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Date: 13/09/23

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Dear Councillor,

LICENSING SUB-COMMITTEE - FRIDAY 15TH SEPTEMBER, 2023

I refer to the agenda for the above meeting and now enclose the following supporting documents which were unavailable when the agenda was published.

Agenda No.	Item
3	Licensing Act 2003 - Application for a Grant of a Premises Licence for Waddicar Convenience Store and Off-Licence (Pages 3 - 48) Report of the Assistant Director of Place (Highways and Public Protection)

Yours faithfully,

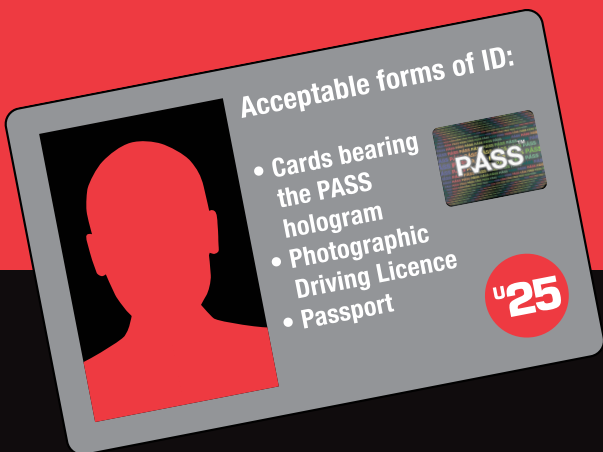
Amy Dyson

Democratic Services

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UNDER 25?

Please be
prepared to show
proof of age when
buying alcohol



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Age Verification Scheme **Agenda Item 3**

Challenge 25

Sales of Alcohol at the premises

1: When a customer asks to buy alcohol, if the customer appears to look 25 or younger, the customer **MUST** be asked at the time of ordering if they are over 18 years of age. If the customer either refuses to answer, becomes verbally aggressive or replies no, then the sale **MUST** be refused and you **MUST** enter the refusal details in the Red Refusal Log book kept in the shop.

2: If the customer confirms that they are over 18, you must ask the customer for valid Identification.

(VALID MEANS – NOT DAMAGED, TAMPERED WITH AND NOT OUT OF DATE)

3: The only types of I.D. that can be accepted are:

- ✓ Valid passport (any nationality)
- ✓ Valid **BRITISH** Driving Licence (Full or Provisional)
- ✓ HM Services Warrant Card
- ✓ PASS Accredited Proof of Age Card
- ✓ Any other reliable photo ID that is approved for acceptance by the Police or other Authorised Officers.

It is our policy that we are unable to accept any other type of I.D.

You must check that the I.D. is VALID (within date), has not been tampered with and belongs to that person. You can then check by following this procedure.

- ✓ Check the date of birth to make sure the person is over 18.
- ✓ Check the photograph for a match.
- ✓ Check the personal details with the person – ask for their postcode or date of birth, address etc.
- ✓ **The easiest and best way to check is to take the I.D. from the person and ask the person to sign the ID Signature Book. Then check that both signatures match. You can ask the person to sign the ID Signature book again for your records if you are not sure.**

4: If you **100%** believe that the I.D. belongs to that person and they are over 18, then you can sell the alcohol.

5: If you have any doubts, you must refuse to sell the alcohol and immediately complete the refusals register.

6: If you believe or think that another person is attempting to buy alcohol for another person who may be underage, you must tell the customer that it is illegal and if they are you will report them to the police and inform them that they can be prosecuted and fined up to a £5000.

If you have any doubts, you must refuse to sell the alcohol unless the person can produce additional valid acceptable I.D.

7: If the customer becomes verbally abusive or aggressive, then refuse to sell and report this to your Manager

8: If the customer produces I.D. which you in your opinion does not belong to them, then this must be logged into the refusals book and reported to the police.

9: **DO NOT BECOME PERSONALLY INVOLVED IN ANY ARGUMENT OR DISCUSSION WITH THE PERSON.**
If the person becomes physically aggressive, then call the Police for assistance.

REMEMBER: IF IN DOUBT - DO NOT SELL

Agenda Item 3

Premises Age Verification Policy (This premises operates the Challenge 25 scheme)

Name of Premises Licence Holder

.....

This policy applies in relation to the sale or supply of alcohol on this premise.

For this policy the responsible person is one of the following:

- a] The holder of the premises licence -
- b] The designated premises supervisor -
- c] A person aged 18 or over who is authorised to allow the sale or supply of alcohol by a person. No persons under the age of 18 are allowed to work behind the till.

The Age Verification Scheme this premises will be Challenge 25. The premises will train all staff prior to commencement of employment and re-training of all staff at regular intervals using the documented system.

Staff selling alcohol to customers must require any individuals who appear to the responsible person to be under the age of 25 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and a holographic mark.

Examples of appropriate identification include:

A photo card driving licence

A passport

A proof of age card bearing the PASS hologram (Citizencard)

The premises licence holder will ensure that all staff are made aware of the existence and content of this policy.

