writing by the Licensing Sub-Committee.

Representations at a hearing can be made, in person, or by a representative or spokesperson, often a ward councillor, but the representations can only be made on the initial written notification and other matters should not be raised or added to at the hearing.

Applications before the licensing committee may be put by the applicant who may be represented by a solicitor or a barrister presenting the documentation and the facts to the committee.

Depending on the representations received it may not be necessary for the proposed premises licence holder or proposed designated premises supervisor to attend as RB Retail & Licensing Services Limited can attend on their behalf but we will obviously liaise with the applicant on this point. However, it is good practice to have one or more present should questions arise that require local or specific knowledge.

The hearing takes the form of a discussion led committee meeting with a panel usually made up of three councillors who assess the application, listen to the representations and then decide whether to grant the licence as applied for, apply conditions or refuse it entirely, or to grant a part of the application (if more than one licensable activity is applied for).

Any decision reached can be appealed to the local Magistrates' Court if either the applicant or those opposing the application are aggrieved at the decision reached by the committee. The appeal must be lodged within 21 days of the date of the letter notifying the applicant of the committee's decision.

It should be noted however that the Magistrates' Court has power to award costs against a party to the appeal, usually the loser; although it may not be easy to secure costs against an authority even if the appeal is successful.

## **S1.2 APPLICATION FORM AND NOTICES**

Since the introduction of the Police Reform & Social Responsibility Act 2011 which came into force on 25th April 2012 applicants must give greater consideration to the local area when setting out the steps they will take to promote the licensing objectives and to provide responsible authorities and the licensing authority with fuller information on which to make informed representations or determinations.

### **How will this change be made?**

The application form must first be completed and served on the licensing department of your local authority plus a copy sent to the responsible authorities in your area.

The date of service of the notice then puts into motion the application process.

There is a 28 day period in which representations may be made in respect of the application.

During this period the site notice must also be displayed on the premises in accordance with the Licensing Regulations.

If there are representations the application can be expected to go to a committee hearing, although it will be prudent to seek to negotiate with those making the representations to reach agreement and thereby avoid the cost and delay of a hearing, if there are no representations the licence must be granted as applied for.



The guidance for applicants and statutory guidance for licensing authorities has been amended to prompt licence applicants, when outlining the steps they will take to promote the licensing objectives, to provide contextual information to support the steps they intend to take and demonstrate an awareness of the local community in which the premises would be based. This may include contextual information on issues such as the local areas's social-demographic characteristics, specific local crime and disorder issues and an awareness of the local environment.

### **S1.3 LICENCE APPLICANTS TO GIVE GREATER CONSIDERATION TO LOCAL AREA**

#### **What is the policy aim?**

As part of its commitment to re-balance the Licensing Act 2003 in favour of local communities, the Government is keen that licence applicants give greater consideration to the local area when making their application.

Currently, as part of the licence application process, applicants are required to set out in the operating schedule accompanying their application the steps they intend to take to promote the licensing objectives. Some licensing authorities have reported that this section of the application is often poorly completed, providing licensing authorities with very little information on which to make their determination.

#### **What are the benefits to the local area?**

The additional information will hopefully ensure that greater consideration is given to local issues when determining licence applications. The additional information will be of value to licensing authorities, responsible authorities and other parties who if dissatisfied are able to make representations with regard to licence applications to ensure the promotion of the licensing objectives in the local area.

#### **How will licence applicants be required to demonstrate that they are considering the interests of the local community when setting out the steps they will take to promote the licensing objectives?**

Applicants will be required to provide information as part of the licence application form on issues such as the local area's social-demographic characteristics, specific local crime and disorder issues and an awareness of the local environment which will be of benefit to the licensing authority when determining the application. Specific local issues, such as crime and disorder issues, are likely to influence the steps that applicants will need to take to promote the licensing objectives in their own premises and applicants will therefore be required to demonstrate an awareness of such issues when setting out why particular steps will be taken to promote the licensing objectives.

#### **What information are licence applicants currently required to provide regarding the steps they will take to promote the licensing objectives?**

When preparing an operating schedule applicants are required to set out the steps necessary, if any, for the promotion of the licensing objectives. In doing so, applicants are expected to have regard to the statement of licensing policy for their area and to be aware of the expectations of the licensing authority and responsible authorities in terms of the steps that are necessary to promote the licensing objectives.

## **UNDERSTANDING THE LICENSING OBJECTIVES**

All licence applications must comply with four objectives, namely:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

The example below refers to both new and full variation premises licence applications.

### **CRIME AND DISORDER**

A local authority, may take into account and recognise that certain criminal activity or associated problems may be taking place or have taken place either within specific premises or in the vicinity, despite the best efforts of the staff at the premises. In such circumstances, the council is empowered to take any necessary steps to remedy the problems. Its role is to promote the licensing objectives in the interests of the wider community rather than determine guilt or innocence of individuals. Such issues are for the courts of law.

Problems could include - anti social behaviour in the vicinity or past problems with the premises and or people involved/working in the business.

### **PUBLIC SAFETY**

The council, as the licensing authority, should not take into account any issues that are dealt with in other legislation, such as public health, cleanliness or hygiene.

Problems covered include - overcrowding (leading to an increased risk of violence or to the safety of people in the premises); fire issues; anyone being hurt or having an accident in any premises.

The public safety objective is concerned with the physical safety of staff, visitors and customers using the relevant premises and not with public health.

As part of the application process, applicants must consider the impact of their premises in relation to the licensing objectives. They should consider implementing the measures listed below.

- The premises should comply with all statutory fire safety controls.
- The premises must comply with all food safety regulations.
- Provide disabled facilities and take reasonable steps to change their practices, policies or procedures or provide a reasonable alternative method of making their services available to disabled people.

*Health and safety issues such as:*

- falls from height
- slips and trips
- manual handling
- slips on wet or food contaminated floors
- being struck by something (such as sharp knives or falling objects)
- machinery.

### **THE PREVENTION OF PUBLIC NUISANCE**

The issues mainly relate to noise nuisance, light pollution, noxious smells and litter arising from licensable activities at the premises.

### **THE PROTECTION OF CHILDREN FROM HARM**

This objective relates to the protection of children from moral, psychological and physical harm. This includes protecting them from early exposure whilst visiting this premises to:

- strong language
- sexual expletives
- adult entertainment
- drinking alcohol
- smoking
- drug taking
- gambling
- violence

## **S1.4 New powers following the passing into law of the Police Reform & Social Responsibility Act 2011**

### **Early Morning Alcohol Restriction Orders**

Early Morning Alcohol Restriction Orders (EMRO) due to come into force in October 2012 will enable licensing authorities to restrict sales of alcohol in the whole or a part of their areas for any specific period between 12 midnight and 6 am, if they consider this appropriate for the promotion of the licensing objectives.

### **Late Night Levy - What is the late night levy?**

The late night levy ('the levy') will enable licensing authorities to raise a contribution from late-opening alcohol suppliers towards policing the night-time economy. It will be a local power that licensing authorities can choose whether or not to exercise. It must cover the whole of the licensing authority's area. However, the licensing authority will also choose the period during which the levy applies every night, between midnight and 6 am and decide what exemptions and reductions should apply from a list set out in regulations. The levy if adopted is unlikely to come into force before June 2013.

- *Who will the late night levy affect?*

If a licensing authority chooses to introduce the levy in their area, all licensed premises which are authorised to supply alcohol in the levy period will be affected. Premises that do not wish to operate in the levy period will be able to make a free minor variation to their licence before the levy is introduced.

### **Increase the weight licensing authorities will have to give to relevant representations and objection notices from the Police**

- *What is a relevant representation?*

These are written representations, about the likely effect of the grant of an application for, or variation to, a premises licence or club premises certificate, on the promotion of the licensing objectives. Responsible authorities and interested parties, such as residents, make representations regarding licensing functions. To be considered relevant, representations must have regard to the potential impact of the licensing determination on the promotion of the licensing objectives.

### **THE FOUR LICENSING OBJECTIVES ARE:**

- *The prevention of crime and disorder*
- *Public Safety*
- *The prevention of public nuisance*
- *The protection of children from harm*

For a representation to be relevant it must be centred around the likely effect of the application on the promotion of one or more of the four licensing objectives.

- *What is the policy aim?*

When determining an application for a premises licence, an application for a licence review or the granting of a personal licence, the licensing authority must have regard to relevant representations or objection notices (in the case of personal licence applications) from the police.

This act strengthens the weight that licensing authorities must give to police representations (**including those voiced by the police at a hearing**) and objection notices by amending the statutory guidance to require licensing authorities to accept all representations and notices and adopt all recommendations from the police, unless there is clear evidence that these are not relevant. Page 91 of 206



## **Reducing the burden of proof on licensing authorities**

- *What is burden of proof?*

When making decisions on new and existing licences, and fulfilling their licensing responsibilities, licensing authorities are currently required under the Licensing Act 2003 to demonstrate that these decisions are 'necessary' for the promotion of the licensing objectives (as above) in their local area.

The requirement to demonstrate that their actions are 'necessary' places a significant evidential burden on the licensing authority to prove that no lesser steps would suffice for the promotion of the licensing objectives in the local area. This is a consequence of statutory reference to actions having to be 'necessary' and which is therefore reflected in statutory guidance, and has become custom and practice. This guidance states that licensing authorities should ensure that any conditions that they impose are only those which are necessary for the promotion of the licensing objectives, which means that they must not go further than what is needed for that purpose.

- *What are the changes to be made in the new act?*

The wording has been amended throughout the Licensing Act 2003 to highlight the new evidential threshold which licensing authorities must meet when making licensing decisions by requiring that they make decisions which are 'appropriate' rather than necessary for the promotion of the licensing objectives. This will, for example, give licensing authorities greater power to tackle irresponsible premises.

## **Enable licensing authorities to suspend licences due to non-payment of fees**

- *Purpose*

The government is committed to reducing the burden and bureaucracy of licensing and will strike the right balance between the requirements on businesses against the cost to the taxpayer and helping the police and other enforcement agencies address alcohol related crime and disorder. This policy will ensure that licensing authorities do not face additional costs as a result of licence holders not paying their annual fees.

- *What changes are made in the new Act?*

Licensing authorities will be able to suspend licences due to non-payment of fees therefore providing a much stronger incentive for businesses to pay their fee in a timely manner and save licensing authorities the time and cost of pursuing non-payment. This measure will not impact on responsible businesses that pay their licence fees on time.

There will be a grace period of 21 days for licence holders to pay their fee. The licence will be reinstated as soon as the fee is paid and the licensing authority must notify the licence holder when their licence has been reinstated.

## S1.5 PREMISES LICENCE CONDITIONS

Conditions can be added to your premises licence either voluntarily by way of your operating schedule when submitting a new application or full variation, or by negotiation or applied at the licensing sub-committee hearing.

Once on the licence conditions can only be removed by seeking a variation to the licence so if they are applied at the time of the grant you should consider whether they are so onerous as to require an appeal to be made to remove them.

## S1.6 LICENSING COMMITTEE HEARING ETIQUETTE

***If you are required to attend a committee hearing please accept the following guidance:***

- Wear smart business attire if possible.
- When entering or leaving the committee room, do so as quietly as possible.
- Mobile phones must be switched OFF AT ALL TIMES, not just left on silent.
- Never walk across a committee room or in front of the committee whilst it is conducting business.
- Be ready to stand when the councillors enter or leave the committee room but be guided by your advisor as to whether it is necessary or not.
- Do not talk or make comments whilst the committee is dealing with business.
- Pay attention and listen carefully to what is being said.
- Answer all questions honestly and succinctly.
- Be ready to stand when addressing the Committee but be guided by your advisor as to whether it is necessary or not.
- When addressing individual committee members use the title Councillor and if possible their surname which is usually on display.
- Always look at the committee when answering questions, even when the questions are being asked by someone else and speak clearly.
- No eating or drinking is allowed in the committee room except for water made available to you.
- At the close of your business, please say 'thank you' to the committee.

## **S1.7 THE PREMISES LICENCE**

Your premises licence is in two parts :

### **The licence - part A**

### **The summary - part B**

It is a legal requirement that the summary part B or a certified copy - a copy made by a solicitor - is prominently displayed at the premises for customer inspection at all times when the premises are open.

It is also a legal requirement that the original licence certificate part A or a certified copy is kept at the premises, displayed clearly within the shop floor area and is available for inspection at any time upon request by a police constable or a local authority licensing officer.

Further, it has to be confirmed in writing by the licence holder who at the premises is responsible for the licence or the certified copy of it.

It is our recommendation that you obtain certified copies of your licence summary part B, and display these in the premises whilst keeping the master copies within section 8 of your licensing manual.

You will need to surrender your master licence and summary with your application to the licensing authority if you are making any variations, including changing the DPS.

Your premises licence does not have to be renewed but there is an annual licence fee that has to be paid to the issuing authority, on the anniversary of the date of issue. The premises licence lasts for the life of the business.

## **S1.8 PREMISES SCALE PLAN**

Your premises plan normally drawn at a scale of 1:100 should be kept in section 8 of the manual for reference.

This is the approved plan and the layout should be adhered to as closely as possible.

Any proposed refit may have to be preceded by an application for a variation to the plans as they form part of your licence.

Please feel free to notify RB Retail & Licensing Services Limited of any changes required enclosing copies of both the existing and the new plan in order that we can advise on the action you should take.

Please also keep any amended plans in this manual.



## **S1.9 DESIGNATED PREMISES SUPERVISOR (DPS)**

**For the site to sell alcohol there must be a designated premises supervisor (DPS) who must hold a personal licence. If the DPS ceases to carry out that role at your site or their personal licence is suspended or forfeited you are legally required to**

### **STOP SELLING ALCOHOL IMMEDIATELY**

**until a replacement DPS is formally notified by way of variation to the Licensing Authority which issued your premises licence.**

You can either notify RB Retail & Licensing Services Limited straight away or apply yourself with the details of the person you wish to replace the existing DPS and provide a signed DPS consent form from that person in order that the DPS variation can be applied for. The applicant must be a personal licence holder in order to be able to commence trading immediately having made the variation application. If the applicant is not, you can still complete the variation in their name but you cannot commence trading until the the applicant holds a personal licence.

If the applicant does not hold a personal licence he/she must be in possession of an accredited qualification such as the **APLH Award for Personal Licence Holders** in order to apply for a personal licence. A personal licence will not be issued without such a qualification. Please contact RB Retail & Licensing Services Limited for the next available APLH course dates in your area. Enclosed is the DPS consent form that needs to be completed and signed by the applicant in order for RB Retail & Licensing Services Limited to make the necessary variation application - if the applicant has a personal licence we will complete all the other documentation as necessary.

## **S1.10 DPS VARIATION**

An application to vary the DPS is made to the licensing authority which issued your premises licence and is supported by payment of a fee plus the variation application form and the consent form signed by the proposed DPS, who must be a personal licence holder for the variation to take effect.

**If the new DPS is not a personal licence holder alcohol sales cannot be made at the premises until the personal licence has been issued.**

In order to vary the DPS the enclosed form (section S4.13) **MUST** be signed by the applicant otherwise the application will be rejected - it cannot be signed by a third party on the applicant's behalf.

The variation cannot take place unless and until the applicant has been granted a personal licence.

The application can be deemed to have immediate effect upon receipt by the licensing authority, providing the forms have been filled in correctly and the full payment made. It is always advisable to obtain a proof of posting should a query arise.

Sales of alcohol must be suspended if there is not a current DPS or that person is not a personal licence holder. It is not enough to have a Personal Licence Holder if there is not a DPS in place.

You do not need a DPS if you do not sell alcohol.

## **S1.11 VARIATION GUIDANCE**

### **• FULL VARIATIONS**

Other than the re-issue of the plan as part of the summary with minor detail changes, or the inclusion of pre-agreed conditions many other variations are dealt with almost as though they were a new application.

Plans have to be provided marked to show the relevant requirements at a scale of 1:100. Any other scale must be agreed with the local authority licensing department in advance of an application being submitted.

The variation application form and payment based on the rateable value as with the full application must be sent with the plans to the licensing department of your local authority together with a copy of the blue A4 notice that you display on your premises for 28 days from the first day after receipt of this application by the local authority. The application also must be advertised in a newspaper circulating locally within 10 working days of the date of submission and proof of publication has to be sent to the licensing department.

The whole of the variation application pack must be copied to all the responsible authorities in the area in which the premises is situated, the list being available from the licensing department of your local authority.

Once the 28 days are up, if there have been no representations, you have the grant.

If there are representations the application is dealt with in exactly the same way as though it were a new application, as covered elsewhere in this manual.

### **• THE VARIATION**

The meaning of the word 'variation' in this process covers changes made to your premises licence. This can be to change the hours you trade your licensable activity - alcohol sales or late night refreshment - or indeed changes to add a licensable activity or major change to the structure of your premises. Some can be made via a minor variation others will require a full variation application to be made.

### **• OPENING HOURS**

Once a premises licence has been issued you should only trade the opening hours specified on it or within those opening hours - you potentially commit an offence if you trade for longer hours than those shown on the schedule of your licence. Interpretation can differ from local authority to local authority, please call RB Retail & Licensing Services Limited for further guidance.

The hours may be varied or extended by making an application to your licensing authority to vary them - contact RB Retail & Licensing Services Limited for further details.

### **• LICENSABLE HOURS**

You must seek to vary your premises licence if you wish to extend your hours for any licensable activity. If you wish to trade fewer hours then you do not have to apply or advise the local authority.

### **• LICENSABLE ACTIVITIES**

*The premises licence specifies the licensable activities granted for the premises named which can include :*

**Sale of alcohol** for consumption either on, off or on and off the premises.

**Provision of regulated entertainment**, which includes performance of a play, exhibition of a film, indoor sporting event, boxing or wrestling, entertainment, performance of live music, playing of recorded music and performance of dance.

**Provision of late night refreshment** - only required if you trade hot food or drink between 23.00 hrs and 05.00 hrs.

The precise details, and in particular the hours of the licensable activities you are licensed to provide, are set out on your premises licence and summary. You commit a criminal offence if you allow licensable activities to occur on your premises either without a licence, outside of your permitted hours, or if you breach a licensing condition.

Should your circumstances alter and you wish to change these hours or licensable activities this is done by making an application to vary your licence - contact RB Retail & Licensing Services Limited for further details.

#### • **CHANGES TO THE PREMISES LAYOUT OR STRUCTURE**

If you wish to refit or change your premises, dependant on the amount of work you intend to carry out you may have to seek a variation before you start work or, under certain circumstances, even make an all new application.

If you supply RB Retail & Licensing Services Limited with a set of your proposed plans before you are committed to commencing any changes we will advise on the best route to take to secure the appropriate permissions for them.

These could vary from a simple submission of a plan for reissue as part of the licence summary to an all new application - it all depends on the size of the project and the impact on the licence.

#### • **MINOR VARIATIONS**

As of 29/07/09 it has been possible to make small changes to your premises licence or club premises certificate through the Minor Variation process. This process is cheaper, easier and quicker than the full variation process.

The test for whether a proposed variation is 'minor' is whether it could impact adversely on any of the four licensing objectives. (These are: the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm).

The expectation is that the process will be used for changes such as:

- small changes to the structure or layout of a premises
- the addition of authorisation for late night refreshment or regulated entertainment (such as live music, performance of plays or film exhibitions)
- reduce licensing hours
- revisions, removals and additions of conditions (this could include the removal or amendment of out of date, irrelevant or unenforceable conditions, or the addition of volunteered conditions).



The Minor Variations process **cannot** be used to:

- add the retail or supply of alcohol to a licence
- extend licensing hours for the sale or supply of alcohol at any time between 11pm and 7am
- increase the amount of time on any day during which alcohol may be sold by retail or supplied
- extend the period for which the licence or certificate has effect
- transfer the licence or certificate from one premises to another, or vary substantially the premises to which it relates
- specify, in a premises licence, an individual as the premises supervisor
- add the sale by retail or supply of alcohol as an activity authorised by a licence or certificate; or
- dis-apply the mandatory conditions relating to a designated premises supervisor (there is a separate process by which community premises can apply for this).

