

BUSINESS PLAN – ADDRESSING THE LICENSING OBJECTIVES;

Application:

This is an application for a premises licence for a Londis Supermarket which is an upmarket store with quality products. Applicant with local knowledge realised that there is a want locally for a reputable local store where local residents can do the shopping safely.

Location:

The store is situated in the Cumulative Impact Zone – the store itself would bring a new lights to the area. There is a need for a regeneration of the area, where this store would be an example, a start.

THE HIGHLIGHT COUNCIL POLICIES IN THE AREA:

- The council will have regard to the individual style and characteristics of the particular premises and events concerned. Licence conditions will not be imposed where other regulations or legislation exists to provide sufficient protection.
- International evidence shows that in case of alcohol the hours and days of sale is related to the harm that can be caused by excessive and risky consumption of alcohol. Evidence also indicates that certain hours of sale impacts on certain types of alcohol related harm. Accordingly, venues which seek to open between midnight and 10:00 am are expected to risk assess their proposals, having regard to risks in the locality and those arising from their operation itself, and propose measures to promote each of the licensing objectives.

NOTE: THE HOURS PROPOSED: 10.00AM TO 23.00 HOURS

- It is important to note that the CIZs adopted will not cause any existing licences to be changed. It can only apply to new applications and variations of existing licences. It is also not an absolute policy and where an applicant can satisfactorily evidence that their application or variation will not negatively impact on the licensing objectives the council may be minded to grant the application.
- It is also important to note that
Policy 15: Voluntary ban on high strength sales and
Policy 16: Street Drinking are separate policies and adoption of the voluntary condition(s) supported and encouraged in Policy 15 and Policy 16 will not necessarily address the requirements under a Cumulative Impact Zone. Any licence application in a CIZ area will need to demonstrate with evidence that its operation will not add to any cumulative impacts that the CIZ is seeking to address.

Street drinkers often consume high strength alcohol. The scheme follows increasing evidence of the harm caused by this type of alcohol to vulnerable drinkers, and also the crime, disorder and nuisance caused by street drinkers. The models used vary from place to place but tend to target alcohol products above 6% alcohol by volume (ABV) as well as sale of miniatures, although some have focused on a slightly lower ABV or lower cost products. The council encourages and supports applicants to outline any voluntary ban in their operating schedule or voluntary conditions offered as part of their licence application.

NOTES: Operating Schedule addressed the above with control of alcohol.

5. Controls of alcohol: Conditions:

- a) A till prompt system shall be installed to assist staff by reminding them to challenge for ID when a sale is made.
- b) There shall be no supply of alcohol for consumption off the premises except in sealed containers.
- c) Beers, lagers, stout and ciders sold at the premises shall not exceed 6% alcohol by volume.
- d) There shall be no sales of single cans or bottles of beers, lagers, stout and ciders from the premises.
- e) Spirits shall not be sold in bottles of less than 35cl.
- f) Outside sale of alcohol hours, alcohol will be screened off to prevent access by customers.

ROBUST OPERATING SCHEDULE PROPOSED:

1. CCTV:

- a) The CCTV system at the premises shall be maintained in working condition and shall record 24 hours every day. Recordings shall be retained for a minimum of 31 days and shall be made available to Police or Local Authority officers on request and shall be capable of identification and of evidential quality in any light conditions.
- b) The equipment **MUST** have a suitable export method i.e. CD/DVD/USB facility so that the Police and officers of the Council can make an evidential copy of the data they require. This data should be in the native file format to ensure that no image quality is lost when making the copy. If this format is non-standard (i.e. manufacturers proprietary), then the licence holder shall within 14 days of being requested supply the replay software to ensure that the video on the CD can be replayed by the Police and

officers of the Council on a standard computer. Copies shall be made available to the police and officers of the Council on request, or within 24 hours.

c) Staff working at the premises shall be trained in the use of the equipment and a log will be kept to verify this. At least one member of staff, so trained, shall be present at the premises at all times when it is open for licensable activities.

d) Cameras on the entrances, including both serving hatches, must capture full frame shots of the heads and shoulders of ALL people entering the premises, i.e. capable of identification and of evidential quality in any light conditions.

e) There shall be signs displayed in the customer area to advise that CCTV is in operation.

f) Should the CCTV become non-functional this shall be reported immediately to the Licensing Authority and the problem rectified as soon as practicable.

g) CCTV cameras shall monitor all areas of the premises that are accessible to members of the public including the area immediately outside the premises to monitor numbers and prevent crime and disorder.