This business fully supports our Police and Trading Standards in the prevention and detection of crime and disorder using our CCTV system

CHALLENGE 25

You might think you look over 18 but we don't – and it's 'MY' licence

No ID - No Serve

Don't try to buy alcohol for kids

We will report you



All ID presented must contain the following as outlined by the Home Office.

Photograph, date of birth, signature, holographic mark and issued by a government department.



Agenda Item 3

Staff Induction Log book

I (name).....confirm

That I have read and fully understand the following

	Document Name	Date of completion
1	The 4 Licensing Objectives	
2	Premises Licence and Conditions	
3	Age Verification Policy	
4	Age Verification Scheme and signage	
5	Refusals Policy Sale and Service of Alcohol to under 18's	
6.	Section 57 & Business Names Notice	
7.	Alcohol Authorisation Log book	
8	Customer Refusals Log Book	
9	Incident Report Log Book	
10	-	
11	-	
12	Age Restricted Products, Cigarettes & Tobacco Training & Age Verification Questions and Answers	
13	Staff Induction log sheets	
	Any Further Training received ie: PSPO's etc/ Imposed conditions etc (list details)	

I have read & understand how this business can be affected and damaged by not adhering to them. I agree to abide by them at all times.

I also agree that whilst employed at these premises, I agree to abide by the policies that have been implemented by the management and will not deliberately carry out any actions that may cause concern for the business and Premises Licence.

Signed.....

Date.....

Age Verification Training Agenda Item 3

Questions with Multiple choice answers (the answers are on the back)

1	<p>What is an Age Verification Policy?</p> <p>A: It's a new entrance scheme for getting young people into night clubs quicker</p> <p>B: It's the name of a new European National identity card</p> <p>C: It's a mandatory written policy adopted by all licensed premises (that sell alcohol), to identify how the premises preventing alcohol being illegally sold or supplied to under 18's</p> <p>D: It's a policy to stop all under 18's from claiming family tax credits' and child benefits</p>
2	<p>Who is responsible for making sure an Age Verification policy is being carried out on the premises?</p> <p>A: The Home Office</p> <p>B: The Premises Licence Holder</p> <p>C: Any nominated member of staff that works on the premises</p> <p>D: The Designated Premises Supervisor</p>
3	<p>What does the owner of a licensed premise need to do to operate this Age Verification Policy?</p> <p>A: Complete the relevant registration form and submit it to their local Licensing Authority and wait for further instructions</p> <p>B: Send a weekly report to the police on www.nowtellingeverythingyouknow.gov.uk</p> <p>C: Put a system in place to make sure all sellers of alcohol ask, view and record all ID challenges of any person whom they suspect to be under 18 years old</p> <p>D: Wait for the local Trading Standards Officer to visit you, who will fully explain what you must do to comply</p>
4	<p>What types of Identification am I allowed to accept?</p> <p>A: Any document that bears the holders full name</p> <p>B: Passport or driving licence in any condition</p> <p>C: Any type of ID card bearing their full name and passport sized photograph</p> <p>D: Any type of ID but it must contain their photograph, date of birth and a holographic mark</p>

5 **Can I accept ID that has been bought off the internet?**

A: No

B: Yes

C: Yes, as long as it bears their name and photograph

D: Sometimes, it depends on which one is shown to you and how attractive the card is

6 **How do I decide if I need to ask someone for ID?**

A: Appearances can be deceiving, just ask everyone

B: Look for poor fashion sense and cheap smelling perfumes or deodorants

C: It is very difficult, but basically if you need to think about their age when you look at them, then you must ask for ID

D: Check to see if you can recognize their school uniform and look for sweet wrappers in their Pockets

7 **How do I ask someone for ID without upsetting them?**

A: By being very polite, confident and professional. Inform the customer that it is not personal, and it is part of your job

B: Just ask, because it doesn't matter if you upset them as they are only customers and they should be used to it by now

C: By saying loudly "show me your ID or your not getting served".

D: Ask them for their parent's telephone number and call them to check their age

8 **What are the best methods for checking a persons ID?**

A: Follow the procedure shown to you by your Manager, be very thorough and if in doubt do not serve.