A licensing authority upon receipt of an application for a minor variation needs to consider whether the application if granted will impact adversely on the four licensing objectives.

Generally if the authority thinks it may the application will not be accepted, the applicant will therefore have to submit a full variation / new application.

It is important to note that the notice period advertising this application is shorter than a full application at 10 working days and does not need to be advertised in a newspaper. There is no automatic right to a hearing should representations be received by the local authority as there is with full variations and new applications, however the licensing authority must take relevant representation into account before making their decision no more than 15 working days after receipt of the minor variation application.

Should you require assistance regarding variations please contact RB Retail & Licensing Services Limited.

## **S1.12 TRANSFER OF PREMISES LICENCE**

The 2003 Act provides for any person who may apply for a premises licence, which includes a limited company, to apply for a premises licence to be transferred to them. Where the application is made in writing, the applicant must give notice of the application to the chief officer of police. The responsibility to notify the DPS is with the applicant.

Should the police raise no objection about the application, the licensing authority must transfer the licence in accordance with the application, amend the licence accordingly and return it to the new holder.

## **S1.13 WHEN A LICENCE LAPSES**

Where the premises licence lapses (because of death, incapacity or insolvency of the holder etc.) contact RB Retail & Licensing Services Limited who will then seek legal advice on your behalf.

## **S1.14 PERSONAL LICENCE**

A “personal licence” means a licence which - (a) is granted by a licensing authority to an individual, and (b) authorises that individual to supply alcohol, or authorise the supply of alcohol, in accordance with a premises licence.

The licence is granted after an application is made to the local authority area that in which the applicant normally resides.

Should the applicant have a relevant conviction for an offence committed in the UK or abroad then the police can object to the application. The local authority licence sub-committee would convene a hearing to decide upon the application.

The licence once granted lasts indefinitely - lapsing either upon surrender by the holder, death of holder or revocation by the issuing authority or the courts.

A personal licence can be revoked should a licence/or other relevant offence be committed.

In order to be a Designated Premises Supervisor (DPS) an individual must hold a Personal Licence.

Should a Premises Licence holder who is not a Personal Licence holder wish to trade alcohol they must have at least one Personal Licence Holder who is normally in day-to -day charge of the premises who is also the DPS.

## **SECTION 2: Operational Guidance**



## S2.1 ALCOHOL STRENGTHS AND EFFECTS

• All members of staff should have a basic understanding of how alcoholic drinks such as wine are classified and labelled according to their strength, as well as the effect alcohol has on people

***a staff copy of the product guide should be made available at all times to aid staff in assisting customer selection and boosting their confidence in knowledge of the product - see section 5***

• The strength of an alcoholic drink is measured by its percentage (%) alcohol by volume (abv)

***abv is shown on labels as alc. %vol or just %vol***

• An alcohol-free drink is one with an abv of no more than 0.05%

***drinks just under 0.5% abv are not covered by licence control and may be freely sold - anyone can buy an alcohol free drink and they are not subject to licensing law***

• An intoxicating drink is one that contains more than 0.5% abv

***low-alcohol drinks are still intoxicating drinks and the licensing laws apply to their sale***

• A low alcohol drink is one that contains no more than 1.2%abv

***packaged drinks with an abv of more than 1.2% must be labelled with their abv***

• One unit of alcohol is 10 millilitres of alcohol (or 8 grams in weight)

***it takes about 1 hour for 1 unit of alcohol to be lost from the body***

• The speed of take up of alcohol in the body is effected by different things

- ***how much you drink***
- ***your weight***
- ***your sex***
- ***what you have eaten***

## S2.2 LEGAL MATTERS / BEST PRACTICE

There are legal requirements covering licensable activities including the sale of alcohol that have serious penalties if not adhered to and this part of your business needs to be effectively controlled at all times.

It is imperative that should an alleged breach of the law occur you obtain legal advice **immediately** which RB Retail & Licensing Services Limited can arrange for you.

## Legal requirements

- The sale of alcohol can only be made from premises with the benefit of a premises licence, temporary event notice (TEN) or club certificate allowing that licensable activity

- Sales of alcohol can only be made by personal licence holders or those staff authorised to do so by a Personal Licences Holder/Designated Premises Supervisor

- It is an offence for somebody under 18 to sell alcohol unless authorised by a personal licence holder, however best practice dictates that no under 18 should sell alcohol

- The premises licence is granted in perpetuity unless the licence holder (if a person) dies or is made bankrupt or if a limited company which subsequently goes into liquidation, but it can be transferred to a new owner who can be a company, partnership or individual within a limited timeframe

- The premises licence can cover several licensable activities

- Are there any annual charges?

- You do not need a licence to sell liqueur chocolates as long as they meet legal requirements

- All staff should read the training pamphlet, a copy of which is in this manual, in order to better understand their basic responsibilities

- If your licence has the condition that you use door supervisors they must hold an SIA (Security Industry Authority) licence

***even then sales can only be made if there is a personal licence holder named as the Designated Premises Supervisor (DPS) for those premises***

***records should be kept of all staff authorised to sell alcohol and details of their initial and ongoing refresher training***

***should the previous premises licence holder die or become insolvent the new owner should take urgent immediate legal advice.***

***the sale of alcohol and the provision of regulated entertainment & late night refreshment.***

***there is an annual fee payable to the issuing authority on the anniversary of the initial grant which if not paid could lead to the suspension of your Premises Licence.***

***it is an offence to sell liqueur chocolates to anybody under 16***

***a staff copy should be available at all times to help avoid underage and illegal sales and to provide support for staff***

***the same requirement applies to any security staff used - contact RB Retail & Licensing Services Limited for further details and training courses***

- The concept of permitted hours no longer applies under the Licensing Act 2003.

**24 hour sales can be applied for within England and Wales for consumption on & off the premises**

- Each premises licence is issued individually based on the licensable activity applied for and the hours that that activity may be carried out.

**all staff should be aware of the terms and conditions on the licence summary including whether consumption is allowed on or off the premises**

- The detail of what activity is licensed, is to be found on the licence summary which must be displayed at the premises in such a manner that the public can inspect it at all times the premises are open.

**the A4 pages of the original summary should be displayed near the door or in the alcohol area in a prominent position allowing public scrutiny at all times**

- Premises Licences can be applied to permit consumption of alcohol on and/or off the premises

**ensure all staff are aware of the activities allowed including whether consumption is allowed on the premises or not, and if it is, any specific areas in which it is not**

- Where the condition only allows for consumption off the premises the licence does not permit the consumption of alcohol on the premises

**ensure all staff are aware of the activities that are allowed and not allowed**

- Anyone observed attempting to drink alcohol on premises where it is not allowed or in areas where it is not allowed must be stopped from doing so

**ensure staff are properly trained in how to deal with these situations, including removing customers from the premises and police involvement if necessary**

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**With the introduction of the Violent Crime Reduction Act 2006 which came into force on the 6.04.07 a new offence was created of 'persistently selling alcohol to children'**

**This offence would apply when the same premises sold alcohol to children three times or more in a three month period, this was later amended to two offences in a three month period from the same premises. The maximum penalty is a £20,000 fine and suspension of the premises licence for up to three months, there is no defence of due diligence.**



- It is an offence to sell alcohol to anyone under the age of 18.

***variable punishment from fixed penalty notices up to a £5000 fine or a £20,000 fine if convicted of selling alcohol twice in a three month period***

- It is also an offence for any person under the age of 18 to buy, or attempt to buy alcohol.

***punishable by fixed penalty notices and £1000 fine***

- All businesses selling alcohol should be adopting and operating either **Challenge 21** or **Challenge 25**. The customer must be asked for proof that they are over 18. Please speak to RB Retail & Licensing Services Limited regarding which scheme to adopt.

***CHALLENGE 21 or CHALLENGE 25 - always ask for the appropriate proof of age.***

- If you have any doubts about how old a customer is, you must ask for proof of age.

- ***passport***
- ***photo driving licence***
- ***PASS accredited ID card e.g.***
- ***Citizen Card***

- It is an offence for an adult to buy or attempt to buy alcohol for somebody under 18 (proxy purchasing).

***be aware that an offence can be committed when an adult requests an identical product after a refusal of a sale to somebody under 18 as it may be a proxy purchase.***

- Notices advising the offence of selling to an under 18 and selling to an adult purchasing alcohol on behalf of an under 18 (proxy purchasing) should be displayed throughout the premises.

***ensure in-store signage is used effectively***

- If proof of age is not provided you must refuse to serve the customer and make a note of this in the Refusals Book.

***staff should check the refusals book at the commencement of each shift and ensure it is used for each refusal***

- Challenge 21 or Challenge 25 requires all staff to seek evidence that customers who look under 21 or 25 (If unsure check with RB Retail & Licensing Services Limited) are aged over 18 or refuse the sale.

***disciplinary procedures should be instigated by the store management if Challenge 21 or 25 is not applied in all relevant cases***

- Challenge 21 or 25 Builds in either a three or eight year buffer in judging customers ages and must be applied at all times - no id no sale.

- Other than age issues customers must also be refused service or even asked to leave the premises if they:

- All members of staff have a responsibility not to allow drunken or disorderly behaviour on the premises.

- If the customer refuses to leave then the police should be called

- The Refusals Book should be kept so that it is readily available to all members of staff at all times

## S2.3 THEFT

- Shoplifting is mostly an opportunist crime so vigilance by you & your staff can be the biggest deterrent

- Watch out for suspicious behaviour and use eye contact to let customers know you have seen them

- Ensure that your CCTV system is functioning correctly and is sited for optimum effectiveness

- We recommend that spirits are located behind the counter

- Ensure that alcohol and other high value items are in secure storage and that the keys are also safely secured

- Security arrangements to prevent shoplifting are essential because of the desirability of alcohol due to the legal restrictions governing its availability

- ***appear to be intoxicated***
- ***are violent***
- ***are quarrelsome or disorderly***

***ensure staff are properly trained in the procedure of how to deal with this situation***

***do not get involved in any associated arguments or brawls***

***refusals books should be maintained in any areas where alcohol is provided keeping a log of payment made for proper control***

***ensure that staff are fully aware of the potential for shoplifting***

***involve other staff members if you are suspicious of somebody or a group of people***

***check the system regularly and complete any logs if required by conditions on the licence***

***for control and security***

***all back up stock to be locked away to help prevent opportunist thefts***

***ensure employees are aware that theft is a possibility once a person is denied service by staff via either a direct attempt or by proxy (an adult trying to buy on behalf of an under 18)***

## S2.4 RIGHT OF ENTRY TO PREMISES

- Both the police and HM Revenue & Customs officers have the right of entry to any premises to carry out their enforcement duties

***police and local authority licensing officers have the right to ask for sight of the premises licence on demand***

- HM Revenue & Customs officers may enter in order to check that the required tax on goods that you sell has been paid - excise duty for alcohol and tobacco products and VAT

***normally HM Customs and Revenue will be accompanied by a police officer at all times of the day when visiting premises especially outside of normal opening hours***

## S2.5 STAFFING

- Under normal circumstances staffing levels are not dealt with by the Licensing Act

***a condition may be attached to the licence specifying staffing levels in order to satisfy the licensing objectives - these must be adhered to as they are conditions of the licence - contact RB Retail & Licensing Services Limited***

## S2.6 PROSECUTION

- If you do sell alcohol to a person under the age of 18 years you are liable to:

- ***a fixed penalty notice or***
- ***a substantial fine and a possible premises licence revision as well as possible revocation of your personal licence***

- Be aware that enforcing authorities can and will conduct test purchases using underage children

***always use Challenge 21/25***

- In cases of underage sales the only evidence needed for a prosecution is that:

- ***an actual sale was made***
- ***the buyer was under 18***

- The person selling the alcohol has only limited potential defences:

***'... where he believed that the person was over 18; and that either he had taken all reasonable steps i.e asked for acceptable identification to establish the person's age or that nobody could reasonably have suspected from his appearance that the person was under 18'***



The person charged by reason of the act or default of another has a defence if he can prove he

**'... exercised all due diligence to avoid the commission of an offence...'**

All legal requirements and restrictions referred to must be fully complied with by you and your staff to avoid prosecution and the associated penalties

**properly train your staff, carry out regular refresher training and maintain comprehensive records of all of your training to sell alcohol**

### **Late Night Refreshment**

- You must have a premises licence specifying LNR as a licensable activity if you sell hot food or hot drink after 23.00 hours and before 05.00 hours

**it is a criminal offence to provide hot food or hot beverages between 23.00 & 05.00 hours without a licence - see section S6.1**

### **Regulated Entertainment**

- You must have a premises licence specifying the entertainment you are providing

**it is a criminal offence to provide regulated entertainment without the appropriate provision on your licence - see section S6.2**

## **S2.7 NEW MANDATORY CONDITIONS**

In April 2010 a new mandatory code was issued by the Home Office for all alcohol retailers in England and Wales.

Schedule 4 of the Police and Crime Act 2009 amends the Licensing Act 2003 giving the Secretary of State the power to impose up to nine mandatory conditions in relation to the supply of alcohol.

The new mandatory licencing conditions apply to all existing and future premises licences which authorise the supply of alcohol and came into force in April 2010 two further conditions became law in September 2010.

These conditions override any conditions already included in a Premises Licence or Club Premises Certificate, so far as they are identical to the existing conditions or inconsistent with, and more onerous than, the existing conditions. The new conditions will apply to every Licence and Certificate authorising the sale and supply of alcohol from the date this provision came into force.

As the new conditions are mandatory licencing conditions, any breaches are dealt with in the same way as breaches of existing conditions. Failure to comply with any condition attached to a licence or certificate is a criminal offence, which on conviction would be punishable by a fine of up to £20,000 or up to six months imprisonment or both.

**As from 6th April 2010 the new conditions were:**

- Ban irresponsible promotions
- Ban the dispensing of alcohol directly into the mouth.
- Ensure that customers have access to FREE tap water.

These conditions do not apply to Temporary Event Notice (TENS) or premises permitted to sell alcohol for consumption off the premises.

**As from 1st October 2010**

- Require an Age Verification Policy to be in place.
- Ensure that customers have the opportunity to choose small measures of beer, ciders, spirits and wine.  
[does not apply to TENS]

All the above conditions will apply to the on-trade whilst for shops and supermarkets (the off-trade) only the age verification conditions will apply to them.

## **S2.8 GROWING POLICE CONCERN REGARDING PRE-LOADING**

Pre-Loading is a term used to describe drinking at home before visiting town for a night out.

A recent Liverpool John Moore's University study on pre-loading surveyed 380 young people aged 18 to 35 on a night out in a large city centre in the north-west of England. Over a quarter (26.5%) of women and one in five (15.4%) men questioned had pre-loaded before going out. Those who drank before going out were over four times more likely to drink more than 20 units on a usual night out. To put that amount into context, the government advises that women should not regularly exceed 2-3 units which is equivalent to a 175ml glass of 13% wine <http://www.drinkaware.co.uk/facts/alcohol-facts-and-information/wine>) and that men should not regularly exceed 3-4 units (equivalent to a pint and a half of 4% ABV [alcohol by volume] beer).

- Beware if your premises are located near nightclubs or nite spots and groups of customers arrive to purchase alcohol.

***Particularly during the evening, be alert for the tell tale signs of intoxication see S3.10 on Page 3.26***

## S2.9 Legal / best practice requirements regarding display material and notices

- The Licensing Act 2003 requires that you prominently display the original copy of your Part B Summary of your Premises Licence on the premises at all times the premises are open for business

***so that it can be readily inspected by members of the public at any time - see section 1 for full details***

- The Act requires that the original licence itself - Part A - is available for inspection by licensing officers of the authority or a police constable at any time on demand

***do your staff have access to the original license in your absence for compliance purposes?***

- The notices endorsed by the Home Office and provided by the Retail Alcohol Sales Group - RASG - should also be displayed throughout the premises

***examples are enclosed (at Section S2.10) and we strongly recommend their use, they may also be included as a legally enforceable condition on your premises license.***

- Many licensing authorities require that other notices are displayed on the premises

***check with your licensing authority to ensure compliance***

- These may include

- ***their own age verification scheme notices***
- ***Pass accredited Proof of Age Scheme***
- ***hours for licensable activity***
- ***staff notices & reminders***

- You must display an A3 notice indicating it is illegal to sell tobacco products to anyone under 18

***must be displayed at the point of sale to ensure compliance***

- Other legislation may apply to your premises which requires notices to be displayed

***ensure compliance with all statutory requirements***



## **S2.10 Statutory / best practice notices**

## **SECTION 3: Training**

### S3.0 THE TRAINING REGIME

All on-site staff must read the training material provided and then satisfactorily pass the subsequent written test before being allowed to sell alcohol.

It is important that Section 3 is fully understood, should a staff member not satisfy the Designated Premises Supervisor (DPS) that they understand Section 3 then the DPS should not authorise that staff member.

#### **THEY AND YOU ARE AT RISK OF PROSECUTION FOR MAKING UNAUTHORISED SALES.**

Refresher training must be undertaken at least on an annual basis before staff are re-authorised to sell alcohol and a number of refresher quizzes have been included to help in testing your staff's knowledge.

#### **DUE DILIGENCE PROCEDURE**

- Read Section 3.
- Staff to satisfactory undertake questionnaire - all questions to be answered correctly.
- Training Statement, to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).
- Staff Authorisation sheet, to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).

If felt appropriate, you may also wish to put your staff member forward to sit the APLH Award for Personal Licence Holders exam if there is a likelihood of them becoming a DPS in the future.

For further details please contact RB Retail & Licensing Services Limited.

All staff training must be recorded as well as individual staff authorisations to sell alcohol. You should complete both the enclosed alcohol training statement sheet and the authorisation record sheet (at S4.5 & S4.6). All staff should be issued with their own confirmation of having received their initial training, whether under this regime or any alternative proprietary system, keeping the originals for your own records.

All your current staff should be listed on the authority record and it should contain their signature as proof of their understanding of the training they have received and the responsibilities that they hold in the sale of alcohol. Subsequently as they are re-authorized to sell alcohol on a regular basis this should form part of the refresher training and they are indicating by signing the authority sheet again that they are still fully conversant with the rules relating to the sale of alcohol.

New staff should then be added as they join, subsequently signing again on a regular basis thereafter, after each refresher.

The alcohol training and authority sheets are designed for quick reference by any of the authorities which may visit your store, and for you to identify and maintain all training requirements. As such they should be filed in the appropriate section in this manual (at section 7).



### **S3.1 UNDERSTANDING THE LICENSING OBJECTIVES**

All licence applications must comply with four objectives, namely:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

The example below refers to both new and full variation premises license applications.

#### **CRIME AND DISORDER**

A local authority, may take into account and recognise that certain criminal activity or associated problems may be taking place or have taken place either within specialist premises or in the vicinity, despite the best efforts of the staff at the premises. In such circumstances, the council is empowered to take any necessary steps to remedy the problems. Its role is to promote the licensing objectives in the interests of the wider community rather than determine guilt or innocence of individuals. Such issues are for the courts of law.

Problems could include - anti social behaviour in the vicinity or past problems with the premises and or people involved/working in the business.

#### **PUBLIC SAFETY**

The council, as the licensing authority, should not take into account any issues that are dealt with in other legislation, such as public health, cleanliness or hygiene.

Problems covered include - overcrowding (leading to an increased risk of violence or to the safety of people in the premises); fire issues; anyone being hurt or having an accident in any premises.

The public safety objective is concerned with the physical safety of staff, visitors and customers using the relevant premises and not with public health.

As part of the application process, applicants must consider the impact of their premises in relation to the licensing objectives. They should consider implementing the measures listed below.

- The premises should comply with all statutory fire safety controls.
- The premises must comply with all food safety regulations.
- Provide disabled facilities and take reasonable steps to change their practices, policies or procedures or provide a reasonable alternative method of making their services available to disabled people.

*Health and safety issues such as:*

- falls from height
- slips and trips
- manual handling
- slips on wet or food contaminated floors
- being struck by something (such as sharp knives or falling objects)
- machinery.