2. "Challenge 25":

a) The Licensee shall adopt a "Challenge 25" policy, where all customers who appear to be under the age of 25 and attempt to purchase alcohol or other age-restricted products, shall be asked for proof of their age.

b) The Licensee shall prominently display notices advising customers of the "Challenge 25" policy.

c) The following proofs of age are the only ones to be accepted:

- Proof of age cards bearing the "Pass" hologram symbol
- UK Photo Driving licence
- Passport
- Military ID

3. Staff Competence and Training:

a) The Licensee shall keep a written record of all staff authorised to sell alcohol, the record to contain the full name, home address, date of birth and national insurance number of each person so authorised. The staff record shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

b) The Licensee shall ensure that each member of staff authorised to sell alcohol has received appropriate training on the law with regard to age-restricted products, proxy sales, and the licensable hours and conditions attached to the licence, including refresher training every six months, and that this is properly documented and training records kept. The training record (either written or electronic) shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

c) The Licensee shall ensure that each member of staff authorised to sell alcohol is fully aware of his /her responsibilities in relation to verifying a customer's age and is able to effectively question purchasers and check evidence of proof of age.

d) The Licensee shall ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge under 25's attempting to purchase alcohol.

4. Refusals Book:

a) The licensee shall keep a register of refused sales of all age-restricted products.

b) The refusals book shall contain details of time and date, description of the attempting purchaser, description of the age-restricted products they attempted to purchase, reason why the sale was refused and the name/signature of the sales person refusing the sale.

c) The Refusals Book shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

5. Controls of alcohol:

a) A till prompt system shall be installed to assist staff by reminding them to challenge for ID when a sale is made.

b) There shall be no supply of alcohol for consumption off the premises except in sealed containers.

c) Beers, lagers, stout and ciders sold at the premises shall not exceed 6% alcohol by volume.

d) There shall be no sales of single cans or bottles of beers, lagers, stout and ciders from the premises.

e) Spirits shall not be sold in bottles of less than 35cl.

f) Outside sale of alcohol hours, alcohol will be screened off to prevent access by customers.

g) The Premises Licence holder, the DPS or a nominated person shall be present at the premises at all times during licensing hours.

h) Documented delegation of authorisations to sell alcohol shall be maintained at the premises and shall be available on request by an authorised officer of the Licensing Authority or the Police.

i) Spirits shall be located behind the counter. All other alcohol exposed for sale shall be displayed in a position that is not obscured from the constant view of the cashier / staff or CCTV by fixtures.

j) There shall be no self-service of spirits.

6. Incident Book:

a) The Premises Licence Holder shall ensure that an “Incident report register” is kept in a bound book or electronic format, in which full details of all incidents are recorded.

b) This shall be completed as soon as possible and in any case no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, is to form part of the entry. The register shall be kept on the premises at all times and shall be produced to an authorised officer of the Licensing Authority or the Police on request.

7. Deliveries:

a) The Premises Licence holder shall carry out due diligence checks to ensure, as far as practicable, that a person ordering alcohol to be delivered to their registered address, or collecting pre-ordered alcohol from the premises, is over 18 years of age. A record of each order and the checks carried out by the staff at the premises shall be kept either in a book or electronically and made available to Police, Local Authority Licensing and Trading Standards officers on request.

b) Internet sales / deliveries shall only be permitted to a registered address, not parks, open spaces or vehicles. If the sale contains alcohol, Challenge 25, Proof of age Photo ID must be validated by the person delivering the alcohol prior to it being handed to the customer.

c) If the premises has a website there must be a clear warning advertised that no sales of alcohol shall be made to persons under 18 years of age.

d) Alcohol deliveries by staff from the premises shall only be carried out by persons who have undergone appropriate Challenge 25 training.

e) If deliveries are carried out by an external contractor a contract shall be in place ensuring that they train their delivery staff in line with current legislation relating to underage / drunkenness.