B: Flick it against the counter to see if it bends without breaking

C: Dip it into a glass of gin or cider to see if the ink runs

D: There is no best method, young people are very clever and can easily deceive you

9 **What is a good method to be really sure if the ID shown to me is genuine and really does belong to that person?**

A: Stare at the young person to see if they start fidgeting

B: It is impossible to be 100% sure, so you must assume that the customer is telling the truth

C: Ring the police and ask them to come and check the ID as you are not sure

D: Ask the customer for their signature using the customer refusal book. Most people are unable to copy another person's signature without looking at the original one at the same time

10 **How can I check if a persons ID is fake, has been forged or tampered with?**

A: Search on Google to see if anything has been reported on Crime Watch

B: Ask the customer if he/she has tampered with it

C: Place under a UV light and check for genuine watermarks. Look for water stains, frayed edges, the plastic developing air bubbles or becoming detached from the paper on the document. Raised edges on the card can also be signs of tampering

D: Official documents like passports or driving licenses are virtually impossible to forge, so there is no need to check

11 **Who must I by law, refuse the sale of alcohol to?**

A: Anyone who you don't like

B: Police and authorised officers, either on or off duty

C: Any person who is drunk, appears to be drunk or a person who you believe to be is buying alcohol for a drunk. Any young person whom you suspect of being underage and are unable to produce valid ID, or any person whom you believe is attempting to purchase alcohol for underage persons. You must refuse the sale of alcohol to 'everyone' if it is outside the hours stated on the Premises Licence

D: Any person who is wearing a fancy dress costume

12 **What is the best way to refuse the sale of alcohol to someone with no ID?**

A: Tell them you are not serving them with no explanation and ask them to leave

B: Ask them to find a friend to buy the alcohol for them

C: Take their photograph and upload it to Facebook

D: Take the item from the customer (if in a shop), then politely inform the customer that you are unable to sell them the alcohol as they cannot produce valid ID.

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What is a proxy sale?

- A: The latest sale at the Pound shop
- B: A promotion offering 10% off all alcohol drinks purchased before 6pm
- C: The purchase of alcohol by an adult on behalf of an under 18 year old
- D: Buying alcohol with no ID

14

How can I tell if an adult is buying or attempting to buy alcohol for an under 18 ? (called a proxy sale)

- A: By following all customers out of the shop to see where they are going
- B: By paying for the alcohol with lots of small change
- C: Be vigilant and look for signs for example, young people hanging around outside the premises or a customer buying unusual alcoholic drinks or quantities of drinks. Paying for the drinks separately to their own purchases and sometimes other customers will tell you
- D: It is difficult, because there is no way of ever knowing

15

Are there any other products I cannot sell to underage persons without producing valid ID?

- A: Yes, just cigarettes and tobacco products only
- B: Yes, you must not sell them eggs due to salmonella contamination
- C: Yes, there are several other products you cannot sell to a suspected underage persons without valid ID
- D: No, because of the Human Rights Act, there are no restrictions to what an underage person is allowed to purchase

16

What is the best way to deal with angry, aggressive or violent customers?

- A: By being polite, remaining calm and assertive
- B: Learn self defence techniques so you can defend yourself more effectively
- C: Argue with them, then ask other customers to help you escort them out
- D: Just give them what they want and ask no questions because the customer is always right

17

What is a customer refusal register?

- A: It's a book for keeping a list of customer's names in who won't be invited to the staff Christmas party
- B: It's a police database for storing all names of known local criminal and drunks
- C: It's a register for recording all refusals of sales of alcohol and other products in
- D: It's a register for recording all the customers' names in that have been barred for fighting

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18 Can a person under 18 'sell' alcohol on a licensed premise?

A: Never

B: Yes, with the verbal or written approval of trading standards and the police

C: Yes, but they must be a member of Facebook and have a minimum of 8,000 friends

D: Yes, but only under certain conditions

19 Can a 16/17 year old 'drink' alcohol on a licensed premise? (on sales only)

A: Yes; but only under certain conditions

B: Only if they buy alcohol during a 'Happy Hour'

C: No

D: Yes: if the Manager believes them to be a responsible person who won't start fighting

20 What is a test purchase?

A: It's a drinking game between friends

B: It's an under-cover operation carried out by Weights & Measures Officers (trading standards) and the police to test if a premise will sell to an underage person

C: It's a way of promoting new products that come onto the market to see if they sell

D: It's a new method for checking if drinks have been spiked

21 When is it legal for a person under the age of 18 to purchase or attempt to purchase alcohol?

A: When the underage person is working as part of a team with Weights & Measures Officers and the police during a test purchase operation