#### **THE PREVENTION OF PUBLIC NUISANCE**

The issues mainly relate to noise nuisance, light pollution, noxious smells and litter arising from licensable activities at the premises.

#### **THE PROTECTION OF CHILDREN FROM HARM**

This objective relates to the protection of children from moral, psychological and physical harm. This includes protecting them from early exposure whilst visiting this premises to:

- strong language
- sexual expletives
- adult entertainment
- drinking alcohol
- smoking
- drug taking
- gambling
- violence

## S3.2 BUSINESS LICENSABLE HOURS

You can carry out the sale of alcohol during the following period:

*Write in book your hours / licensable activities*

Note: the penalty for selling outside permitted hours is substantial - max £20,000 fine and/or six months imprisonment plus a possible licence review.

## S3.3 CONSUMPTION OFF THE PREMISES

A condition of your premises licence is that sales are made for consumption off the premises only. This means that customers **MUST NOT** consume alcohol on the premises. Therefore you must ensure that customers **DO NOT DRINK ANY ALCOHOL:**

- **In the premises**
- **On any forecourt the business operates**
- **In their car whilst parked on any premises forecourt**
- **E.G. The licenced business is a petrol forecourt shop**

## S3.4 CONSUMPTION ON THE PREMISES

Businesses that sell alcohol for consumption on the premises are known sometimes as "On Licenses" as opposed to "Off Licenses," which include convenience stores and supermarkets whose customers must not consume alcohol purchased within the confines of the shop.

On Licenses are more commonly known as Public Houses (Pubs), Night Clubs, Bars and Restaurants.

Special care must be taken as the risk of customers becoming intoxicated is a real possibility, so staff should be trained to be vigilant and to be prepared to refuse service as and when the point of apparent intoxication is reached.

Useful tools such as CCTV, refusal logs, incident books, notices regarding Challenge 25 are all good due diligence procedure measures but consideration also needs to be given to the employment of SIA (Security Industry Association) registered door supervisors/trained staff & drug searching and drug disposal polices/training. A risk assessment prior to commencement of business should be undertaken to identify the level of security awareness required.

It is also wise to consider the wider community who could be affected by rowdy customers leaving On Licence premises late at night - so the provision of taxi services (who do not slam doors or honk horns) are also important in the quick and effective dispersal of patrons at night.

Late night music and dancing is another factor these types of premises should consider specifically when dealing with the effective damping down of noise emanating from these venues that may affect the local residents, therefore the keeping of doors/windows closed during licensable activities is a responsible and sensible measure

## **DEFINITIONS OF VARIOUS TYPES OF ON LICENSES PREMISES**

### **ON LICENCE PREMISES INCLUDING FAST FOOD PREMISES**

Many on licence premises have licensed external areas where particular care must be taken to ensure residential neighbours are not be affected by excessive noise emanating from patrons' use of there facilities - normally premises are conditioned with limited hours and other associated provisions for these licensed garden areas.

#### **I FAST FOOD PREMISES THAT MAY OR MAY NOT SELL ALCOHOL FOR CONSUMPTION ON OR OFF THE PREMISES**

Fast food premises which operate after 23.00 hours and before 00.50 hours the following morning need a late night refreshment licence (LNR) to provide late night refreshment either by way of take-away food or by eating the purchased food on the premises.

These types of premises are in general more likely than restaurants to lead to people remaining on the streets. Police generally comment that if no fast food premises were available people would be more inclined to disperse, and in retaining people until a later hour fast food premises could potentially undermine a timely dispersal of late night revellers. It is possible that these premises could be attractive to persons who have been drinking elsewhere. Licensing authorities consider that seeking to minimize the number of people on the street late at night, through rapid dispersal, especially those who have been drinking, is fundamental to promoting the licensing objectives of the prevention of crime and disorder, public nuisance, and public safety. Some councils come to this view despite the benefits which may be offered by well run fast food premises in terms of security, staff, CCTV, toilets, and the provision of a safe environment in which to wait until transport is available.

This type of business if not properly controlled can cause food waste and litter on pavements as well as noise nuisance.

#### **II. RESTAURANTS**

A restaurant is normally defined as premises (i) in which customers are shown to their table, (ii) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table using non disposable crockery, (iii) which in some cases do not provide any take away service of food or drink for immediate consumption, and (iv) where intoxicating liquor shall not be sold, supplied, or consumed on the premises otherwise that to persons who are bona fide taking substantial table meals and provided always that the consumption of intoxicating liquor by such persons is ancillary to taking such meals. The sale and consumption of alcohol prior to such meals may be in a bar area but must also be ancillary to the taking of a substantial meal.



### **III. PUBLIC HOUSES AND BARS**

A variety of pubs and bars are part of a local areas appeal and contribute towards its character and they provide for residents as well as people working in and visiting the locality. They also provide venues for live music which, aside from its cultural benefits and enjoyment by customers, often has a positive effect on licensing objectives.

However, premises that primarily serve alcohol, with or without the provision of any ancillary playing of music, can give rise to public nuisance for residents and other local businesses, particularly where there is a concentration of such premises. This is principally due to noise from the premises and from patrons when they leave. Pubs and bars present opportunities for crime and they can also give rise to disorder.

A pub is a premises where traditionally a customer usually went for the consumption of alcoholic beverages only, although nowadays customers are just as likely to want a hot meal with or without alcohol - it is also common for such establishments to be known for vertical drinking (consumption of alcohol standing up). Customers are served from the bar area and unless there is food served there is normally no waiting staff. Pubs are found in rural, suburban and town centre environments.

A bar however tends to be located in built up areas such as town centres and can be quite upmarket in terms of its targeted clientele and therefore prices reflect the branding. Typically the premises will offer a range of wines, speciality brews, mixed drinks, ice shots, fruit punches and cocktails. Bars tend to be themed and utilise the themed environment to attract younger customers.

### **SUGGESTED CRIME PREVENTION AND EFFECTIVE MANAGEMENT CHECKLIST FOR AN OFF LICENCE PREMISES**

#### **Links to health and safety policy and legislation:**

- Is there a written Health and Safety Policy for the premises?
- Is there a written Risk Assessment?
- When was it last carried out?

#### **Incident logs - Crime & Disorder incidents to be recorded**

- Is there an incident log in operation?
- Is the incident log available for inspection?
- Within your premises, where are your crime hotspots?

**Staff training - training to resolve identified risks**

- Are all staff trained to recognise aggressive or suspicious behaviour?
- Are all staff requested to approach customers about unattended property?
- On busy nights, are staff employed to warn customers about leaving property unattended?
- Do door Supervisors (if any) attend staff training days?
- Is there a record of staff training?
- Do staff sign a training attendance record?
- Who is responsible for company policy on staff training?
- Do the tills have an age prompt to remind staff to ask for I.D. for persons who appear to be under either 21/25 years of age, dependent on the age verification scheme adopted.

**Staffing levels**

- What are your minimum and maximum staffing levels?
- How are they decided?

**Design of premises - Re Crime Prevention**

- How many points of entry are there?
- Are the entry points monitored?
- Is there a Police response alarm?
- Do staff carry panic buttons?
- Is there a panic button in cash office?
- How is capacity monitored?
- Are the tills positioned, so staff face customers?
- Is cash stored on the premises?
- Is there a cloakroom?
- Does the cloakroom offer free hand luggage storage?
- Is the cloakroom facility advertised?
- Can the toilets be monitored easily?
- Are cupboards & drawers within the toilet kept locked?
- Are the cisterns boxed in and secure?
- Are there any flat surfaces?
- Do toilet cubicle doors have a gap at top and bottom?

**Managing the effects on the local environment**

- Ensure drinking glasses remain in the licensed area of the premises
- Are noise levels within legal limits? (To be set by EHO)
- Ensure that pedestrians & vehicles are not affected
- No rubbish on street
- Correct use of CCTV
- Are staffing levels adequate to monitor outside drinking?
- What links do you have with local residents?
- What steps are taken to minimise disruption when people are leaving?

**Positive Customer care - appropriate complaint procedures**

- Is there a Positive Customer Care Policy?

**CCTV**

- Has the venue got CCTV?
- Do high-resolution cameras cover all entry/exit doors?
- Does CCTV cover the cash office door?
- Is there a written operational requirement for the CCTV?
- Where is the CCTV video recorder stored and is it in a secure place?
- Which members of staff have access to it?
- Are the video recordings kept secured in a secure place?
- Is there a record of CCTV maintenance?
- Is there a record of the tape changes?
- How many discs do they use?
- How often are they renewed?
- Does the CCTV cover external areas?
- Has the CCTV system a dedicated operator?
- Is the system operated in accordance with Data Protection Act? (Registered with Data Protection Registrar)

**Access Control**

- Who is responsible for supervising security staff?
- Is there a written access policy?
- Is the queue supervised outside the venue?
- Is the queue supervised at the cloakroom?
- Is a record kept of door staff working on each day?
- Are personal details of security staff kept?

**Crime Prevention**

- Is crime prevention literature displayed?
- Is there a company policy regarding the display of crime prevention material?
- Who is in charge of the policy?
- What crime prevention initiatives are in place?

**Outside eating & drinking**

- Does the venue allow outside drinking?
- Has the venue got a street 'tables and chairs' licence?
- How are customers supervised outside?
- Is crime prevention literature displayed outside?
- Have any crime prevention measures been implemented outside?
- How are risks assessed regarding passing pedestrians and traffic?
- Are staff trained to supervise those outside?



- How are numbers of persons outside controlled? (Capacity)
- Are tables and chairs taken in when not in use to prevent them offering opportunities for being used in crimes and disorder?

### **Drugs and Weapons**

- Does the premises have a search policy?
- Are notices prominently displayed explaining the policy?
- Do security staff patrol inside the premises?
- Are staff trained in identifying problems within the venue?
- Are efforts made for close supervision of toilets and poorly lit areas?
- Are police informed of seizures?
- Are seizures correctly documented?
- Has the premises been supplied with self-sealed property bags and plastic weapon containers?
- Are door staff trained in how to deal with weapons/firearms?
- Do management/staff keep written notebooks for 'original notes'?
- Has the venue provided a search arch and/or provided search wands?
- Are door staff registered?
- Does the venue provide local police with a risk assessment one month in advance regarding external events?
- Does the premises enter into contractual agreements with outside promoters?
- Are police contracted before such agreements are signed?

### **Admission of children**

- Ensure door supervisors are trained and empowered to deal with underage drinking.
- Put in place robust systems to monitor and control the access of young people
- Have a policy statement to deal with underage access which should include reference to the use of approved 'Proof of Age' schemes which include photo identity cards as in the PASS scheme
- Display of Policy on checking of age

### S3.5 STAFF AUTHORISATION

Under the terms of the grant of the premises licence:

**It is an offence for a person to serve alcohol to anybody unless you have been authorised to do so by a personal licence holder**  
**It is an offence to sell alcohol to anybody from premises without a premises licence and/or without a named Designated Premises Supervisor who is in possession of a personal licence.**

### S3.6 UNDER-AGE SALES

It is an offence to sell alcohol to anyone under the age of 18, or to anyone purchasing alcohol on behalf of someone under the age of 18.

It is an offence for any person under the age of 18 to buy or attempt to buy alcohol.

It is an offence for anybody under 18 to sell alcohol unless

authorised to do so by a responsible person. Responsible person are defined as:

- The holder of the premises licence
- The Designated Premises Supervisor (DPS) if any, for the Premises Licence
- An individual aged over 18 authorised (ideally in writing) to sell alcohol for consumption off the premises by either the Premises Licence Holder or the Designated Premises Supervisor.

It is an offence to allow alcohol to be served to someone under 18 if the staff member could have prevented it. If a Challenge 21 or Challenge 25 scheme is adopted as a condition of the licence then each customer wishing to purchase alcohol who is unknown to the cashier serving as a person who is over 18 years of age must be asked for satisfactory identification to prove their age. If they cannot or are not asked then the cashier may be committing an offence should the condition wording be specific in this regard.

If a customer looks under 21 (or under 25) they **MUST** be challenged to prove that they are over 18 by producing photographic proof of age which must include a photograph and state the full date of birth of the customer. The only forms of proof of age that we will accept are:

- A passport
- A photographic new style driving licence
- A PASS accredited Proof of Age ID card such as:  
the Citizen Card

**DO NOT ACCEPT ANY OTHER FORMS OF ID UNDER ANY CIRCUMSTANCES**

**Note: the penalty for the member of staff selling alcohol to an under aged person ranges from a fixed penalty notice to a criminal conviction and a substantial fine.**

**You must ensure that you are completely satisfied as to the customer's age BEFORE you make the sale.**

**Do not ask staff members or 'take someone's word' that, they are over 18 and always use CHALLENGE 21 / CHALLENGE 25.**

There are only limited defences if an under-age sale is made and the impact on the DPS or personal licence holder is dependant on who made and who authorised the sale; remember, the only evidence required to prove an under-age sale was made is the actual age of the child and proof that the sale was made.

If a member of staff makes an under-age sale they may be offered a fixed penalty notice of £90 by which they admit their guilt. That is the end of the matter as far as the authorities are concerned with that individual; although disciplinary action could well follow from management as well as the premises licence being reviewed by the licensing authorities and/or the premise licence holder prosecuted if there are any underage sales.

Should the staff member deny this offence then contact RB Retail & Licensing Services Limited for further assistance.

### **S3.7 TRAINING GUIDELINES REGARDING THE SALE OF AGE RESTRICTED PRODUCTS**

If you work somewhere that sells age restricted products such as cigarettes and alcohol, please read these notes.

Responsible authorities such as Trading Standards understand it can be very difficult for you to judge the age of a young person, but if you sell age restricted products to someone underage you may commit a criminal offence.

The Licensing Act requires anyone selling alcohol to take steps to check a customer's age.

The following guidance is about the importance of making sure you always get proof of age when supplying or selling goods to young people who may not be old enough to legally buy the goods they want.

You must take all reasonable steps to comply with this law. This is called due diligence.



## **DUE DILIGENCE PROCEDURE**

- Read Section 3.
- Staff to satisfactory undertake questionnaire - all questions to be answered correctly.
- Training Statement, to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).
- Staff Authorisation sheet, to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).

Age restricted products and proof of age are inseparable!

### **SECTIONS**

- i Introduction**
- ii Test purchasing**
- iii Age restricted products**
- iv How to check proof of age**
- v Follow the guidelines**
- vi What the law says**
- vii Due diligence procedure**

#### **i. Introduction**

To protect children from harm and comply with the law, the vast majority of retailers take under age sales very seriously. Unfortunately, the few who don't often receive bad publicity, which affects the whole trade. There can be serious consequences for businesses, licensees AND individual members of staff. Penalties for breaking the law include substantial fines, loss of licences, even imprisonment. Individual members of staff can be taken to court and prosecuted. They could also lose their job.

Trading Standards & Police are amongst the responsible authorities who are consulted on licence applications under the Licensing Act 2003. If a licensee and the staff are not following the guidelines outlined in this booklet then these matters may be raised during the licensing process. Any evidence of under age sales can also trigger a review which could lead to loss of the Licence.

#### **ii. Test purchasing**

Trading standards and the Police (sometimes together) check that the law is followed and can carry out test purchases of all age restricted products as part of their enforcement duties.

The test purchases are made with volunteer young people who are to look their age.

These test purchases follow procedures supported by the government. They are allowed as evidence of under age sales. Following these guidelines and asking for proof of age and receiving appropriate proof (asking by itself is not a defence), should make sure that you don't make an illegal sale.

Samples of 'proof of age' are shown on the photocards poster in the support material (at S2.10).

### **iii. Age restricted products**

These are some of the more common age restricted products and the age your customer must be to buy or get access to them:

<b>AGE RESTRICTED PRODUCT</b>	<b>AGE RESTRICTION</b>
Alcohol products . . . . .	<b>18</b>
Cigarettes and tobacco products including from vending machines . . . . .	<b>18</b>
Since 1st October 2015 it is illegal for retailers to sell electronic cigarettes or tobacco vapour products to underage persons . . . . .	<b>18</b>
Fireworks . . . . .	<b>18</b>
Knives, blades and axes (not including folding knives with blades under 3 inches long) . . . . .	<b>18</b>
Glue, solvents and lighter fuels, Butane & refills	<b>18</b>
Liqueur Chocolates . . . . .	<b>16</b>
Lottery tickets and scratch cards . . . . .	<b>16</b>
Petrol/Diesel . . . . .	<b>16</b>
Adult Magazines . . . . .	<b>18</b>
Spray paints . . . . .	<b>16</b>
Video/DVD/Games . . . . .	<b>As shown on certificate e.g. 12, 15, 18</b>
Analgesics & medicines . . . . .	<b>Up to the discretion of the retailer</b>

By following the rules regarding age related products it will help you show you are taking 'all reasonable precautions and exercising all due diligence'. This is legal-speak to say that you must have behaved in a way that can provide a defence in law if an illegal sale takes place. You must be able to show that you are doing all that you possibly can to make checks. This is what the courts would look at should an illegal sale take place.

### **iv. How to check proof of age ?**

If a customer who looks under 21 (or under 25 dependent on which scheme you use) asks to buy an age restricted product, ask for one of the prescribed forms of proof of age and check it. If appropriate proof of age cannot be produced you must refuse the sale and make an entry in the refusals register.

You must only accept proof of age with date of birth and a photo. Remember to check that the photo matches the customer and that you can see their face clearly, including asking them to remove hoods and caps.

Proof of age cards need to carry a PASS hologram to show that they are part of an approved scheme and have been correctly issued. When you see a genuine PASS logo you can be more confident that it is valid proof of age, however there are good forgeries in circulation. Please see over page for checks.

• ***Always follow these checks***

1. Check that the PASS hologram is genuine and flush with the body of the card.
2. Check that the photo matches the person using it and that it is printed on the card, not just stuck on top of it. Ask them to remove helmets, hoods and sun glasses if you are not sure.
3. Check that the date of birth is properly printed on the card and that you have calculated the date of birth correctly.
4. Check that the card has not been tampered with in any way.
5. Check the person. If you are unsure about any of the above you must, and have the right to, refuse the sale.

• ***Acceptable proof of age includes***

- 10 year passport
- Photo driving licence
- Citizencard
- "PASS " accredited proof of age card scheme

There are fake proof of age cards about so if you are unhappy with a card for any reason, refuse the sale. Items such as birth certificates and national insurance cards are not good enough. They carry no photo so can be passed between friends.

Legally you have the right to refuse to sell to anyone, whether over or under age, if you are unhappy with the sale in any way.

***REMEMBER - IF IN DOUBT REFUSE THE SALE***

v. **FOLLOW THESE GUIDELINES**

- Don't try to judge ages. Only accept approved proof of age cards with photos and date of birth.
- Follow either the 'Challenge 21 or Challenge 25 Rule' and ask for proof of age from anyone who does not look over 21 or over 25. Remember, if you guess wrong you could end up in court!
- Make sure notices (e.g. 'It is an offence to sell cigarettes to persons under 18') are on display.
- Know when dates of birth will be correct. Are they 18 yet? Just having today's date with the relevant year of birth will do!
- Fill in a 'refusals book' (at \$4.11) each time a refusal takes place. The DPS should check entries regularly to make sure all staff are using the register.
- Be careful should young people wearing school uniforms request to purchase age related products.



- Do not sell to an adult you suspect of buying for under age young people. It is an offence for an adult to buy alcohol on behalf of someone under 18. This is called proxy selling.
- Support colleagues when they refuse sales. It can be difficult to say 'no.'

**PLEASE SEE SECTION S3.9, Page 3.17 FOR INFORMATION ON  
HOW TO RECOGNISE AND DEAL WITH FALSE I.D.**

## **vi. What the law says**

### **Alcohol**

The age at which product alcohol can be legally served and bought is 18.

Do not sell to over 18s who you think may be purchasing for under 18s.

Both the owner of the business and the seller may commit a criminal offence if alcohol is sold to an under 18.

If you are found guilty of selling alcohol to a person under 18 the premises licence to sell alcohol is at risk.