B: When the under age person is accompanied by an adult

C: When the young person is having a table meal in a restaurant

D: When purchasing alcohol for parties or a special occasion

22	<p>What are the penalties for a failed a test purchase?</p> <p>A: The premise is immediately closed, everyone is arrested, handcuffed, taken to the police station and possibly kept in the cells overnight for questioning</p> <p>B: On the spot fines, possible prosecution for the DPS and the Premises Licence Holder. In addition, following a conviction, the Premises Licence may also be forfeited.</p> <p>C: Loose the right to attend the weights & measures annual Christmas dinner dance</p> <p>D: The owner of the business and all the staff must attend a 1 week alcohol rehabilitation training course</p>
23	<p>What can happen to a person if they are caught selling alcohol to an underage person?</p> <p>A: Their name and photograph will appear in the local newspaper</p> <p>B: A person must take an eye test and send the results off within 21 days to police web site, www.tellmeallyouknow.gov.uk</p> <p>C: Verbal warning from the manager for getting caught.</p> <p>D: First offence is usually a caution or fixed penalty of £80. The second offence could be prosecution. A review of the Premises Licence may also be held.</p>
24	<p>What is Due Diligence?</p> <p>A: The name of the horse that won the Grand National in 1985</p> <p>B: Doing everything you can to prevent an offence against the Licensing Act 2003 from taking place</p> <p>C: A tracking device for catching local drug dealers</p> <p>D: A system of how to identify plain clothes Police Officers on your premises.</p>
25	<p>Is it a legal requirement for the Premises Licence Holder to train staff in the Age Verification Policy?</p> <p>A: Yes, it is part of the Age Verification Policy of the premises that all staff receives adequate training on the contents of the policy</p> <p>B: No, the only legal requirement is that the owner of the Premises Licence must make the staff aware of the policy and it's contents</p> <p>C: Yes, but only for new staff</p> <p>D: Yes, but only if the owners of the business have a criminal record for smuggling</p>

Age Verification Training

Answers to multiple choice questions

1	<p>What is an Age Verification Policy?</p> <p>Answer: C</p> <p>Summary</p> <p>In October 2010, an additional mandatory condition was automatically added on all Premises Licenses making it a legal requirement that all premises that sell or supply alcohol in England and Wales, must by law, adopt and operate a written Age Verification Policy.</p>
2	<p>Who is responsible for making sure an Age Verification policy is being carried out on the premises?</p> <p>Answer: B</p> <p>Summary</p> <p>The Age Verification policy is one of the mandatory conditions of the Premises Licence, it must be signed by the Premises Licence Holder, kept securely on the premises and produced on demand to a Police Constable or an officer authorised by the Licensing Authority.</p> <p>Failure of the owner of a licensed premise to operate an Age Verification Policy would be viewed as breach of conditions of the Premises Licence and is a punishable offence, which can eventually lead to the closure of the premises.</p>
3	<p>What does the owner of a licensed premise need to do to operate this Age Verification Policy?</p> <p>Answer: C</p> <p>Summary</p> <p>It is the responsibility of the owner of the business to put in place a checking system whereby all sellers of alcohol must be asked to request valid identification from individuals whom they suspect to be under the age of 18. Premises can adopt different schemes and the ones most widely used are Challenge 21 or Challenge 25.</p> <p>The scheme that is chosen by your premise, depends on the risk assessment that has been completed by the owner of the business. Posters or signage must be displayed in a prominent position on the premises and all refusals of the sale of alcohol must be documented in the customer refusal register.</p>
4	<p>What types of Identification am I allowed to accept?</p> <p>Answer: D</p> <p>Summary</p> <p>The most accepted forms of ID are passport, driving licence (provisional or full) and card issued by local schemes such as Citizencard or Validate UK bearing the official PASS hologram. It must not have been damaged or show signs of tampering or alterations.</p> <p>However, some Licensing Authorities have agreed to accept additional forms of ID such as the UK Forces ID card. Some premises will refuse to accept any form of ID that has been issued outside the UK. A 'driving permit' or a 'motorcycle driving licence' are not legal forms of ID. To be sure premises must check with your local authority to verify exactly what you can accept. The penalties for accepting the invalid ID are severe.</p>

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5	<p>Can I accept ID that has been bought off the internet? <i>Answer: A</i></p> <p><u>Summary</u></p> <p>There are thousands of different types of ID that can be bought over the internet. These cards are illegal to use and are sold as novelty cards.</p> <p>The police and trading standards office will prosecute you if you accept them.</p> <p>Learn to recognize what you can and cannot accept.</p>
6	<p>How do I decide if I need to ask someone for ID? <i>Answer: C</i></p> <p><u>Summary</u></p> <p>Don't try to guess their age, that's not your job! Young people sometimes look much older than they really are especially if they are dressed for a night out on the town. Look for any signs of nervousness or maybe their friends are hanging around outside. Young people will try anything, use any methods to obtain alcohol or gain entry into a club. The rule of thumb is if you thought about their age when you first looked at them, then you need to check. This must be done before you sell them alcohol. Even after checking their ID, if they still cannot convince you they are 18 or over, then you must refuse to sell and log the refusal into your customer refusal book.</p>
7	<p>How do I ask someone for ID without upsetting them? <i>Answer: A</i></p> <p><u>Summary</u></p> <p>Most people will normally always carry ID as they will be used to being asked and will not become upset. However, others some will be offended and make nasty comments or even become aggressive.</p> <p>Never ask a customer their age or apologise for asking for ID. By staying calm and not becoming involved in the argument will help to de-escalate the situation.</p> <p>You must always follow the code of practice that your company has in place for dealing with conflict situations.</p>
8	<p>What are the best methods for checking a persons ID? <i>Answer: A</i></p> <p><u>Summary</u></p> <p>The Licensing Act 2003 does not say in detail of how you must check a persons ID. Premises must adopt their own methods as what they believe to be 'best practice'. Hold the card and look at it carefully. Does it feel genuine? Check the photograph against the person. Look for any damage or evidence of tampering. Check their date of birth, ask the person to confirm their personal details. If the ID shown to you contains an unusual name, ask them spell it. Most mis-users tend to forget the postcode. A good method is to obtain their signature in the customer refusal register.</p>

9	<p>What is a good method to be really sure if the ID shown to me is genuine and really does belong to that person?</p> <p>Answer: D</p> <p>Summary</p> <p>Premises that have adopted this method of obtaining signatures witnessed a huge reduction in mis-users as it appeared to frighten people off. Some people do not write their signature exactly the same, so you can give them an opportunity to repeat just to make sure.</p> <p>If it happens that you are accused or charged with selling alcohol to a young person by mistake, the signature obtained can be used as your evidence in court in your defence as the 'evidence produced would have convinced a reasonable person'.</p> <p>This is called due diligence.</p>
10	<p>How can I check if a persons ID is fake, has been forged or tampered with?</p> <p>Answer: C</p> <p>Summary</p> <p>Fake ID's are widely available for anyone to purchase over the internet and can appear to be quite realistic. Some people even have equipment that can 'clone' ID's.</p> <p>Driving licenses and passports are easy to verify. The hologram will show if you hold the driving licence or the covers of a passport under a UV money detector machine. Learn to recognize the different types of acceptable ID that you can and can't accept. Have a list of acceptable ID's (with photos) next to the point of sale on the premises. It is not illegal to use a damaged passport, but not recommended to accept it as valid ID.</p>
11	<p>Who must I by law, refuse the sale of alcohol to?</p> <p>Answer: C</p> <p>Summary</p> <p>The law is very strict as to who you must refuse the sale of alcohol to and the penalties are severe for not just you but possibly your colleagues (if they were in a position to prevent the sale taking place). The Designated Premises Supervisor and even the Premises Licence Holder may also be prosecuted if you are caught selling in these circumstances.</p>
12	<p>What is the best way to refuse the sale of alcohol to someone with no ID?</p> <p>Answer: D</p> <p>Summary</p> <p>By law you have the right to refuse to sell to any customer and you do not have to give a reason. However, this can create a conflict situation as customers need to have an understanding of why you will not sell to them. Do not apologise or enter into an argument with the customer, remain polite, calm and professional at all times. Call a colleague or a line Manager for assistance if necessary. Always follow your company's code of practice for these situations. Remember no ID, no sale every time.</p>

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Answer: C

Summary

As it is becoming increasingly difficult for under 18's to purchase alcohol, adults are now being pressurised outside shops to buy alcohol for young persons. Most young people hide in back rooms or corners of pubs hoping not to be seen as their friends buy their drinks. This is a dangerous practice for the owner of the business even if the young person appears to be nice and nearly old enough.

The penalty for purchasing alcohol for an underage person is up to £1,000. The seller and other staff may also be prosecuted if it can be proved they knew at the time who the alcohol was purchased for and turned a blind eye to the sale.

14 How can I tell if an adult is buying or attempting to buy alcohol for an under 18 ? (called a proxy sale)

Answer: C

Summary

Staff must learn to be more vigilant about who is on the premises and who is hanging around outside. At busy times it is difficult, however, you can always ask your customers questions about outside the premises. Displaying posters in prominent positions near the point of sale, warning customers of the penalties can also help.

By law, the premises must do everything they can to prevent all illegal sales from taking place.

15 Are there any other products I cannot sell to underage persons without producing valid ID?

Answer: C

Summary

By law, the age restrictions are as follows:

Restricted age - 18 Cigarettes, tobacco products, knives and other offensive weapons, fireworks or sparklers, solvents or volatile substances, lighter refills containing butane, crossbows, airguns and pellets.

Restricted age - 16 Lottery tickets, scratch cards, aerosol paints, caps, party poppers, cracker snaps, novelty matches and throw downs.

There are severe penalties for those who are caught selling these items to underage persons without valid ID, with fines of up to £5,000 and 6 months imprisonment. Lottery tickets can be up to 2 years imprisonment. Video games are sold as shown on the age of certificate identified on the box.

16 What is the best way to deal with angry, aggressive or violent customers?

Answer: A

Summary

The majority of people who become angry when asked for ID do so because they are usually under 18. They become frustrated which can easily escalate to anger and aggression, sometimes even violence. It can be very frightening and intimidating to be confronted by an angry or aggressive customer. For your own personal safety, all staff must develop the skills they need to deal with these volatile situations.

By becoming verbally engaged with the customer in what is really 'their' argument only feeds the situation. Once you know the customer is becoming increasingly angry then call for assistance. If assistance is not available, then find an excuse to leave the area (called an exit strategy). 'I'll get the Manager to help you' is always a good excuse, or using 'inhibitors' e.g. informing the customer that he is being taped on CCTV can sometimes help to prevent the situation from escalating. Always follow your company's code of practice for these situations. Always refuse service and record the incident in the customer refusal register.