Under 18s cannot legally purchase alcohol.

Always ask for proof of age before you serve and check the details.

You can face prosecution and a criminal record or alternatively the police can issue on the spot fine of £90 if under age sales are made.

### **Cigarettes and tobacco products**

The age at which cigarettes can be legally bought is 18.

Under 18s who say they are buying for an adult must be refused.

It is illegal to split packets of cigarettes or to sell singly.

Do not sell to adults who you think may be purchasing on behalf of under 18s (proxy selling).

A notice must be displayed about sales to under 18s.

Always ask for proof of age before you sell.

### **Fireworks**

The age which most fireworks can be legally bought is 18.

Do not sell to adults who think may be purchasing for under 18s (proxy selling).

If you hold a year round licence for the sale of fireworks, this could be at risk if sales are made to under 18s from your premises.

Notices must be displayed about sales to under 18s.

Always ask for proof of age before you sell.

### **Knives, blades etc.**

The age at which these can be legally bought is 18.

It applies to knives, blades, unsealed razor blades, axes and other articles that are sharp and can cause injury.\*

Do not sell to adults who you think may be purchasing on behalf of under 18s (proxy selling).

Always ask for proof of age before you sell.

*\*Not including folding knives with blades under 3 inches long*

### **National lottery tickets and scratch cards**

The age at which these can be legally bought is 16.

Your lottery terminal may be removed if you sell to under 16s.

Do not sell to adults you think may be buying on behalf of under 16s (proxy selling).

Under 16s cannot legally claim any prizes.

Always ask for proof of age before you sell.

### **Petrol**

The age at which petrol can be legally bought is 16.

Petroleum licence conditions may state that people under 16 must not access petrol.

Do not sell to adults you think may be buying on behalf of under 16s (proxy selling).

If in doubt ask for proof of age before you authorise the pump.

### **Glue, Solvents and lighter fuels**

The age which these can be legally bought is 18.

It is an offence to sell substances to people who you think may be likely to inhale them for the purpose of intoxication. Be wary of customers who make multiple purchases.

Do not sell to adults who may be buying on behalf of under 18s (proxy selling) if you suspect misuse.

Always ask for proof of age before you sell.

### **SOLVENT ABUSE CAN KILL INSTANTLY**

### **Spray paints**

The age at which spray paints can be legally bought is 16.

Do not sell to adults who you think may be purchasing on behalf of under 16s (proxy selling) if you suspect misuse.

Always ask for proof of age before you sell.

## Videos/DVDs/Games

The age at which these can be legally supplied depends on their classification always check this.

It is illegal to supply an 'R18' video/DVD except in a licensed sex shop.

Refuse the sale if you suspect an adult is attempting to obtain a product on behalf of a young person (proxy selling).

Challenge customers and ask for proof of age.

## S3.8 CHECKING PROOF OF AGE

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly: Only accept -

- a valid passport
- a european style photo driving licence
- a PASS accredited cards such as a Citizen card

### **Always ask for the identification to be handed to you for authentication purposes**

Check that

#### i. **Passport**

- not altered in any way
- the passport date - it is valid
- the photograph - it belongs to the customer
- date of birth - the customer is old enough to complete the purchase

#### ii. **European style driving licence**

- not altered in any way
- the licence date - it is valid
- the photograph - it belongs to the customer
- date of birth - the customer is old enough to complete the purchase

#### iii. **PASS cards**

- not altered in any way
- the card is completely flat with no raised edges around the photo or PASS logo - **reject the card if it is not flat**
- the PASS logo hologram 3D effect is working
- the card date - it is valid
- the photograph - it belongs to the customer
- date of birth - the customer is old enough to complete the purchase

#### iv. **The customer**

- matches the photograph on the card
- is not acting suspiciously
- has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification

**you MUST refuse the sale and record the details in the refusals book (see example at Page S3.46)**



### **S3.9 HOW TO RECOGNISE AND DEAL WITH FALSE ID**

Young people are understandably keen to experiment and test their limits of consumption. This coupled with the disinhibitory effects of alcohol, can lead to risky and anti-social behaviour. For all of these reasons, the protection of children from harm is the licensing objective that many licensing authorities view most seriously.

Since 2010 a mandatory licence condition has required all premises to have in place an age verification policy. The policy must require that customers who appear to the staff member serving to be under 25 years of age, are required to be asked to prove that they are 18 years of age or over (or appear under 21 years of age if adopting Challenge 21 age policy) by producing appropriate ID when requested to prove their age. This, coupled with increased sanctions for premises persistently selling to under-18s, has led to many premises taking age verification much more seriously.

It has also led to a growing market for false ID. False ID is a problem in a number of areas around the country and staff who serve alcohol are sometimes uncertain about how to deal with this issue.

The fake ID cards which can be ordered on the internet often do not replicate existing documents. Examples include the UK national identification card and a provisional motorcycle licence. It is an offence under section 1 of the Forgery and Counterfeiting Act 1981 to make a false instrument or ID with the intention to use it to induce a person to accept it as genuine, and by reason of accepting this ID as genuine, the customer then commits an offence as does the seller albeit unknowingly, by their failure to properly check its validity.

#### **TYPES OF FALSE ID**

There are five types of false document:

- Genuine document which is being used by someone else,
- Genuine document which has been altered,
- Genuine document which has been fraudulently obtained,
- Fake document which is a copy of a genuine document, and
- Fake documents which is a form of ID that does not exist.

#### **IDENTITY DOCUMENTS ACT 2010**

This legislation contains a number of offences relating to the possession and use of false identity documents. For the purposes of legislation, the definition of 'identity document' includes (but is not limited to) a passport (whether a UK passport or a passport issued by the authorities of another country) and a driving licence. A full list of what items fall within the definition of 'identity documents' is found in the extracts of the Identity Documents Act 2010 in Annex A.

Two offences under the Identity Documents Act 2010 are relevant.

A person commits an offence if he or she has in their possession an identity document which is false, and which they know or believe to be false, with the intention of using

it to establish personal information about him or her to induce another to ascertain personal information about him or her, e.g. providing a date of birth that is false. A person guilty of this offence is liable on conviction on indictment to imprisonment for a term not exceeding 10 years or a fine (or both).

A person commits an offence to have, without reasonable excuse, in his or her possession a false identity document which relates to another person. A person guilty of an offence under this section on conviction on indictment to imprisonment for a term not exceeding two years or a fine (or both).

i. **Proof of Age Standards Scheme (PASS) Approved Cards**

The Proof of Age Standards Scheme (PASS) is the UK's national guarantee for proof of age card and has the backing of the Home Office, the Association of Chief Police Officers (ACPO), the Security Industry Authority (SIA) and the Trading Standards Institute (TSI). The scheme delivers a common standard through its easily recognised logo, which is backed by a robust audit and accreditation process to help protect retailers of age restricted goods, and their employees, against being taken in by the many forms of false ID in use.

Accepting a card with the PASS hologram which carries the bearer's image and acceptable date of birth is a means of demonstrating due diligence. Examples of all PASS accredited schemes can be found on the PASS website:

[www.pass-scheme.org.uk](http://www.pass-scheme.org.uk)

**Read how to check I.D. at Section S3.6 (iv) Page 3.5**



## ii. **Passports introduced in 2006**



New UK passport designs are introduced through a phased roll-out. Older style passports were issued after the introduction of this design. These will continue to be valid until their stated expiry date.

### **Key Information**

#### **Validity**

- Adults, normally 10 years up to a maximum of 10 years 9 months
- Children, normally 5 years up to a maximum of 5 years 9 months

#### **Size**

- Approximately 125 x 88 mm

#### **Number of pages**

- Standard issue book is 32 pages
- Business book is 48 pages

#### **Location of the data page**

Page 31

#### **Laminate**

- Page 31 and 32, sewn in, clear laminate with UV visible printing and holograms on page 31

#### **Photograph**

- Digitally printed

#### **Numbering**

- 9 digits, printed on page 1. These are entered on the biodata page in the same style as the personal details. The serial number is perforated through pages 1-30 (1-46 in business book)

#### **Observations**

- An electronic chip and antenna is visible on page 32 (48)

#### **Extra Checks**

- The holograms are on three patches attached to the underside of the laminate on page 31

- The stitching thread is red, white and blue and fluoresces yellow and red in UV light

- The front and rear endpapers are printed in green, burgundy and blue intaglio (raised printing)



## PASSPORTS INTRODUCED IN 2010



New UK passport designs are introduced through a phased roll-out. Older style passports were issued after the introduction of this design, and these passports will continue to be valid until their stated expiry date.

### Key Information

#### Validity

- Adults, normally 10 years up to a maximum of 10 years 9 months
- Children, normally 5 years up to a maximum of 5 years 9 months

#### Size

- Approximately 125 x 88 mm

#### Number of pages

- Standard issue book is 32 pages
- Business book is 48 pages

#### Location of the biodata page

Page 2

#### Laminate

- Page 2 contains a thin film patch that is clear in colour but has UV visible printing and holograms contained within it. Page 3 is not laminated

#### Photograph

- Digitally printed on pages 2 and 3

#### Numbering

- 9 digits, printed on page 1. These are entered on the biodata page (page 2) in the same style as the personal details
- The serial number is perforated from page 1 through to the rear of the cover of the passport
- The thin film patch contains a unique serial number which consists of 3 alpha characters and 4 numeric followed by a check symbol. This number is located beneath the holder's image should not be confused with the 9 digit passport number

#### Observations

- Passport visa pages feature a cross-page printed design
- A secondary image of the passport holder is located on page '3' of the passport
- Additional information about the passport holder is written on page '3' of the passport
- A check symbol is included within the laser perforated passport number. This symbol is not replicated within the printed serial number of the book on pages 1 and 2 and differs to the check symbol that is present for each thin film patch
- Observation data is bounded above and below by lines consisting of a unique character
- The passport stitching method utilises a process that is different to any previous UK passport
- The gold foil on the front cover is more lustrous than that of the previous UK passport
- Where the passport holder does not require any additional data to be inserted into the passport, the passport observations page (page 3) will read "There are no official observations."

### Laminate

- Page 2 contains a thin film patch that is clear in colour but has UV visible printing and holograms contained within it. Page 3 is not laminated.

### Note

- The biodata (personal details) page is at the front of the passport and located on page 2
- The passport chip is located in the cover of the passport
- The invisible printing of the laminate fluoresces strongly
- The laser perforated number consists of variable hole shapes (circle, square and triangle)

### PASSPORTS FROM FOREIGN STATES

Space limitations do not allow images of the passports of foreign states to be reproduced in this guidance. Machine readable passports (MRP) were first introduced in the 1980s and most passports worldwide are now MRPs. To assist anyone presented with a foreign passport, set out below are features that can be detected by the naked eye or by using an ultraviolet light, that are required in all MRPs by International Civil Aviation Organisation standards:

- paper that does not reflect ultraviolet light or whose fluorescence is easily distinguishable from the blue used in commonly available fluorescent materials;
- watermarking on the biographical data and visa pages;
- an intricate, repetitive pattern as the background design on each page;
- a background design on the biographical data page that is different to the design(s) on other pages in the passport;
- ultra-violet fluorescent ink on the biographical data page;
- MRPs issued since 2010 should have a unique number on all pages except the inside covers; and
- many passports include optically variable features on the biographical data page. An optically variable feature (most commonly a hologram) changes appearance in colour or design as the page is tilted. However, the standards allow devices offering equivalent protection to be used instead.

### iii DRIVING LICENCE



#### Your personal details (1, 2 and 3)

Fields 1, 2 and 3 of your photocard licence record your surname, first names, date and place of birth.

#### Date of licence issue, photo expiry, issuing authority (4)

The date shown in 4a is the date the photocard was issued. 4b shows either the date the photo expires (driving entitlement is valid until 70th Birthday) or the date entitlement expires (medically restricted and over 70 licences). The authority that issued the licence is shown in 4c i.e. DVLA.

### Driver number (5)

A	B	C	D	E
MORGA	657054	SM	91J	**

A - First five characters of surname. If the surname is less than five characters the remaining spaces will be made up using the figure 9 (e.g. MAN99).

B - The first and last numbers are the year of birth. The second and third numbers are the month of birth. If you are a women, '5' is added to the second number and the total used as the second digit e.g. if you were born in October the second and third numbers would be 60. The fourth and fifth digits show the day of your birth.

C - The first two initials of your forenames. If you have only one initial then the second will be a '9'.

D - Computer check digits.

E - Licence issue number.

### Holder's Photograph (6)

The new photocard licence has a black and white photo. This is because the laser technology used to burn the image onto the card producing a black and white photo is more secure. A colour photo will still need to be provided with your application to be stored on your driver record.

### Holder's signature (7)

this is digitally reproduced and burned into the photocard from the signature you produced on the application form.

### Holder's address (8)

This shows the driver's permanent address in Great Britain.

### Entitlement categories (9)

The letters in capitals show the categories of entitlement covered by the European Community Directive. National categories are shown in smaller letters.

### Holographic feature (10)

This feature is similar to a hologram but is clearer because it has definite lines and brilliant colours. It contains a steering wheel that appears to turn as you tilt the card in different directions.

### Changing images (11a and 11b)

a. This security feature is an image that changes both shape and colour depending on how you tilt the licence. On full (pink) licences it's a blue road sign changing to a black triangle, on a provisional (green) it's a red road sign changing to a black triangle.

b. This security feature is personalised according to the data on the card. It contains the last five characters of the driver number changing to the month and year of the photo expiry which appear and disappear depending on how you tilt the licence.

### Unique identifier (12)

Cards are to pre numbered by the card manufacturer. This number is laser engraved onto the card prior to delivery to DVLA and is unique on every card.

### Not used (13 and 14)

### Pictograms (15)

These illustrations are representations of types of vehicles in those categories shown.

### Category validity periods (16)

These are the dates when entitlement to drive each category begins and ends.

### Information codes (17)

The code numbers printed in this area indicate what (if any) restrictions to which the entitlement is subject.

### Steering wheel security feature (18)

This is a security feature in the shape of a steering wheel. The colour of the wheel changes from green to gold depending on how you tilt the licence.

### Security features



#### 1 & 2. Changing Images

1. This is an image that changes both shape and colour depending on how you tilt the licence. On full (pink) licences it is a blue road sign changing to a black triangle, on a provisional (green) it is a red road sign changing to a black triangle.
2. This security feature is personalised according to the data on the card. It contains the last five characters of the driver number changing to the month and year of the photo expiry which appear and disappear depending on how you tilt the licence.

#### 3. Holographic Feature

This feature is similar to a hologram but is preferred as it can be seen much more clearly due to its definite lines and brilliant colours. It contains a steering wheel which appears to turn as you tilt the card in different directions.

#### 4. Tactile Engraving

This process involves burning the data into the card for a longer period than normal, and results in the text raising up above the surface of the card. The driving licence has 'Field 1 (Surname)' and 'Field 9 (Categories)' printed in raised characters as part of the laser engraving process.

#### 5. Complex Background Pattern

A design made up of an interlocking pattern of small irregular shapes, printed in two colours and requiring very close register printing in order to preserve the integrity of the image.

#### 6. Tactile Feature

Raised tactile steering wheel placed in the centre of the card. It can be felt when a finger is run across the card and can be seen when viewed at an angle. It also contains the words "Driving Licence" in microlettering

#### 7. Laser Engraved Photograph

Laser engraving technology is highly secure as the image is burnt into different layers of the card and it can not be changed without serious damage to the card. This results



in a highly secure black and white photograph. Note: DVLA will still require a full colour photograph be provided by customers to keep on our records.

### **8. Security Background Design Overlapping With Photograph**

This security feature has the rainbow print lines and the complex background pattern converging over the area where the photograph is engraved. This further protects the photo image by the integration of security elements.

### **9. Optically Variable Ink (OVI)**

Optically Changing Colours is a printing feature that changes in colour depending on the angle of inspection. When the card is tilted, the element printed with Colour Change Printing will show deviations in colour tone clearly visible to the naked eye i.e. gold to green.

### **10. Unique Number**

Cards are to be pre numbered by the card manufacturer. This number is to be laser engraved onto the card prior to delivery to DVLA and is unique on every card.

## **PROVISIONAL DRIVING LICENCE**



The security features of the provisional licence are identical to the full driving licence.

## **QUESTIONS THAT CAN BE ASKED TO CHECK THE IDENTITY**

Staff should ask customers questions once ID is given to verify ownership and on this basis compiled the following list of questions that may be used:

- Ask the person for their date of birth - this can lead to them mixing their own with the one on the ID or not being able to recite the date on the ID on the spot.
- Ask the person for their star sign - a young person may have memorised the date of birth on the ID which they are using but are unlikely to know the corresponding star sign.
- Ask for another form of ID, such as a bank or student card. If someone steals or borrows another person's ID, they are unlikely to take other forms and their purse/wallet will have their own ID in it.
- Ask for the postcode on the ID; a person using borrowed ID may know the first line of the address but may have difficulty remembering the postcode under pressure.
- Ask for their age - someone with borrowed ID may accidentally give their own age or 18 as this is the legal drinking age.

### **How false ID should be stored and recorded**

It is advisable that premises have an incident book to record those occasions on which there has been the use or attempted use of false ID at or on entry to the premises. If false ID is handed in, this should be recorded in the book along with the names of staff involved, the name on the ID and the name of the manager in overall charge of the premises. A description of the person using the ID and the time of the incident may also be useful to the police.

Once the false ID has been recorded, it should be stored, along with the police half of the bailment form (where in use), in the same way that a premises handles confiscated drugs. It should be locked away in a secure place until the police are ready to collect it or the manager takes it to the police station.

### **How and when to contact the police**

The police should consider setting up a single point of contact in the licensing team whom licenced premises may contact to deal about false ID issues. Local arrangements should be made between the police and licensed premises to outline how and when the police should be informed of incidents involving false ID.

It is good practice that false ID should be held at premises for a period not greater than 72 hours after it was handed over. This means that ID handed over on Friday evening can be held until Monday morning before being given to the police.

### **What to do if a person complains after handing over their ID**

If someone complains that their ID has been retained, the premises manager (if available) should take the person to one side and explain why this has happened. If this person is still unhappy call the police and ask for guidance.

### **Signs that can be placed at entrances**

Signs placed at the entrances to premises can deter young people who intend to use false ID from entering the premises, and are a means of diffusing anger towards door staff. Such signs could set out the ID policy and inform individuals that anyone using false ID will be asked to hand it over and, if they fail to do so, the police may be called. An example of wording for these signs is below, or a common example is:



“These premises operate a Challenge 25 policy. You may be asked to show ID if you appear to be under 25. If the ID that you present is suspected to be false or belonging to someone else, you may be refused entry to these premises and you may be asked to hand over the ID so that it can be given to the police. If you fail to do so, the police may be called. Gaining entry to these premises using fake ID or ID that doesn't belong to you may be a criminal offence.”

### S3.10 WHAT TO WATCH OUT FOR REGARDING THE IDENTIFICATION OF A PERSON POSSIBLY UNDER THE INFLUENCE OF ALCOHOL

#### 50 SIGNS OF VISIBLE INTOXICATION:

Serving alcohol to a visibly intoxicated person (VIP) is against the law. If you can tell on sight that a person has been drinking or using other drugs, the person is visibly intoxicated. Staff are not expected to know a customer's blood alcohol content as determined by a blood, breath, or urine test, but they are required to recognize visible intoxication.

Here are some of the common signs of visible intoxication. These are not all of the possible signs. If a person shows just one or two of these signs that does not necessarily mean the person is intoxicated. But if a person shows a combination of several signs, or has a sudden change of behavior, that could be a strong indication that the person is intoxicated. Remember that intoxication can result from the use of drugs other than alcohol. **IF IN DOUBT, DO NOT SERVE.**

#### APPEARANCE

1. Blooshot, glassy, or watery eyes
2. Flushed face
3. Droopy eyelids
4. Blank stare or dazed look
5. Twitching or body tremors
6. Disheveled clothing

#### SPEECH

7. Thick, slurred speech
8. Loud, noisy speech
9. Speaking loudly, then quietly
10. Rambling train of thought
11. Unusually fast or slow talking
12. Slow response to questions or comments
13. Repetitive statements
14. Bravado, boasting
15. Making irrational statements

#### ATTITUDE

16. Annoying other customers and employees
17. Argumentative
18. Aggressive or belligerent
19. Obnoxious or unpleasant
20. Inappropriate sexual advances
21. Overly friendly to other customers or employees
22. Boisterous

#### BEHAVIOR

23. Swaying, staggering, or stumbling
24. Unable to sit straight

#### BEHAVIOR (cont.)

25. Careless with money
26. Difficulty counting change
27. Restless
28. Depressed or sullen
29. Crying or moody
30. Extreme or sudden change in behavior
31. Overly animated or entertaining
32. Crude, inappropriate speech or gestures
33. Drowsiness or falling asleep
34. Lack of focus and eye contact
35. Difficulty standing up
36. Unusual walk
- 37.\* Can't find mouth with glass
- 38.\* Falling down or falling off a chair
- 39.\*\* Difficulty lighting cigarettes
- 40.\*\* Lighting more than one cigarette
41. Clumsy
42. Difficulty remembering
- 43.\* Spilling drinks
44. Disoriented
45. Agitated, anxious
46. Grinding teeth
47. Vomiting

#### OTHER

48. Odor of alcohol, drugs or chemicals
49. Excessive perspiration
50. Repeated trips to toilet or outside area.

\* On Licence Premises

\*\*Observed in smoking areas only

i. **Other ways of determining if someone is intoxicated**

Interaction with the person and their friends will help to determine whether someone is intoxicated and their level of intoxication, i.e. a friend laughs and says that 'Bill is well \*\*\*\*\* (insert slang phrase for intoxication).

Talk with the person and ask them questions such as:

How much alcohol have they consumed?

When did they last eat and how much?

Whether they consider themselves intoxicated?

What type of alcohol has been consumed?

How much has the person been witnessed drinking? If it is difficult getting a reasonable response from the person, talk to the people the customer is with.

***Be sensitive to a person's right of privacy.***

***THESE SIGNS ARE  
NOT EXHAUSTIVE AND  
NOT ALWAYS  
NECESSARILY  
CONCLUSIVE PROOF OF  
INTOXICATION***



### S3.11 CONFLICT MANAGEMENT - some practical steps staff can take

#### Experienced Staff

An experienced and well trained member of staff will contribute to good standards of a premises and help create the right atmosphere, so customers are aware that bad behaviour will not be tolerated.

Cashiers should at all times enforce their legal responsibilities and consider the consequences of allowing alcohol into the hands of under age or intoxicated people.

In refusal of service or conflict situations, you will need a lot of patience. Try to learn from your more experienced colleagues and observe what they do and say in different situations. Practice also helps you to get it right. Reading this information is a good first step, but putting it into practice and learning from your successes and mistakes is what this section is really about!

#### Initial / Action Points

1. Write down 3 key phrases you can use when refusing service to someone who is underage.
2. Write down 3 key phrases you can use when refusing service to someone who is drunk.
3. Speak to friends and colleagues about their experience of situations that they gotten out of hand and how they dealt with them. Would you deal with them differently now that you have read this guide?
4. Set up an incident book for your workplace or make sure you know where the current one is kept.

**Keep calm.** Don't get into an argument.

**Explain briefly why you cannot sell.** Try saying, for example:

- 'I'm sorry, if I serve you I might be breaking the law.'
- 'We have a policy of 'no proof of age, no sale.'
- 'Our company policy is not to sell these products to young people.'

**Show customers notices, posters and stickers** that indicate you will not serve alcohol to under 18s or sell other age restricted products.

**Offer an application form for an approved proof of age scheme. E.G. CITIZEN CARD**

**Be positive in your refusal.** Have a firm tone of voice, be confident and use direct eye contact. The law is on your side and you are doing the right thing.

**Call your supervisor or manager for support if necessary/available.**

**Remember the object is to get the customer who is being refused goods / services out of the shop** if all else fails call the Police to help remove the customer and if appropriate ban the customer from using the premises in future.

### **Reacting to Trouble**

Most conflict can be prevented or controlled in the early stages. However, if a situation has deteriorated to a heated stage before you arrive, it can be much more difficult.

Remember your own and others' safety:

- Keep calm and try to slow things down
- Try to find out what the problem is, making sure you listen

A good way to keep in mind all the essential stages is to use the word REACT.

### **REACT**

**R** Request - ask the conflicting parties to calm down or leave

**E** Explain - that their behaviour is unacceptable and list any rule or law that has been broken

**A** Appeal - say "please," turn it around and say things like, "You don't want me to get into trouble" or "if you keep this up, I won't be able to serve you" or I don't want to call the police but I will have to if you don't back down"

**C** Confirm - if the customer still refuses to abandon the confrontation, repeat any potential consequences and ask them if there is still anything you can do to get them to stop misbehaving

**T** Take Action - here you will have to ask them to leave again. If they refuse to do so, you will have to call the police. Physical force is the last resort and should never be used if you are on your own. Unless you are alone in the shop you may wish to lead the misbehaving customer towards the door, but be careful about using any level of physical force or coercion and be aware of your own safety. If all else fails call the police.

Once trouble is over, it is important to apologise to other customers for any disruption and reassure them that everything is back to normal. Recognise that you have been through a difficult situation and take a break, if possible, to regain your composure.

It is also good practice to record the incident accurately, while information is still fresh in your mind.

### **Recording Incidents**

You should record all incidents for a variety of reasons:

- It can be used as a learning tool and can assist in communication between staff and management
- It provides an accurate record for police, company or insurance purposes
- It can help to prevent similar incidents from happening again

The record should include the following:

- Date
- Time
- What happened
- Who was involved
- How it was dealt with
- Whether police were called
- You may also wish to record the names of any witness and their contact information.

### **Body Language**

Understanding body language can be very helpful in seeing trouble and dealing with it effectively. The table below shows the signs to look out for if someone is getting aggressive. You also need to think about your own body language. When dealing with the situation, you need to be assertive if you want people to do as you say.

BODY LANGUAGE			
	<b>AGGRESSIVE</b> (angry)	<b>ASSERTIVE</b> (in control)	<b>PASSIVE</b> (weak)
Body Position	Leaning forward	Upright / straight	Shrinking
Head	Chin jutting out	Firm, not rigid	Head down
Eyes	Strongly focused, staring, often piercing or glaring eye contact	Good, regular eye contact	Glancing away or downwards, little eye contact
Face	Set or firm	Expression fits the words	Smiling even when upset
Voice	Loud and emphatic	Well modulated to fit content	Hesitant or soft, trailing off at ends of words or sentences
Arms/Hands	Hands on hips, fist, sharp gestures, pointing, jabbing	Relaxed / moving easily, open palms	Aimless / still
Movement /Walking	Slow and pounding or fast, deliberate	Measured pace suited to the situation	Slow and hesitant or fast and jerky

### How to get it right

It's not easy to get it right. You must try to be **assertive**, not aggressive or passive.

Don't give up. If you think carefully about your voice, your movements and being calm, everything else tends to follow.

### Distance

You'll probably be aware that each person has a certain amount of "personal space". If a stranger stands too close, it is uncomfortable. In conflict situations, standing too close may be seen as a threat, so keep a comfortable distance from the person you're speaking to. Remember also that a person from a different country or culture may prefer a different amount of personal space (e.g. they may like to stand closer or further away than you do).

A barrier of some kind, such as a table, can help to keep this distance. The counter itself is a barrier. You may have found that you feel more comfortable speaking with people when you are behind the counter than when you are out on your own. This is because the physical barrier acts as a psychological barrier as well.

### S3.12 DUTY TO REFUSE SERVICE

It is your duty to refuse to serve under 18s and also you must refuse to serve a person if they are or appear to be drunk.

#### ***How to refuse a sale***

Sometimes refusing a sale will make the customer angry. Here are some tips to help you handle difficult refusals.

**Ask for proof of age.** This helps the situation as it is not a direct refusal. It says that you will make the sale if they can produce valid proof of age. Only accept proof of age with a photo, and only if you are happy it is correct.

**Refuse politely.** If necessary repeat your refusal clearly.

**Keep calm.** Don't get into an argument.

**Explain briefly why you cannot sell.** Try saying

- 'I'm sorry, if I serve you I might be breaking the law.'
- 'We have a policy of 'no proof of age, no sale.'
- 'Our company policy is not to sell these products to young people.'

**Show customers notices, posters and stickers** that indicate you will not serve alcohol to under 18s or sell other age restricted products.

**Offer an application form for an approved proof of age scheme.**

**Be positive in your refusal.** Have a firm tone of voice, be confident and use direct eye contact. The law is on your side and you are doing the right thing.

**Call your supervisor or manager for support if necessary.**

**Record details** in your premises' refusal register.

Report incidents where you have felt threatened and/or intimidated.

Remember, ***you commit an offence*** if:

- You sell alcohol to a person who is under 18
- You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale
- You sell alcohol to a person who is drunk
- You sell alcohol to a companion of a person who is drunk for the drunken person's consumption
- You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

On the spot fixed penalty notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the police must assist if requested to do so - if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.



## Last Word

- However hard you work at preventing violence there is a possibility that you will be confronted by a violent customer at some stage on your premises ***avoid situations if at all possible. A conflict management course for you and your staff would help avoid confrontation because you would identify earlier the key signs and take steps to defuse this problem***
- Ensure that you and your staff know the company procedure for dealing with violent customers and follow it if faced with such a situation ***do not hesitate to involve the police if you are concerned for your own or your staff or customers' safety***

## S3.13 TEST PURCHASING

Police and Weights & Measures officers may send under 18s in to your premises to attempt to buy alcohol to check compliance with the law. Under some circumstance the test purchaser may not tell the truth when asked if they are over 18 or if they have ID you **MUST** ask for approved proof of age and check it.

When an attempt is made to purchase alcohol you must either Challenge 21 or Challenge 25 (depending on the scheme used) and ask for acceptable proof of age identification from any customer who appears to be under 21 or 25 years old and is unknown to you as a person over 18 years old, if in doubt - ask for identification if you fail in this duty you may commit a criminal offence.

If you have any doubt about someone's age even, if they have produced proof of age, do not serve them with alcohol and note the refusal in the site refusal book.

## S3.14 REFUSALS BOOK

If you have to refuse a sale of alcohol (or any other age restricted products such as cigarettes, tobacco, lottery tickets etc.) you **MUST** enter the details of the refusal in the **REFUSALS BOOK**. This will help you maintain evidence that under-age sales are being refused and also act as a training tool for your staff.

**You have the right to refuse to sell any alcohol product, provided that the reasons for refusal are not based on discrimination on the grounds of sex, race or disability and you have a duty not to sell age restricted products to anybody under age.**

Always keep letters of third party test purchases such as tobacco checks by trading standards and lottery ticket sales by Camelot.

### **S3.15 REVIEWS**

The review provisions in the Act, added to ensure an element of balance under the new regime, allow residents and businesses in the area and the regulatory authorities to voice concerns subsequent to the grant of a licence if they feel that there are relevant problems being generated at or by the premises.

Reviews are important because premises licences are not renewed (they are granted for the life of the business, subject to the annual fee paid to the local authority) so an objection can no longer be made as with the old system at renewal of the Justices' licence.

### **S3.16 STREET DRINKING & SUPER STRENGTH BEER /LAGER /CIDER**

#### **Introduction**

Street drinking and the availability of super strength beer, lager and cider (i.e. above 6.5% ABV - Alcohol by volume) are potential concerns that may be raised by the police and other responsible authorities when considering new licence applications and variations to existing licences. Indeed in some cases where this problem has become excessive the local authorities in partnership with the police sometimes request voluntary agreement from retailers to not stock super strength beer/lager and cider as this is the preferred drink of many street drinkers because it is generally inexpensive and gives the "buzz" street drinkers crave.

#### **The Law**

Recent legislation has given the police greater powers to address the alcohol related offence problems that they believe have fuelled a large proportion of crime and disorderly anti-social behaviour. These are specifically:

- S17 Crime and Disorder Act 1998
- S13 Criminal Justice and Police Act 2001
- S4 Licensing Act 2003
- S27 Violent Crime Reduction Act 2006
- Part 7 Police & Crime Act 2017

These acts impose duties on either or both the Police & Local Authorities or provide powers to reduce anti-social incidents that result in crime and disorder from the misuse of alcohol as well as other substances.

Various strategies are being considered and will continue to be reviewed on a local authority by local authority basis such as Early Morning Restriction Orders and Late Night Levies (to fund extra policing at night etc.) Additional legislation has also been introduced by central government to ensure a minimum level of price per unit of alcohol is enforced by the licensing section and monitored by local government to try to eradicate cheap alcohol being offered for sale in shops and pubs.

#### **Super Strength Beer, Lager & Cider**

Nothing has yet been formally announced regarding super strength beer, lager and cider products being banned or reduced in strength or the packaging in which they are offered for sale being cut in size but there is a growing consensus amongst health professionals and the police that government must do more.

#### **Street Drinkers**

Strong beers, lagers and cider have over the last decade or so have become the preferred alcohol product of choice by street drinkers who can generally be described as persons who have limited financial resources, are unemployed, have underlying health and/or mental issues and possibly homeless.

A street drinker has been defined by a community safety partnership as: "Someone who regularly drink alcohol, or is drunk in public places, and their behaviour significantly raises the risk of the following:

- Offending behaviour - if littering or urinating in public, or begging.
- Harm to themselves
- Harm to others
- Anti-Social behaviour - causing harassment, alarm or distress.
- Drawing other vulnerable people into the same type of lifestyle.
- Homelessness.

Street drinkers themselves describe health issues when asked, that mirror health problems experienced by dependent drinkers such as:

- Damage to heart, liver and stomach.
- High blood pressure.
- Double incontinence.
- Fits.
- Mental health problems.
- Depression.
- Black Outs
- Memory loss.

The ramifications of the above include:

- Anger
- Loss of self-esteem.
- Sickness in morning if no alcohol is available.
- Bleeding veins
- Stomach ulcers
- Aching bones
- Loss of balance
- Sleep deprivation

Fortunately the vast majority of adults who drink, do so responsibly whilst street drinking affects a very small minority of people. However the cost to the public is disproportionate as it is very expensive for the police, NHS, local authorities and others to initially respond to the issues caused and then fund the cost of helping the street drinkers themselves - and who in some cases do not want to accept help.

Other groups of street drinkers can be described as ethnic drinkers where drinking outside for example may be considered the social norm and therefore they drink outside as a matter of choice.

Some local authorities have adopted a legal instrument called a DPPO (Designated Public Places Order) although some may know this as a DACZ (Designated Alcohol Control Zone) both mean that should an individual drink in public and is observed causing a criminal nuisance offence by a police officer then the alcohol can be confiscated.

DPPO/DACZ are so effective that in some cases the street drinking problems are moved into areas where there is no DPPO/DACZ in force and therefore move the problem from one area to another.

Voluntary agreements to not stock cheap high strength alcohol will in some cases resolve the issue as long as it is adopted consistently by other similar retailers within the designated geographical area. Otherwise the street drinkers will just congregate near to businesses that stock their favourite product rather than loiter in the areas that do not.

### **S3.17 ALCOHOL DELIVERY SERVICES**

There are an increasing number of licensing applications by small independent operators for the provision of off-sales of alcohol ordered by customers direct to their home via the telephone or online.

Premises that wish to deliver alcohol direct to customers should seek professional assistance on how to run such an operation be it during normal shop hours or for up to 24 hours a day.

The applicant must comply, for example, with the following:

- the premises to be licensed should be where the product is stored prior to its dispatch and not a separate call centre where the money is taken.
- the applicant cannot license the delivery vehicle.
- there needs to be a robust procedure in place to ensure the alcohol is delivered to the person ordering the product including checking proof of age. The delivery person should also, as far as possible, check that the customer is not buying alcohol for the consumption by under 18s e.g. a party at the same premises where young people are in attendance.
- the application should ensure that the four licensing objectives are not compromised.
- the advertisement of the alcohol delivery services show potential customers a full list of the terms and conditions.
- payment should not be taken at the point of delivery.

It is recommended that the applicant seeks proper guidance before submitting such an application. R.B. Licensing Services would be pleased to assist.

### **S3.18 BAN ON THE SELLING OF ALCOHOL BELOW THE COST OF DUTY + VAT**

The Government launched its Alcohol Strategy which was published on 17th July 2013 following the analysis of all the consultation responses received and concluded that a policy was needed to reshape the approach to alcohol and specifically reduce the number of people drinking to excess. The Alcohol Strategy is targeted at harmful and hazardous consumers and aimed to limit the impact on responsible consumers. The document set out its intention to ban below cost selling to tackle the worst examples of sales of cheap alcohol. This ban came into force on the 28th May, 2014.

The ban prevents businesses from selling alcohol at heavily discounted prices and aims to reduce excessive alcohol consumption and its associated impact on alcohol related crime and health.



The ban is a new licensing condition of the Mandatory Code of Practice. The Mandatory Code of Practice applies to all licensed premises, including those with club premises certificates, in England and Wales.

Responsibility for ensuring compliance within the mandatory condition part of your premises licence will always be the responsibility of the premises licence holder and/or designated premises supervisor irrespective whether the pricing was undertaken by a member of staff or not.

The level of duty plus VAT is calculated by taking the relevant excise duty figure for a particular product and the applying the current rate of VAT to this amount. Duty rates differ in accordance with the type of alcohol and often the strength of the product. There are three categories for calculating the permitted price of duty plus VAT.

The three categories are:

1. Beer
2. Spirits, spirit-based ready-to-drinks, wine and made-wine (exceeding 22% ABV)
3. Wine, made-wine and cider (not exceeding 22% ABV)

The following calculations are used to determine the permitted price for each product:

**Beer permitted price = Duty + VAT**

Where Duty (pence) = volume (litres) x strength (% ABV) x duty rate

**Spirits, spirit-based ready-to-drinks, wine and made-wine (exceeding 22%) permitted price = Duty + VAT**

Where Duty (pence) = volume (litres) x strength (% ABV) x duty rate

**Wine, made-wine and cider (not exceeding 22% ABV) permitted price = Duty + VAT**

Where Duty (pence) = volume (litres) x duty rate

(Note: duty rates for beer, wine, made-wine and cider are given in pounds per hectolitre. For clarity of calculation, and because of the small quantities involved, this has been translated into pence per litre, which is an identical figure. Duty rates for spirits and other products over 22% ABV are given in pounds per litre of pure alcohol. For clarity of calculation, and because of the small quantities involved, this has been translated into pence per centilitre (i.e. 10ml) of pure alcohol, which is also an identical figure.)

It should be noted that there are different duty rates within each of the categories of beer and wine and cider, and that the appropriate rate should be used.

Duty rates may change each year, typically following the Chancellor's Budget. Therefore, those who supply alcohol will need to ensure the new duty rates are applied to the three formulae in the preceding section when duty rates change.

Businesses and others who supply alcohol will need to ensure that their pricing systems are accurate enough to prevent any sale of alcohol below the cost of duty plus VAT. This includes ensuring that prices are accurate on shelves, barcodes, menus and price lists, where appropriate.

Care should be taken when undertaking any of the following activities:

- Multibuy promotions
- Multibuy promotions that include alcohol and non-alcohol products
- Multipack products that consist of bulk packs of alcohol
- A package that includes inclusive alcoholic drinks
- Complimentary alcoholic drinks
- Discount coupons which include alcoholic drinks
- Reward cards which can include alcoholic drinks
- Staff discount Companies can offer staff discount, as long as the price after all discounts are applied is above the permitted price of the alcohol
- Online internet sales. The ban will apply to all sales of alcohol that take place (i.e. the alcohol is despatched to the customer) within England and Wales.

If unsure regarding any of the above please contact either your wholesale supplier or contact RB Retail & Licensing Services Limited.