17 What is a customer refusal register?

Answer: C

Summary

Part of all Age Verification Policy schemes operated on a premise, means that the owner of a business must keep written records of all refused sales on the premises for a minimum period agreed by the owner. This is usually around 12 months.

The customer refusal register must record the date, item refused, description of person, reason for refusal, name of member of staff who refused the sale together with the staff's signature.

By keeping these records, it allows the owner to demonstrate 'due diligence' to Trading Standards Officers, police and in addition it also provides evidence in that the policy is being operated, which can be produced in court following a prosecution.

18 Can a person under 18 'sell' alcohol on a licensed premise?

Answer: D

Summary

Under the Licensing Act 2003, if permission is obtained from the Premises Licence Holder and DPS, an under 18 year old can legally sell alcohol on a licensed premises as long as they are supervised at all times by a nominated responsible person. They must never be left to work on their own and each individual sale must be authorised by the nominated responsible person.

The law is different for under 18's that are serving alcohol to tables' ancillary to a meal; under these circumstances no supervision is necessary.

19 Can a 16/17 year old 'drink' alcohol on a licensed premise? (on sales only)

Answer: A

Summary

Under the Licensing Act 2003, it is illegal for an under 18 to consume alcohol on a licensed premises, except under the following conditions.

A 16/17 can legally 'order and consume' beer, wine or cider if they are having a table meal and accompanied by an adult. The adult must pay for the drink. However, they may still need to produce ID to prove that they are 16 or 17.

The penalties for allowing an underage persons to consume alcohol on a licensed premises is a maximum fine up to £1,000 for the seller and £500 for the young person.

20 What is a test purchase?

Answer: B

Summary

It is the legal duty of every local Weights and Measures Authority to make checks that all licensed premises are staying within the law and are not selling alcohol or allowing them to consume alcohol on licensed premises.

This involves a joint exercise between Weights & Measures Officer and the police who visit premises with an underage person who then tries to purchase the alcohol.

All types of licensed premises are tested from shops to restaurants, no premises are exempt.

21 When is it is legal for a person under the age of 18 to purchase or attempt to purchase alcohol?

Answer: A

Summary

These young people are volunteers and must be between 15 and 16 ½ years of age. They must work in close supervision with Officers and in accordance with best practice procedures set down in clear guidelines.

They will visit always premises in a different town to where they live, so they will not be recognized. Parental permission is also required.

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What are the penalties for a failed a test purchase?

Answer: B

Summary

The seller, Designated Premises Supervisor, Premises Licence Holder and any member of staff who was in a position to prevent the offence from happening (called turning a blind eye) may all be held liable for this offence and upon conviction may lead up to a fine of £5,000.

Under the Policing and Crime Act 2009, there is an offence called 'persistent selling to under 18's' whereby the offence will be committed if a named premise is caught selling alcohol to an under 18 twice within a period of three consecutive months. If this happens, the Premises Licence can be brought under 'review' by the Licensing Authority who then have the powers to either impose additional conditions, remove the Designated Premises Supervisor, suspend the licence for a period of up to 3 months or revoke the Premises Licence in addition to substantial fines or even imprisonment. In addition to this the holder of the Premises Licence could be fined up to £20,000 for breach of condition of their Premises Licence.

Staff could also loose their jobs for not following the correct procedure of the Age Verification Policy scheme operated at their premises.

23

What can happen to a person if they are caught selling alcohol to an underage person?

Answer: D

Summary

It is an offence to 'knowingly' sell alcohol to a person under 18. Where a person is charged with this offence, your defence in court is that: 'you believed the person was 18 or over and either a) you took all reasonable steps to establish their age or: b) nobody would reasonably have suspected from the person's appearance that he/she was under 18.

Under a), reasonable steps would be the steps you took to convince yourself that the person was under 18. Checking the ID, photograph, asking questions about their date of birth are methods of good practice, but it will not provide the evidence that you need when defending yourself in court. Obtaining their signature in the customer refusal book is the best method you can use as this can then be used as evidence in your defence. If a person is found guilty then they are liable to a fine of up to £5,000. (Go back and review question 21)

24

What is Due Diligence?

Answer: B

Due diligence is the systems that are in place to prevent offences from happening. When a person is charged with an offence, they will be prosecuted if it can be proved that they showed an intention of doing something wrong. It doesn't necessarily mean a person deliberately did something wrong, the fact that you broke the law is enough to prosecute. However, a person can defend themselves by proving they followed due diligence procedures that have been put in at their workplace. To prove this you must produce evidence to the courts. The types of evidence that can be used is the system for checking ID that is used at the premises, CCTV, customer refusal registers, training records and any other written evidence that is relevant. If the evidence produced to the courts is poor or inadequate a conviction will follow.

25

Is it a legal requirement for the Premises Licence Holder to train staff in the Age Verification Policy?