### **S3.19 RIGHT TO WORK IN THE UK**

#### **New powers to tackle illegal working in licensed premises**

Under the measures, brought in as part of the Immigration Act 2016, immigration checks will be part of the process for applying for a licence. As from 6th April 2017, a premises or personal licence will not be issued to anyone who does not have permission to be or work in the UK. Being granted a licence and continuing to hold it will also be reliant on complying with the UK's immigration laws.

Additionally, the Home Office will be consulted in the same way as the police before a license is granted. If a business has any immigration offences and civil penalties, these will be considered as part of the licence application, and as a ground for making a formal request to a licensing authority for a license to be reviewed.

Immigration officers will also receive the same powers as licensing enforcement officers and the police to enter a premises being used to sell alcohol or late night refreshment, in order to investigate immigration offences. This will enable joint enforcement operations with licensing enforcement officers, and allow immigration officers to enter licensed premises without a warrant where there is intelligence of illegal working taking place.

If persons are found working in premises performing paid or unpaid work and do not have a right to work in the UK, then the premises (if licensed) can be reviewed by the local authority with a high probability that the premises licence will be revoked.

- All staff current and new must produce documentation from the list of documents reproduced on pages S3.39/S3.40.
- Copies (preferably colour) of the original documents must be kept by the business as evidence of compliance and kept safely onsite. Should local licensing officers, police or representatives of any other responsible authority visit the shop and ask for proof of the right to work in the UK, you will be able to provide appropriate documentation. Failure to do so may result in a review of your premises licence and the instigation of criminal proceedings against you.

**PLEASE SEE THE RIGHT TO WORK  
CHECKLIST ON THE FOLLOWING  
TWO PAGES**



Home Office

## Right to Work Checklist

Name of person:	
Date of check:	
Type of check:	Initial check before employment <input type="checkbox"/> Follow-up check on an employee <input type="checkbox"/>

### Step 1 Obtain

- You must **obtain original** documents from either **List A** or **List B** of acceptable documents.

#### List A

- ☐ A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
- ☐ A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- ☐ A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office, to a national of a European Economic Area country or Switzerland.
- ☐ A Permanent Residence Card issued by the Home Office, to the family member of a national of a European Economic Area country or Switzerland.
- ☐ A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- ☐ A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- ☐ A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- ☐ A **full** birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- ☐ A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- ☐ A certificate of registration or naturalisation as a British citizen, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

#### List B Group 1

- ☐ A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
- ☐ A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
- ☐ A **current** Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.
- ☐ A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

#### List B Group 2

- ☐ A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is **less than 6 months old together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- ☐ An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- ☐ A **Positive Verification Notice** issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.



### Step 2 Check

- You must **check** that the documents are genuine, that the person presenting them is the prospective employee or employee, the rightful holder and allowed to do the type of work you are offering.
- |   |                              |                             |                              |
|---|------------------------------|-----------------------------|------------------------------|
| 1. Are photographs consistent across documents and with the person's appearance?  | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| 2. Are dates of birth consistent across documents and with the person's appearance?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| 3. Are expiry dates for time-limited permission to be in the UK in the future i.e. they have not passed (if applicable)?  | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| 4. Have you checked work restrictions to determine if the person is able to work for you and do the type of work you are offering? (for <b>students</b> who have limited permission to work during term-times, you <b>must</b> also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed) | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| 5. Are you satisfied the document is genuine, has not been tampered with and belongs to the holder?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| 6. Have you checked the reasons for any different names across documents (e.g. marriage certificate, divorce decree, deed poll)? (Supporting documents should also be photocopied and a copy retained.)   | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |

### Step 3 Copy

You must make a clear **copy** of each document in a format which cannot later be altered, and retain the copy securely: electronically or in hardcopy. You must copy and retain:

1. ☐ **Passports:** any page with the document expiry date, nationality, date of birth, signature, leave expiry date, biometric details and photograph, and any page containing information indicating the holder has an entitlement to enter or remain in the UK and undertake the work in question.
  2. ☐ **All other documents:** the document in full, both sides of a Biometric Residence Permit.
- You must also record and retain the date on which the check was made.**

### Know the type of excuse you have

If you have correctly carried out the above 3 steps you will have an excuse against liability for a civil penalty if the above named person is found working for you illegally. However, you need to be aware of the type of excuse you have as this determines how long it lasts for, and if, and when you are required to do a follow-up check.

The documents that you have checked and copied are from:

1. **List A** ☐ You have a **continuous statutory excuse** for the **full duration** of the person's employment with you. You are **not** required to carry out any repeat right to work checks on this person.
2. **List B: Group 1** ☐ You have a **time-limited statutory excuse** which expires when the person's permission to be in the UK expires. You should carry out a **follow-up check when the document evidencing their permission to work expires**.
3. **List B: Group 2** ☐ You have a **time-limited statutory excuse** which expires 6 months from the date specified in your Positive Verification Notice. **This means that you should carry out a follow-up check when this notice expires.**

**Date follow-up check required:**

### S3.20 STAFF TRAINING - Revision

The Licensing Act 2003 introduced a single integrated system throughout England and Wales to regulate the sale and supply of alcohol, the provision of entertainment to the public and the provision of late-night refreshment - the sale of hot food and hot drinks between the hours of 11pm and 5am.

Under the Act there is a statutory requirement that retail sales of alcohol can only be made from premises that have been granted a premises licence.

In addition all premises licensed for the sale of alcohol must have a designated premises supervisor (DPS) appointed for those premises who must be a personal licence holder.

Sales of alcohol can only be made or authorised by a personal licence holder.

### UNDERSTANDING THE LICENSING LANGUAGE

**The licensing objectives** - these are the governing principles of licensing law in England and Wales. Everyone involved with any of the licensable activities including the sale of alcohol must be aware of and actively promote these objectives at work.

The four licensing objectives, all of which are of equal importance, are as follows:

- ***The prevention of crime and disorder***
- ***Public safety***
- ***The prevention of public nuisance***
- ***The protection of children from harm***

### LICENSABLE ACTIVITIES

For a business to carry out any of the following activities, a premises licence is required. The licensable activities are defined as:

sale of alcohol by retail

supply of alcohol in club premises

provision of regulated entertainment

provision of late night refreshment 11pm - 5am

The penalties for carrying out a licensable activity without a licence or failure to comply with the conditions on a premises licence are severe:

**A MAXIMUM FINE OF £20,000  
AND/OR 6 MONTHS IMPRISONMENT**

Make yourself aware of the hours and any conditions on the premises licence

**Premises licence**

The licence required by a business to allow it to carry on any of the licensable activities listed above.

The premises licence will usually be held in the name of the owner of the business or the operator and can be a company or an individual person or persons.

**Personal licence**

The licence needed to be held by a person to allow that person to sell alcohol from premises that hold a premises licence (that allows the sale of alcohol) and to authorise others who do not hold personal licences to do so. There must be at least one personal licence holder at your site but there can be more than one.

**Designated premises supervisor**

Usually the person in day-to-day control of the premises named to the Licensing Authority as the person responsible for the sale of alcohol at the premises by the premises licence holder. A person must have a current personal licence to hold this position and there can only be one named DPS for each site.

**Understanding your duties with regard to the sale of alcohol**

The sale of alcohol is a licensable activity controlled by law and carrying penalties that reflect the important social responsibilities that apply to people who sell it.

These penalties only relate to those people who break the law, committing what is a criminal offence punishable by measures varying from a fixed penalty notice of £90 to a £20,000 fine and/or six months imprisonment and forfeiture of the premises licence.

When selling alcohol it is your responsibility to ensure that you carry out this action lawfully. Remember you can only sell alcohol when you have been authorised to do so and then only to customers who it is lawful for you to sell it to.

**Authorised sales**

Regardless of your age or training you are only legally allowed to sell alcohol when you have been authorised to do so by your DPS or another personal licence holder at the site. You will only receive this authorisation when you have demonstrated to the DPS that you understand your responsibilities and the law controlling these sales. You will have to be re-authorised on a regular basis and this would normally follow refresher training in the sale of alcohol.

**Do not sell alcohol unless you are sure that you have been authorised to do so.**

**Do not accept authorisation if you are unclear on the law and/or your responsibilities involved in these sales.**

## **SALE OF ALCOHOL**

**It is a criminal offence for any person to sell or supply alcohol to a person under the age of 18.**

## **THERE ARE NO EXCEPTIONS TO THIS**

It is an offence to sell alcohol to someone under 18.

It is an offence to deliver alcohol to someone under 18.

It is an offence for anyone under 18 to purchase or attempt to purchase alcohol.

It is an offence to obtain alcohol for someone under 18.

It is an offence to sell alcohol if you are under 18 unless you are authorised to do so and the individual sale is supervised by somebody over 18 who is also authorised by a Designated Premises Supervisor.

You must not sell alcohol to someone you believe to be buying for a person under 18 (proxy purchasing).

It is an offence to allow another person to sell alcohol to somebody under 18 where you could have prevented that sale.

Those who commit such offences could be fined up to £5000.

A fixed penalty notice of £90 may be applied to the person selling the alcohol.

The holder of the relevant premises licence may also have their licence reviewed which could result in the alcohol sales at the premises being suspended for up to three months or in serious cases removed permanently.

### **Our rules for the sale of alcohol**

In order to avoid under age sales and committing an offence we have twelve basic rules which must be obeyed at all times. These basic rules for the sale of alcohol are simple and straight forward and once a member of staff has been properly trained there can be no excuse for not obeying them at all times, please refer to Page 3.45 for Rules.



## SUMMARY OF AGE RELATED PRODUCTS TYPICALLY SOLD IN RETAIL STORES

You must not sell liqueur confectionery (chocolates with alcohol inside) to a person under the age of 16.

Your site may have other age-restricted products that you must know about, including:

AGE RESTRICTED PRODUCT	AGE RESTRICTION
Alcohol products . . . . .	18
Cigarettes and tobacco products including from vending machines . . . . .	18
Since 1st October 2015 it is illegal for retailers to sell electronic cigarettes or tobacco vapour products to underage persons . . . . .	18
Fireworks . . . . .	18
Knives, blades and axes (not including folding knives with blades under 3 inches long) . . . . .	18
Glue, solvents and lighter fuels, Butane & refills	18
Liqueur Chocolates . . . . .	16
Lottery tickets and scratch cards . . . . .	16
Petrol/Diesel . . . . .	16
Adult Magazines . . . . .	18
Spray paints . . . . .	16
Video/DVD/Games . . . . .	As shown on certificate e.g. 12, 15, 18
Analgesics & medicines . . . . .	Up to the discretion of the retailer

Please speak to your supervisor about the products you have on sale at your site and the age restrictions that relate to them.

Weights & measures inspectors may also send under 18 test purchasers to attempt to purchase cigarettes, tobacco or tobacco products from any premises to check compliance with the law.

**Remember, you commit an offence  
if you sell age-related products  
to somebody who is under age.**

## **MY 12 BASIC RULES FOR SELLING ALCOHOL**

- 1. I can only be authorised to sell alcohol for the hours stated on our licence summary and once authorised will not do so outside of those hours.**
- 2. Alcohol sales are only for consumption off the premises and I must be aware of customers actions at all times & not allow consumption on the premises.**
- 3. I will not sell alcohol to anybody under the age of 18.**
- 4. I will challenge anybody attempting to purchase alcohol who appears to be under the age of 21/25 (delete one) to prove that they are over 18 by producing acceptable proof of age.**
- 5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Citizen Card.**
- 6. I will not sell alcohol to anybody who I believe is purchasing to supply somebody under the age of 18 (proxy selling).**
- 7. I will not sell alcohol to anybody who I believe is, or appears to be drunk.**
- 8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk.**
- 9. If I am in any doubt at all on numbers 3, 6, 7 and 8 as written above I will refuse the sale.**
- 10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of (and name of) the person (if known) together with a note of the product refused.**
- 11. I will advise my supervisor of the refusal as soon as possible and certainly no later than the end of my shift.**
- 12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.**

**Example of refusal log**

**RB Retail & Licensing  
Services Limited**

# REFUSAL LOG

DATE: 12th July 2017	TIME: 17.02	PRODUCT: can of Boddingtons
Reason for refusal: looked under 18, no ID with him and got aggressive		
Description of person: white male, 6'3", goatee beard, short blond hair, earring in both ears, blue jeans, black hoody.		
Till Operator Aaron Brown	Manager Geoffery James	
Premise Supervisor Geoffery James	Area manager n/a	

DATE: 18th July 2017	TIME: 6.55 pm	PRODUCT: Bulmers Cider
Reason for refusal: Girl looked under 21, not happy with ID shown as she would not give it to me		
Description of person: white, 5'7", long black gothic style hair, black vest top and black trousers, lots of tattoos and jewellery		
Till Operator Miranda Hastings	Manager Geoffery James	
Premise Supervisor Geoffery James	Area manager n/a	

DATE:	TIME:	PRODUCT:
Reason for refusal:		
Description of person:		
Till Operator	Manager	
Premise Supervisor	Area manager	

## **SECTION 4: Due diligence records**



# S4.0 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly  Date: .....  Answered incorrectly: .....

Please ring around the answer that you think MOST  
correct - there is only ONE correct answer

## INITIAL TRAINING 1

Staff signature: .....

# **S4.0 B: Alcohol procedure and law quiz**

Site:

Site Address:

## **Master Answers**

### **INITIAL TRAINING 1**

Staff signature: .....

# S4.1 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly  Date: .....  Answered incorrectly: .....

Please ring around the answer that you think MOST  
correct - there is only ONE correct answer

## INITIAL TRAINING 2

Staff signature: .....

# **S4.1 B: Alcohol procedure and law quiz**

Site:

Site Address:

## **Master Answers**

### **INITIAL TRAINING 2**

Staff signature: .....



## S4.2 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly  Date: .....  Answered incorrectly: .....

Please ring around the answer that you think MOST  
correct - there is only ONE correct answer

### REFRESHER TRAINING 1

Staff signature: .....

## **S4.2 B: Alcohol procedure and law quiz**

Site:	Site Address:
-------	---------------

# **Master Answers**

## **REFRESHER TRAINING 1**

Staff signature: .....

## S4.3 A: **Alcohol procedure and law quiz**

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly  Date: .....  Answered incorrectly: .....

Please ring around the answer that you think MOST  
correct - there is only ONE correct answer

### **REFRESHER TRAINING 2**

Staff signature: .....

## **S4.3 B: Alcohol procedure and law quiz**

Site Name:	Site Address:
------------	---------------

## **Master Answers**

### **REFRESHER TRAINING 2**

Staff signature: .....



## S4.4 A: Alcohol procedure and law quiz

Name:	Date:
Site Address:	Site Name:
DPS Name:	Date test marked and number of questions answered incorrectly  Date: .....  Answered incorrectly: .....

Please ring around the answer that you think MOST  
correct - there is only ONE correct answer

### REFRESHER TRAINING 3

Staff signature: .....

## **S4.4 B: Alcohol procedure and law quiz**

Site Address:	Site Name:

## **Master Answers**

### **REFRESHER TRAINING 3**

Staff signature: .....

## S4.5 TRAINING STATEMENT

Premises name:

Premises address:

### **TRAINING STATEMENT**

I am over 18 years of age and confirm that I have been trained in the sale of alcohol and alcohol products. I am fully conversant with my obligations in the sale of these products and the penalties that will apply if I serve a customer illegally. These range from a fixed penalty notice of £90 to a criminal conviction with a fine of up to £20,000 and/or 6 months imprisonment.

#### **I warrant that:**

1. Once authorised I can only sell alcohol during the hours specified on our Licence Summary as displayed on the premises.
2. Alcohol sales are only allowed for consumption off the premises and I will not allow consumption on the premises.
3. I will not sell alcohol to anybody under the age of 18.
4. I will challenge anybody attempting to purchase alcohol who appears to be under the age of 21/25 (delete one) to prove that they are over 18 by producing acceptable proof of age.
5. I will only accept a Passport, a Photo Driving Licence or a PASS accredited card as proof of age such as the Citizen card.
6. I will not sell alcohol to an adult who I believe is purchasing to supply somebody under the age of 18 (proxy selling).
7. I will not sell alcohol to an adult who is, or appears to be drunk.
8. I will not sell alcohol to anybody who I believe is purchasing for somebody who is, or appears to be drunk.
9. If I am in any doubt at all regarding numbers 3, 6, 7 and 8 as written above I will refuse to make the sale.
10. I will record all incidents of refusals in the refusals book noting the date and time, plus a description of and name of the person if known together with a note of the product refused.
11. I will advise my supervisor of the refusal as soon as possible and certainly no later than at the end of my shift.
12. I acknowledge that I am not authorised to sell alcohol unless I comply with all of the above at all times.

Staff Name (print):

Signature:

DPS Name (print):

Signature:

Date:

**Two copies to be signed - one for the staff member and one to be filed in the premises manual in each staff members training file in Section 7**

## ***Licensing Act 2003***

**Site Address:**

### Authorization for Staff to sell Alcohol

**As the Designated Premises Supervisor (DPS) I confirm that the following staff have been fully trained in the sale of alcohol and alcohol products and that in my opinion they have demonstrated their understanding of the legal requirements relating to these sales.**

(Initial training level is indicated by the initials IT and refresher training by the initial R).

**I therefore authorise by delegated authority the following staff to sell alcohol from these premises known as:** .....

[illegible]

**PLEASE NOTE THAT REFRESHER TRAINING IS TO BE CARRIED OUT AT LEAST EVERY 12 MONTHS FOR EACH STAFF MEMBER**



## **S4.7 DPS CHECKLIST SUMMARY**

<b>ANNUAL DPS REFRESHER TRAINING PLANNER</b>		
Year: .....	Staff member planned to receive refresher training	DPS Initials
JANUARY		
FEBRUARY		
MARCH		
APRIL		
MAY		
JUNE		
JULY		
AUGUST		
SEPTEMBER		
OCTOBER		
NOVEMBER		
DECEMBER		

**S4.8**

**Licensing Act 2003  
DPS Premises Licence Monthly Checklist**

**Site Name:** .....

**Site No:** ..... **Total No of Staff:** .....

**Licensable Activities authorised by the premises licence:**

Sale of Alcohol by Retail ☐

Late Night Refreshment ☐

Regulated Entertainment ☐

Are there any specific conditions listed on the premises licence \* yes/no

Are all staff aware of these conditions and are they being adhered to yes/no

Do the site's opening hours match the hours listed on the licence yes/no

Do the site's alcohol trading hours match those listed on the licence yes/no

Does the DPS named on the licence still work at the site yes/no

Does the site sell hot food/hot drinks between 11pm & 5am \* yes/no

Is Late Night Refreshment approved on the licence for these hours yes/no

Does the site have any Regulated Entertainment \* yes/no  
(background music and live radio do not count as regulated entertainment)

Is Part B summary of the premises licence prominently on display yes/no  
(ie. behind the counter)

Is the letter showing the nominated keeper of the licence on display yes/no  
(ie. behind the counter)

Is Part A the main part of the premises licence available for inspection yes/no

Where is it kept? .....

*continued on second sheet*

*continued from page one*

**Is all Challenge 21 material clearly on display** **yes/no**

**Please list all Personal Licence Holders working at the site including yourself  
and note the licence numbers and expiry date**

.....  
.....  
.....

**Have all cashiers been issued with "your guide to selling alcohol"** **yes/no**

**Have all cashiers taken the "alcohol sales questionnaire"** **yes/no**

**Have all cashiers signed a "training statement"** **yes/no**

**Have all cashiers signed the "authorisation for staff to sell alcohol"** **yes/no**

**Have you signed the "authorisation for staff to sell alcohol"** **yes/no**

**Does each cashier have complete records maintained for the above** **yes/no**

**When was refresher training last carried out** .....

**How many staff have had refresher training** .....

**When was the refusals book last used and by whom** .....

**Is it being countersigned by you AND the area manager** **yes/no**

*continued on third page*

*continued from page two*

Are you named on the premises licence as the DPS yes/no

Are your name/address details current & correctly listed on this licence yes/no

Do all staff use Challenge 21 / Challenge 25 at all times (delete one) yes/no

Do you have your personal licence with you during working hours yes/no

Do all other personal licence holders have their licences with them too yes/no

Are their name/address details current & correctly listed on their licence yes/no

Signed:.....Date:.....

Print Name:.....

**IF YOU HAVE ANSWERED NO TO ANY  
QUESTION APART FROM ONES  
MARKED BY \* THEN YOU MUST  
CONTACT YOUR LINE MANAGER  
IMMEDIATELY**



***As the Designated Premises Supervisor (DPS) I confirm that the following staff have been issued with their own copy of the Alcohol Training Pamphlet.***

[illegible]

**Site Address:**

#### **S4.10 Nominated keeper of the premises licence**

**Date**

**Premises Address:**

#### **Re: Nominated Keeper of the Premises Licence**

With reference to the premises licence for this site, I/We, Any Company Ltd, nominate the Designated Premises Supervisor/Manager for these premises to be the keeper of the licence.

**Signed:**

**Print Name:**

**Position:**

**Company Name:**

## **4.12: Staff training pamphlet**

## **SECTION 5: Product Knowledge**



## S5.1 PRODUCT KNOWLEDGE

Please copy this section leaving a copy at the point of sale to support your staff when needed.

### • *How wine is made*

#### **HARVEST**

Winemaking begins with the grape harvest, the time for picking is determined by scientific testing of the juice's sugar and acid content, but the decision to pick is still subject to chance.

#### **CRUSHING**

After picking, the grapes are transported to the winery and they are crushed and de-stemmed to produce 'must,' which is treated with sulphur dioxide to kill any harmful microbes.

#### **PRESSING**

The separation of the juice from the skins, stems and pips is known as the pressing. For red wine, the juice is separated at a later stage, with rose wine the juice is run off after a short time, but white wines are pressed immediately after crushing before the juice picks up the tannins and pigments from the skins and stems.

#### **FERMENTATION**

The juice or 'must' is transferred to a fermentation tank, where pure wine yeasts are added. During the process of fermentation the yeast acts upon the sugars in the grape juice, converting them into alcohol and carbon dioxide. Under normal conditions, the yeast will go on working until all the sugar is converted to alcohol, therefore, the wine would be dry. However, it is possible to stop fermentation by adding sulphur to kill the yeasts or by filtering the yeasts out.

#### **RACKING**

After fermentation the wine is transferred to a new tank and the process of racking or clarification begins. The wine is allowed to stand quietly so all the suspended material falls to the bottom: the residue is known as the 'lees.' The clear wine is then pumped off and undergoes a final clarification prior to blending and/or bottling. Most wines will go into wooden casks for ageing during which time they are racked periodically.

#### **BOTTLING**

This final process is carried out under scrupulously clean conditions. The right moment must be chosen to bottle the wine; white wines and light reds are usually bottled a few months after they are made, but the finer wines spend up to five years in cask. Some types of wine need bottle aging as well, to reach their full potential.

### • *Wine labels*

#### **HOW TO READ A WINE LABEL**

**1. CONTENTS:** All alcoholic drinks must show the contents either in litres or centilitre. In 1989 EEC regulations decreed that the standard wine bottle size would be 75cl. An 'e' stated after the contents indicates that all necessary quality checks have been completed by the bottler.

**2. COUNTRY OF ORIGIN:** This must appear on the label regardless of where the wine comes from. Only wines from the EEC may be blends of more than one country. Such a blend must have on the label, in english, 'a blend of wines from different countries of the EEC.'

3. **NAME & ADDRESS OF BOTTLER:** By law, in case of complaint, the name and address at which the bottler can be contacted must appear on the label. If the wine is bottled outside the EEC, the name of the importer should be shown.

4. **ALCOHOL CONTENT:** Alcohol content is measured in per cent by volume. The possible range is from 6.5% to 20% or more.

5. **TABLE WINE:** Refers to light wine produced in EEC. It must be labelled as such, but if produced outside the EEC, it need only be labelled 'wine.' If the wine meets certain yield and quality factors, it can be described as Vin de Pays, etc.

6. **QUALITY WINES:** Stringent labelling requirements, and must show the region of production as well as country. No blending is allowed. The words 'Quality Wine' or equivalent must be shown:

FRENCH:	VDQS.AC.AOC
ITALIAN:	DOC.DOCG
GERMAN:	Qba.QmP
SPANISH:	Do

### • Food and wine

**FISH AND SEAFOOD:** Can be served with a whole range of whites, from dry Burgundies to light Loire wines. Fresh water fish like trout go well with Chablis or German Mosells. Salmon goes well with dry whites or reds such as Chinon or Beaujolais.

**GAME:** Hearty robust Burgundy wines, or those from the Rhone or Italy. If the game is served cold, Bordeaux is best.

**ROASTS & CASSEROLES:** Roast beef is perfect with red Burgundies and Bordeaux. Other roasts go well with Rhones, Californian reds, Italian reds and the classic Spanish red, Rioja.

**SMOKED FOOD:** Smoked fish is best with dry white Bordeaux and fino sherries or Alsace grape varieties. German wines are also popular.

**CHEESE:** Strong acidic English cheese are complimented by good ports and red wines such as Chateaufneuf or Barolo. Choose sweet or strong regional wines to accompany continental cheeses.

**DESERT WINES:** Dessert wines are very sweet, and are traditionally served chilled with the dessert course or fruit. One never needs to drink much of these wines, and one bottle will serve up to eight people.

Sweet dessert wines reach their peak among small districts of Sauternes and Barsac in France. These golden wines produced from Semillon and Sauvignon grapes are large and fragrant and age well in the bottle.

• **Wine sweetness guide**

**WHITE WINE:**

The following gives an indication of the sweetness of some popular wines, those marked 1 being the driest and 9 the sweetest, with the numbers spanning the remaining dry to sweet spectrum.

- |   |   |
|---|---|
| <p>1. Muscadet<br/>Chablis<br/>White Bordeaux<br/>Pouilly Fume<br/>Bergerac Blanc</p> <p>2. White Burgundy<br/>Chenin Blanc<br/>Chardonnay<br/>Pinot Grigio<br/>Soave<br/>Rioja<br/>Fino Sherry</p> <p>3. Anjou Rose<br/>Dry Amontillado Sherry<br/>Dry White Vermouth</p> <p>4. Moselle Kabinett<br/>Rhine Kabinett<br/>EEC Wines<br/>Yugoslav Laski<br/>Portuguese Rose/Vinho Verde</p> | <p>5. Vouvray Demi Sec<br/>Liebfraumilch<br/>Medium British Sherry</p> <p>6. Demi Sec Sparkling Wine<br/>Demi Sec Champagne<br/>Medium Spanish Wine</p> <p>7. Asti Spumante<br/>Rosso/Bianco/Rose Vermouth<br/>Pale Cream Sherry</p> <p>8. Sauternes<br/>Barsac<br/>Rich Cream Sherry</p> <p>9. Marsala</p> |
|---|---|

**RED WINE:**

The Guide starts with wines which are comparable to Beaujolais - light and easy to drink, at the other end of the scale at 'E', the wines are more concentrated with more depth and fullness.

- |   |   |
|---|---|
| <p>a. Bardolino<br/>Lambrusco Rosso<br/>Beaujolais</p> <p>b. Cotes de Rousillon<br/>Pinot Noir<br/>Red Burgundy<br/>Valpolicella<br/>Spanish Red Wine</p> | <p>c. Bordeaux Rouge/Claret<br/>Cotes du Rhone<br/>Chinon<br/>Rioja<br/>Bergerac Red</p> <p>d. Chateauneuf du Pape<br/>Chianti</p> <p>e. Cyprus Red<br/>Barolo<br/>South African Shiraz</p> |
|---|---|

## White Grape Varieties

### **CHARDONNAY:**

The principle white grape of Burgundy and also Champagne, California and Australia. Wines range from pale green to a golden straw in colour.

### **CHENIN BLANC:**

Produces pale greenish tinged wines.

### **GEWURZTRAMINER:**

The spicy speciality of Alsace. Dark, gold and pungent. Also grown in Germany, Australia & California.

### **MUSCAT/MOSCATO:**

Aromatic smell, used in Italian sparkling wines and sweet fortified wines.

### **RIESLING:**

Produces nearly all German fine wines. Pale green/gold, sharp and aromatic.

### **SAUVIGNON:**

Produces soft dry and fruity wines, sometimes smoky.

### **TREBBIANO/UGNI BLANC:**

A versatile grape used in French and Italian blends to give bite and acidity. Also used for distillation in Cognac.

### **PALAMINO:**

Classic Spanish variety, used for making Sherry. Also grown in California, Australia, Cyprus and South Africa.

## Red Grape Varieties

### **CABERNET SAUVIGNON:**

From Bordeaux region of France, produces dark, dry wines which require considerable ageing.

### **GAMAY:**

Only makes first class wines, grown in Beaujolais. Light, fruity and acidic, the wines are designed to drink young.

### **NEBBIOLO:**

Also known as 'Spanna,' it is grown in North West Italy. Produces deep brownish-red wines, high in alcohol and tannin.

### **PINOT NOIR:**

From the Cote d'Or in Burgundy, produces delicate silky wines. In champagne it is pressed before fermentation to make white wines.

### **SYRAH**

The best red grape of the Rhone. The wines tend to be intense and high in alcohol, deep in colour and smoky and spicy when aged. The Australian (Hermitage) makes some excellent wines.



## S5.2 ALCOHOL STRENGTHS

### HOW MUCH?

Because of the different strengths and varying sizes of serving measures, the actual amount of alcohol you drink is measured in units.

1 unit = 8 grams or 1cl of pure alcohol

This is equivalent to:

1 pub measure of spirits (40% alcohol)

Small glass of fortified wine, Sherry etc. (17-20% alcohol)

A glass of table wine (10-12% alcohol)

A half pint of beer (4% alcohol)

The following table shows normal or main range of alcoholic strengths for a variety of types of drink. The strengths must by law be shown on the label by the term '% volume' which states the percentage of the total liquid made up of pure alcohol.

<b>PRODUCT</b>	<b>% Volume</b>
Alcohol free wine	Less than 0.05%
De-alcoholised wine	Less than 0.5%
Reduced alcohol products	1.2 - 5.5%
Light wine	8.5 - 13%
Sherry, Port	15 - 22%
Spirits	37 - 40%
Liqueurs	18 - 40%

## **SECTION 6: Other licensable activities**

## **S6.1 LATE-NIGHT REFRESHMENTS**

Since 24th November 2005 you are committing a criminal offence if you sell hot food or hot drink (i.e. above ambient temperature) in your premises after 23.00 hours until 05.00 on any day without the grant of this provision on a current premises licence.

The only authority to sell hot food and hot beverages during the hours of 23.00 hours to 05.00 hours comes from your premises licence and it is only valid if you have applied for this provision under the Act.

If you are in any doubt at all about this activity contact Richard Baker Licencing Consultant for advice.

If the hot food or hot beverages are supplied to the customer via a customer payment vending machine, and providing the customer inserts the payment and removes the product themselves and is not served by premises staff, a licence is not needed.

The only other exception to this are residents in hotels and guest houses, under all other retailing circumstances this provision is required on a premises licence, even if you do not sell alcohol. This includes heating products in a microwave, either by staff or customers and coffee dispensers and jug coffee sales or pot noodle machines!

If you have late-night refreshment as a licensable activity the operating details can be found on your premises licence and summary in section 1.

The area of display or supply and point of production and sale will also be shown on your premises plan.

If you wish to engage in this activity and do not have the provision as a licensable activity on your licence contact RB Retail & Licensing Services Limited for details of how we can assist you to secure this on your behalf.

## **S6.2 AN OUTLINE OF REGULATED ENTERTAINMENT**

Since 24th November 2005 you are committing a criminal offence if you provide regulated entertainment on your premises at any time of the day or night without the grant of this provision on a current premises licence.

This applies whether you sell alcohol or not and whether or not you provide food and beverages in any form at any time.

### **Regulated entertainment is defined in the Act by paragraph 2(0) of schedule 1:**

performance of a play

exhibition of a film

indoor sporting event

boxing or wrestling entertainment

\*performance of live music

playing of recorded music

performance of dance

entertainment of a similar description to the performance of live music, the playing of recorded music or the performance of dance where the entertainment takes place in the presence of an audience and includes all forms of live music, dance, theatre and shows as well as presentations and showing of films, pre-recorded TV, DVDs, videos etc.

All theatres, cinemas, concert halls and night clubs are now required to have this provision on their current premises licence and restaurants, member clubs and pubs are also required to have it where such a licensable activity occurs.

\*As of 26th March 2015 - Premises do not need a premises licence to stage a performance of live music or the playing of recorded music if:

- It takes place between 8am - 11pm and;
- It takes place at an alcohol on-licensed premises and;
- And the audience is no more than 500 people
- In some circumstances a licence may be required - **Check with RB Retail & Licensing Services Limited.**



There are qualifying exemptions which include:

- film exhibitions
- education/information/advertisements
- museums and art galleries

incidental or background music

- shops
- garages
- pubs
- lifts
- restaurants
- shopping malls
- etc.

tv and radio broadcasts

- must be live not recorded e.g.
  - live football
  - live sport commentary

religious services or places of religious worship

garden fetes - unless for private gain

Morris dancing

Amusement machines are not classed as regulated entertainment and are not classed as regulated entertainment and are not therefore licensed under the premises licence but they must be licensed under other legislation.

The details of the grant of the provision of entertainment for your premises is to be found on your premises licence in section 1 of this manual, with further details on your plan.

Should you have any queries on this licensable activity, or if you are unclear as to whether it applies to you or not, or if you wish engage in this activity and do not have the provision as a licensable activity on your licence contact RB Retail & Licensing Services Limited for details of how we can assist you to secure this on your behalf.

## **SECTION 7: Staff training records**

# Staff Training Records

Site Address: .....

.....

.....

# Training Records

Staff Name: .....

Date:            Training Given:

1. ....

2. ....

3. ....

4. ....

5. ....

6. ....



## **SECTION 8: Licence Documents**





# **West Midlands Police**

## **Supporting Evidence**

### **Licensing Hearing:**

**Witton Lodge Convenience Store**

**319 Witton Lodge Road B23 5LY**

<b>PAGE(S)</b>	<b>DOCUMENT(S)</b>
<b>1 to 3</b>	<b>Statement of licensing officer Chris Jones</b>
<b>4</b>	<b>Nearest House on Witton Lodge Rd (32.63m)</b>
<b>5</b>	<b>Nearest Flat on Flackwell Rd (28.24m)</b>
<b>6</b>	<b>Nearest House on Flackwell Rd (37.61m)</b>
<b>7 to 12</b>	<b>Statement of PC Aziz</b>

①

**WITNESS STATEMENT**

Crime Number:.....

**Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B**

URN

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Statement of: Christopher Jones 55410 .....

Age if under 18: Over 18 ..... (if over 18 insert 'over 18') Occupation: Licensing Officer .....

This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature:  .....

Date 30.03.21 .....

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am employed by West Midlands Police as a Licensing Officer currently based at Police HQ, Lloyd House, Colmore Circus Birmingham B4 6NQ working within the Central Licensing Team. This team has responsibility for all licenced premises within the Birmingham City Council area.

I am making this statement in relation to an application to extend the licensable hours to include late night refreshment for Witton Lodge Convenience Store, 319 Witton Lodge Road, Birmingham B23 5LY. The premises is a large double fronted shop which sits on a corner plot on the corner of Witton Lodge Roads and Flackwell Road. The premises has a large curtilage to the front which would be capable of accommodating a number of vehicles parking on it. The premises is surround by residential properties. On Flackwell Road, directly opposite the premises are 3 retail units with flats above.

The premises currently benefits from a premises licence to sell alcohol off the premises, Monday to Saturday 0600x2300 and Sunday 0700x2230.

I work within a specialised team that cover a large area of the force and often refer applications to the local neighbourhood policing teams for comment as they have a vast detailed knowledge of their policing area including the concerns and fears of the local community.

Originally I was contacted by the licensing agent for the premises, Richard Baker for pre-application advice of West Midlands Police thoughts / stance on the premises applying for a 24 hour alcohol licence and late night refreshment until 05.00hrs. I contacted the local sergeant - PS Robinson who stated he would not support the application due to the concerns now raised by this current application.

I informed Richard of this who then submitted the current application with a reduction of licensable activity between 0600x0100hrs 7 days a week.

I discussed this application briefly on the phone with PS Robinson and we agreed a meeting on Friday 26<sup>th</sup> February 2021 to discuss his concerns.



At the meeting were the PS Robinson, PC Aziz and myself. PC Aziz and PS Robinson both discussed at length the issues and concerns of the area, the wider area as a whole and the potential negative impact the extension in hours would have on the local residents.

With their knowledge and expertise of the area they both believed that by extending the premises licence for a further two hours, also to include late night refreshment would have a detrimental impact, attracting individuals to that area who would cause anti-social behaviour, public nuisance and crime as it would be the only premises open in the vicinity to that time, as detailed in PC Aziz' statement.

Also with the attraction of now what could be classed as a café would make it an even more attractive place for these individuals to gather. It would increase footfall and vehicles attending the area, in what is a highly residential setting. They were also concerned that additional vehicles in the area being attracted by the late night refreshment would see an increase in people sitting in their cars, with music blasting, cars doors slamming and anti-social driving around in the early hours when residents are trying to sleep.

This is all at the time of night when the neighbourhood team is normally off duty and would leave the response officers to deal, who cover a vast area of Birmingham East. It is fair to say that this team respond to calls for service on a priority basis focusing on serious crime, often leaving minor crime and anti-social behaviour to be picked up at a later date, meaning that any on-going low level incidents would go unchallenged at the time, disturbing the residents.

My professional opinion is that the neighbourhood team's concerns around public nuisance and anti-social behaviour would be valid due the proximity of residents, with the increased in footfall and vehicles. Something of which cannot be conditioned effectively on to the premises licence to negate our concerns.

The premises already have a licence to sell alcohol for 16 hours a day Monday to Saturday and 14.5 hours on a Sunday. Currently the shop does not create West Midlands Police excessive calls for service and would not be classed as being on concern. Although West Midlands Police do believe that this would change, with calls for service increasing due to an increase in public nuisance and crime if the licence is extended. The hours for which the premises are applying are classed by West Midlands Police as high risk and are high demand hours. The addition of late night refreshment only adds to the concerns of West Midlands Police due to the reasons explained in this statement and the statement of PC Aziz.

I have taken 3 images from the internet to show just how close residential properties are to this premises to illustrate why West Midlands Police are so concerned that by extending the licensable hours and adding late night refreshment would cause public nuisance to residents. The measurement has been taken from the front of the building line and does not include the premises curtilage or people and cars on the public highway all of which will obviously be closer to residents than the measurement shown.

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CJ/1 shows the distance to the nearest house on Witton Lodge Road (not including neighbouring property) a distance of 32.63 metres.

CJ/2 shows the distance to the nearest flat on Flackwell Road a distance of 28.24 metres.

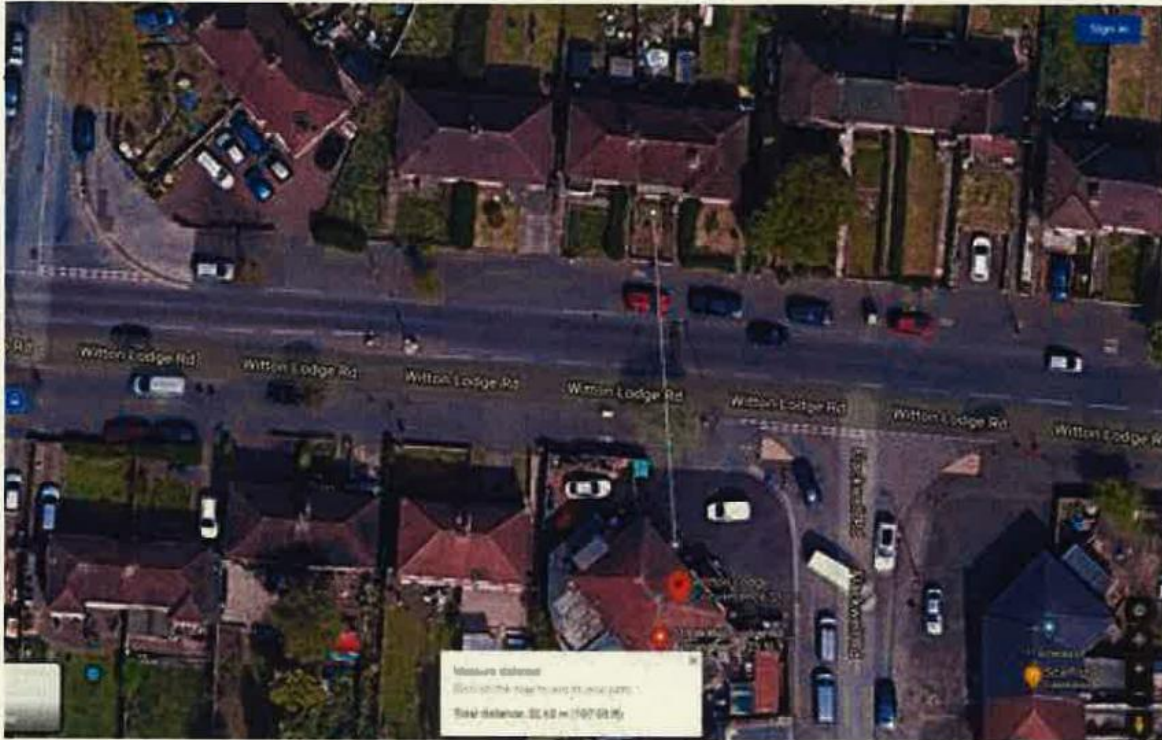
CJ/3 shows the distance to the nearest house on Flackwell Road (not including neighbouring property) a distance of 37.61 metres. *Ches*

Signature: *Ches* ..... Signature witnessed by: .....

OFFICIAL (when complete)

④

C2/1



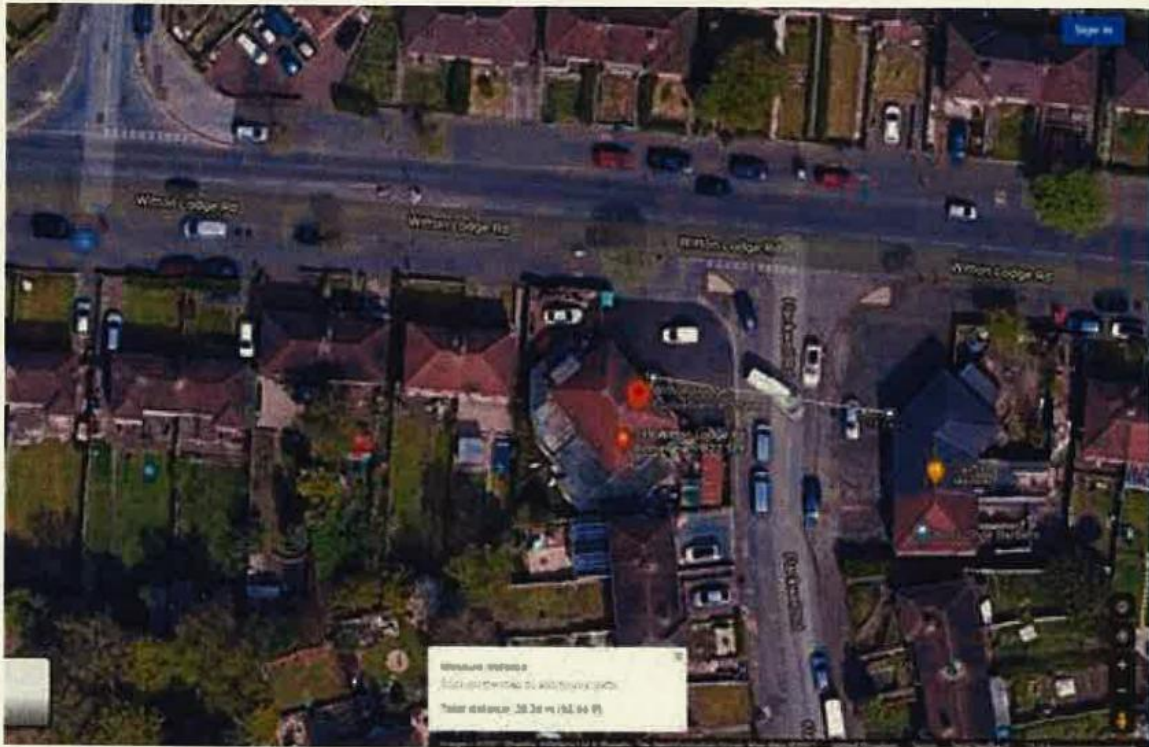
**Distance from premises to nearest house on Witton Lodge Road**

**32.63 metres**

**(Not including neighbouring property.)**

⑤

C5/2



**Distance from premises to nearest flat on Flackwell Road**

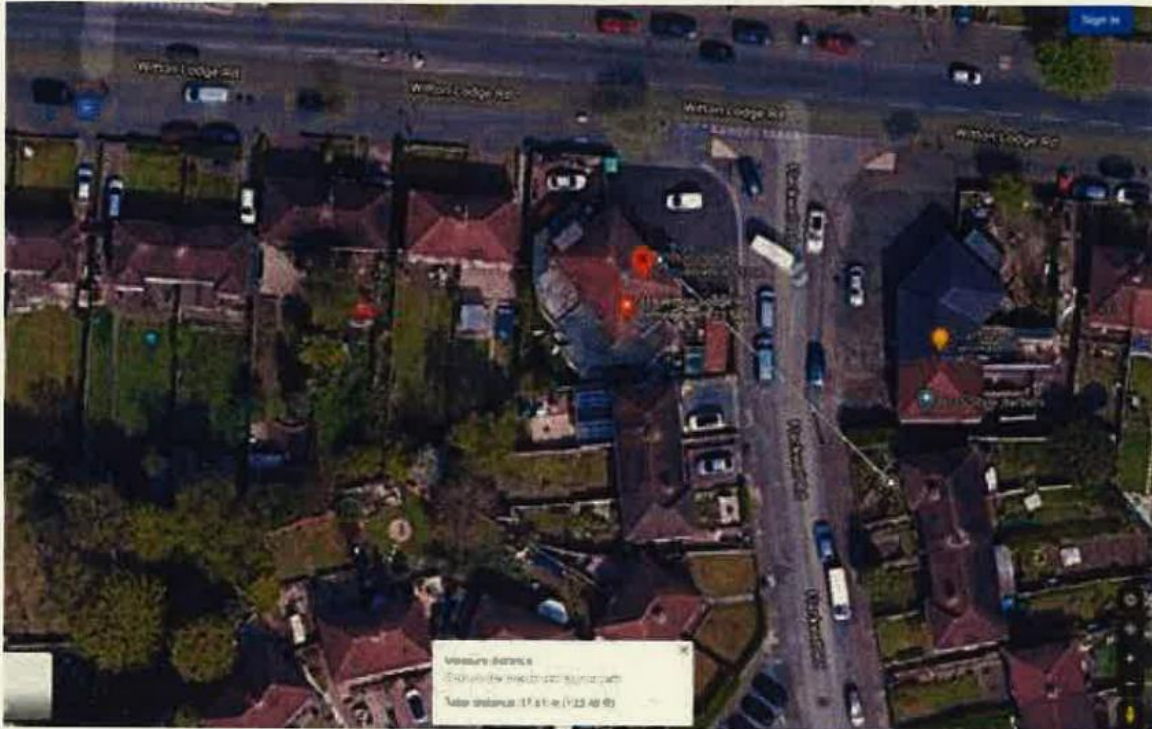
**28.24 metres**

**(Not including neighbouring property.)**



⑥

C2/3



**Distance from premises to nearest house on Flackwell Road**

**37.61 metres**

**(Not including neighbouring property.)**



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Applicant: Chief Constable of West Midlands Police

Name: PC Innayah Aziz

Statement No: 1

Exhibit: IA/01

Date:

In the Licensing Hearing (Birmingham Licensing Authority)

Application to vary a Premises Licence for Witton Lodge Convenience Store, 319 Witton Lodge Road

Premises Applicant: M&M Family 4 Limited

Objecting Responsible Authority: Chief Constable of West Midlands Police

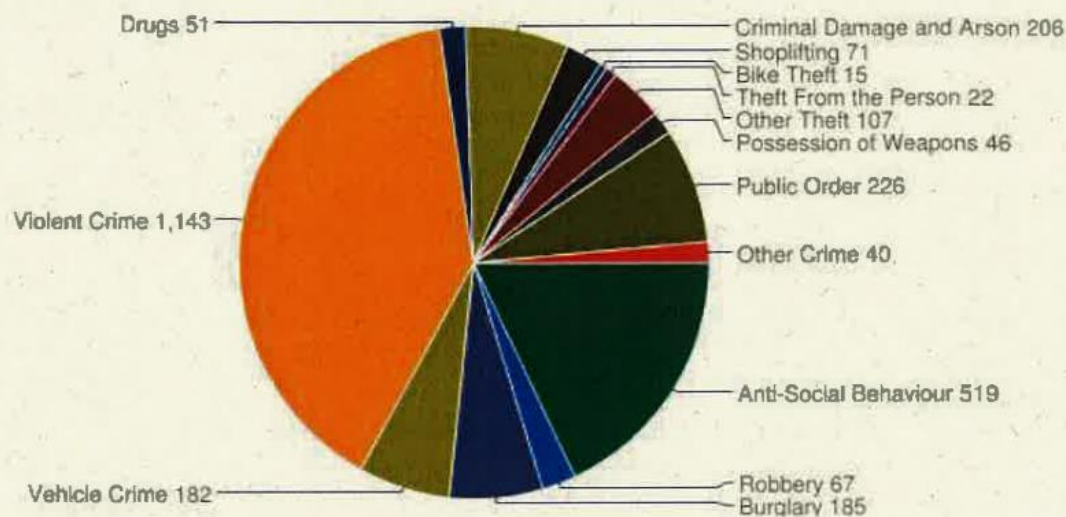
Witness Statement

1. I am PC 23996 Aziz of West Midlands Police. I am an officer on the Erdington Neighbourhood Team.
2. Erdington has a high population density and is an ethnically diverse area with a population of individuals from Irish, Afro-Caribbean, and Pakistani origins.
3. The rate of unemployment in Erdington is significantly higher than the average for and higher than the national average. It is also considered one of the most deprived wards in the city.
4. The housing in Erdington is a combination of private, council housing which include several House for Multiple Occupancies (HMO's) and hostels, as a result the area is economically deprived.

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5. The crimes in the area include, robberies, criminal damage, anti-social behaviour such as, street drinking, drug dealing, assaults, and violent crimes.

Figure 1: Crime and ASB Breakdown for Erdington from Jan 2020-Dec 2020



6. The off-licence is located on the Witton Lodge Road that receives regular complaints from the community in relation to speeding vehicles driving up and down the road during evenings. Residents have reported individuals are driving in a dangerous manner. There has also been numerous complaints and issues, and as a result a recent initiative of a speed watch group is currently in the process of being set up but, due to the pandemic has been delayed.
7. It is the strong belief of the Erdington Police Neighbourhood Team that, the opening of the store during late night hours will attract an increase in vehicles to the location, subsequently increasing speeding complaints and issues.
8. Further belief of the neighbourhood team is that there will also be an increase public nuisance and disorder to residents living in the area. The extended hours for the sale of hot food and alcohol will be detrimental to the area. In my professional area an eat in and takeout café will attract many people to the area at late times of the day. Subsequently, there will be an extra footfall of, more vehicles in the area, people sitting in cars, loud music and car doors slamming.
9. There are no other premises are open past 2300 hours in the immediate area. This is a time when the police neighbourhood team are not on duty and would put extra demand on an already stretched response team who prioritise jobs – meaning at this busy time is possible that any reports of anti-social behaviour may not be resourced. Causing residents to feel vulnerable and causing on-going disturbance at a time of the evening when people especially with young children are going to bed or are already trying to sleep.
10. The immediate area surrounding the store suffers from anti-social behaviour and criminality. There is a known large group of youths who cause ASB problems and are involved in criminality, who are moving out of their local area and into Erdington. As a team we are



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encountering these youth's on a more frequent regular basis. These youths take up a large amount of Police resources with officers responding to incidents, patrolling the problem locations and completing intervention work such as civil interventions. Currently the Police are applying for 5 injunctions against the worst offenders.

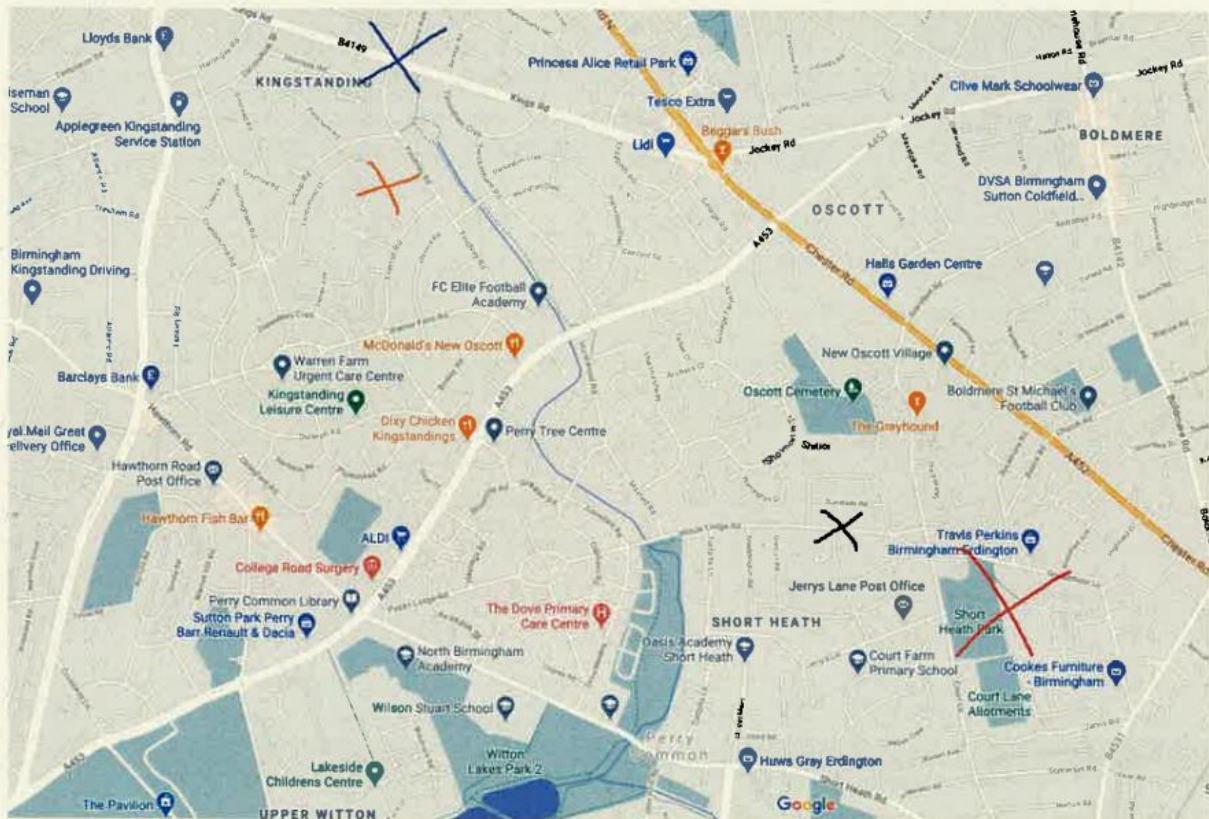


Figure 1.2: The map displays the key locations where the anti-social behaviour is occurring.

**Black X-** Witton Lodge Convenience Store

**Red X-** Short Heath Park/ Goosemoor Lane

**Orange X-** Edmonton Avenue

**Blue X-** Kings Road/ Finchley Road

The walking distances between each of the three areas from the Witton Lodge Convenience Store:

Witton Lodge Convenience Store → **Short Heath Park/ Goosemoor Lane** = 7 Minutes

Witton Lodge Convenience Store → **Edmonton Avenue** = 28 Minutes

Witton Lodge Convenience Store → **Kings Road/ Finchley Road** = 29 Minutes

It is evident to note that the distance between the Witton Lodge Convenience store and Edmonton Avenue, as well as, Kings Road/ Finchley Road is a fair walking distance. However, in my professional opinion, I cannot stress enough the means these youths will go by in travelling to other neighbouring

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areas, as a result of the policing style adopted by the Kingstanding Police Team because of the issues the youths have caused.

11. Short Heath Park/ Goosemoor Lane is currently being managed by the Police under the anti-social crime number 20BE/182240Q-20 refers. This report deals anti-social behaviour in the parkland and also anti-social behaviour around the store where youths are gathering and causing crime, disorder and public nuisance.
12. Edmonton Avenue is managed under anti-social crime number 20BE/47152Q/21- these report details large groups of youths hanging around outside the store intimidating residents and causing a general disorder. The group involved in this on-going incident are of the same group involved in the Goosemoor Lane anti-social behaviour. This group recently damaged a Police vehicle by smashing the front window with a brick, crime number 20BE/47372K/21 refers to this. Of note this ASB centres the outside of the Lifestyle Express Store, 54 Edmonton Road, B44 0XE, and is open to the public between 0600-2300, 7 days a week.
13. Kings Road is recorded under anti-social crime number 20BE/263950H/20 this is the same group from the above two reports. This behaviour is also outside the Price Cutters Store, 267 Kings Road, and is opened to the public between 0700-2000, 7 days a week.
14. All the stores mentioned above have very similar closing times and it is in my belief that, should the licence and opening times of Witton Lodge Convenience Store be extended. This group will naturally migrate to this location and cause the residents of the area massive inconvenience and issues. Whilst increasing the demand on the Police.
15. It is the strong belief of the neighbourhood team that the extended hours will result in a significant increase in antisocial behaviour in the area, the added late night refreshment and with the premises operating a café type environment, it will be a magnet and added attraction for youths to congregate. This will include nuisance such as the increase in traffic, the slamming of car doors, loud noise, litter, and groups of youths hanging outside the off-licence, as currently happening at the surrounding off-licences in Kingstanding.
16. With the knowledge of the area, the two added hours will result in a negative impact on the area, there will be more police resources having to be put into the area, due to the increase in problems from the off-licence. This without a doubt will occur because the Kingstanding neighbourhood team are currently experiencing these issues. As a result, the problems will be added to the Erdington Neighbourhood Teams resources.
17. It is in my professional opinion, that if this application is granted will be detrimental to the local community as there will be implications for noise, anti-social behaviour and litter. The attraction of extended hours will encourage people from the wider area during night time hours which will create a higher volume of traffic to the location during what is likely to be a period of sleep for most people. The additional traffic will cause noise by the presence of vehicles and persons and possibly drunken revellers who seek food after an evening out.



18. It is highly likely as a result West Midlands Police would be required to respond to incidents; around anti-social behaviour and crime, this is at a time when resources are already stretched due to the current climate of the COVID 19 pandemic.
19. The Erdington Neighbourhood Team have reviewed the impact that this proposal would have from a policing perspective and taken into account the local communities fears and concerns. Additionally, from a policing aspect, during the hours proposed we will not have a sufficient number of officers on duty to respond to calls therefore, it would have a detrimental effect on the local residents' who would suffer the consequences for a prolonged period.
20. It is the belief of the neighbourhood team that by granting this extension to the licence, will have a detrimental effect on what is currently, a quiet residential area. The licence will increase public nuisance, anti-social behaviour and crime in the area. It is believed that extending the licenced hours, which includes the sale of alcohol and late night refreshment will have a disproportionate impact on calls for service to the police. At a time when the service is already stretched, as it will become a focal point that will attract local problem youths to gather being the only premises in the area open to this time.



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**Statement of Truth**

I believe that the facts contained in this witness statement are true.

Signed- I.A

Dated- 10/03/2021