Answer: B

Summary

Under the Licensing Act 2003, there is no legal requirement to train the staff in the Age Verification Policy. The only requirement is that the owners of Premises Licenses must make all their staff aware of the existence and the contents of the policy. However, many Premises Licenses now have special conditions on their licence that does make it a legal requirement to train all staff not only in age verification systems but also licensing law. It is best practice that all training that happens on licensed premises to be well documented as this can be used as evidence in your defence following a prosecution. Failure to carry out the training would be seen as breach of condition of the Premises Licence followed by severe penalties.

LICENSING ACT 2003
Refusals Policy

The Management & Staff

Welcomes all our customers, however please note

WE WILL NOT SELL ALCOHOL TO:

- 1: Persons who are drunk (or appear to be drunk)
- 2: Persons who are attempting to purchase alcohol for another person who is drunk or appears to be drunk
- 3: Persons who are either verbally or physically abusive to the staff or other customers
- 4: Persons who are unable to produce valid ID when asked
- 5: Persons who behave in an anti-social manner towards any customer, staff or the premises.

This Premises fully supports the local Police and Council in the prevention and detection of crime and disorder using our CCTV system.

Any person who is in breach of this policy on these premises may be reported to the police and your details given including an image from the CCTV

Agenda Item 3

Staff Induction Log book

I (name).....confirm

That I have read and fully understand the following

	Document Name	Date of completion
1	The 4 Licensing Objectives	
2	Premises Licence and Conditions	
3	Age Verification Policy	
4	Age Verification Scheme and signage	
5	Refusals Policy Sale and Service of Alcohol to under 18's	
6.	Section 57 & Business Names Notice	
7.	Alcohol Authorisation Log book	
8	Customer Refusals Log Book	
9	Incident Report Log Book	
10	-	
11	-	
12	Age Restricted Products, Cigarettes & Tobacco Training & Age Verification Questions and Answers	
13	Staff Induction log sheets	
	Any Further Training received ie: PSPO's etc/ Imposed conditions etc (list details)	

I have read & understand how this business can be affected and damaged by not adhering to them. I agree to abide by them at all times.

I also agree that whilst employed at these premises, I agree to abide by the policies that have been implemented by the management and will not deliberately carry out any actions that may cause concern for the business and Premises Licence.

Signed..... Date.....

In the UK it is illegal to buy alcohol on behalf of anyone under the age of 18. Purchases of this type are called 'Proxy' purchases.

Retailers found to be supplying alcohol to minors, including via proxy purchases, could face a fine and/or have their license removed.

- This is an example of a Proxy sign. You will see these around the Point of Sale and near any Alcohol on display.

WARNING PROXY SIGN FOR ADULTS

If you are buying alcohol for underage people

THEN DON'T!

because it's an criminal offence

We **WILL** report you and give the police a copy of your photograph taken by our CCTV cameras

The penalty is £5000 fine

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PLH / DPS Information Booklet



Introduction to Knock Back

Dear Designated Premise Supervisor (**DPS**) / Premise Licence Holder (**PLH**),

Please find enclosed in this pack materials to assist your premise follow a Knock Back Challenge 21 age verification scheme. Knock Back offers practical guidance in underage sales prevention and the responsible retailing of alcohol. It is produced in response to requests for guidance from the licensed trade. Under the mandatory licensing conditions which came into force in October 2010 every Premise Licence Holder or Club Premise Certificate Holder must ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. Following Knock Back and ensuring your staff are trained in Challenge 21 to prevent underage sales will help your premise comply with this condition. Included in this pack is an 'Age Verification Policy' poster, we suggest you fill this in and display it clearly in your premise.

Used correctly Knock Back can:

- Assist PLH's, DPS's and staff in refusing sales of alcohol to under 18's and reduce the potential for mistakes
- ➔ Be an invaluable training and developmental tool
- ➔ Reinforce the responsibilities of all who work in the licensed trade
- ➔ Help demonstrate your commitment to meeting the current licensing objectives
- ➔ Help towards the premise establishing an effective due diligence defence if alcohol is sold to an under 18

We would advise you to keep this Knock Back pack somewhere safe in your premise (such as the premise office), that way you will be able to locate these documents easily if required.

As a PLH or DPS you have a responsibility to ensure all staff under your control comply fully with the law relating to the sale of alcohol:

- ➔ Don't allow untrained staff to sell alcohol to customers
- ➔ Don't allow your premise to operate with inadequate staffing during busy periods. This may affect your staff's ability to judge a customer's age
- ➔ Don't allow your premise to operate in your absence without adequate control procedures in place
- ➔ Ensure you keep up to date with the relevant legislation and update your training accordingly
- ➔ If you are unsure about your responsibilities seek further advice. Failure to comply with the law relating to the sale of alcohol may lead to you or your staff committing a criminal offence

Due Diligence

As a DPS or PLH, if a member of your staff sells alcohol to an under 18, you may be able to make use of a due diligence defence. An effective due diligence defence could include:

- ➔ Documented staff training in relation to preventing underage sales
- ➔ Operating an effective sales refusal system to document when refusals have been made (E.g. the Knock Back refusals book being filled in or a refusals button on the till).
- ➔ We recommend you monitor that all staff are correctly using the refusals book or refusals button regularly
- ➔ Checking and recording that procedures in place to prevent underage sales are being followed and adhered to
- ➔ Regular refresher training for all staff which is documented, we suggest at least every 6 months

Knock Back Agreement

By following Knock Back we ask that you agree to:

- ➔ Use and display the Knock Back materials
- ➔ Train all staff in accordance with the Knock Back documents supplied
- ➔ Ensure all staff complete a staff test and pass this before they are allowed to sell alcohol
- ➔ Conduct regular refresher training for all staff
- ➔ Log all training and refresher training in the Staff Training Record
- ➔ Retain all staff tests on the premise
- ➔ Record and monitor all refusals of alcohol sales either in the refusals book or on your till system
- ➔ Instruct all staff to ask for proof of age for anyone they believe may be under 21
- ➔ Ensure that all staff have adequate knowledge of the law relating to the sale of alcohol, prior to them being allowed to sell alcohol
- ➔ Adhere to the principles and procedures outlined in the staff training booklet and this booklet
- ➔ Never allow the business to operate in the absence of the DPS without having control procedures in place
- ➔ Ensure adequate staffing is available during busy periods and special events
- ➔ Never allow staff under the age of 18 to work on the premise without adequate adult supervision
- ➔ Instruct all staff to refuse the sale of alcohol to anyone suspected of buying it for an under 18 (except as detailed in the guidance for consumption with a table meal for 16 / 17 year olds)
- ➔ Allow Trading Standards to inspect refusals records and all relevant training documents on request
- ➔ Monitor staff for compliance with Knock Back, auditing the refusals system and if necessary taking any corrective action

Designated Premise Supervisor Authorisations

In any business, there are likely to be times when the DPS will not be on the premises when alcohol is being sold. For that reason we strongly suggest that the DPS authorises, in writing, members of staff to sell alcohol in their absence. A single written authorisation would be sufficient to cover multiple sales over an unlimited period. Keep the authorisation up to date as staff leave and join the premises. Ensure the form is readily to hand, so you could keep it in this pack. An example template of how to do this is below:

AUTHORISATION FOR SUPPLY OF ALCOHOL

I, [your full name], being a personal licence holder, hereby authorise:-

[staff full name]

[staff full name]

[staff full name]

[staff full name]

To make sales of alcohol under the terms of our premises licence and subject to restrictions under the Licensing Act 2003 at [business name], [full address] for so long as [she][he] is employed by to work at that address or until this authorisation is withdrawn, whichever is sooner.

Signed:

Date:

Staff Training

Prior to allowing staff to sell alcohol in your premise it is important that they are trained on Knock Back and have read the staff training booklet. Once they have read the booklet ensure they sit the staff test and pass this. If any staff fail the test we suggest they read the training booklet again and resit the test until they pass it. It is important you feel confident that your staff have a good knowledge of the law in relation to the sale of alcohol, as you are ultimately responsible and could be prosecuted.

Refresher training should be carried out regularly, we suggest at least every 6 months. This refresher training could be in the form of having staff read the staff training booklet again and resitting the staff test. It is important you document all staff training, this can be done in the staff training record. This is your evidence to prove which members of staff have been trained and shows due diligence.

Page 28 We recommend the DPS monitors the refusals system on a regular basis. It is not only allows them to ensure it is being utilised and is up to date, it will allow them to see which staff are filling it in and can flag up if any staff are not using the system. This can then be addressed with the individual staff member as to why they are not recording their refusals which might be a training issue. You might also find there are particular times or days when refusals appear to not be taking place, this could for example be during busy periods and it might be that staffing levels during these times needs to be addressed. Each time you check your refusals records this should also be recorded, this can be done by the PLH or DPS signing the refusals book or till system records.

Checking ID and Fake ID

In the staff training booklet is guidance for your staff on how to check ID and what to look for in relation to fake ID. One of the techniques we suggest for staff to use when challenging ID is to ask the customers their star sign, a list of what dates come under each sign could be produced and this information displayed out of the view of customers. You could also display what year of birth would make a customer 18, but remember this would need updating as time goes on.

The advice on fake ID is largely taken from the Home Office's False ID Guidance document which goes into considerably more detail and is available on the Home Office website. To assist your staff with identifying fake ID, you could print out the most common types of fake ID used and display these out of the view of customers for staff to see.

Prominent Notices & Documents

Posters are included in this pack which warn members of the public about the premise operating a Challenge 21 scheme, not serving drunk customers, proxy sales, acceptable forms of ID, and the premises age verification policy. Please ensure all these posters are displayed prominently in your premise. Displaying the posters sends out a constant and consistent message that under no circumstances will the premise serve alcohol to someone underage. It also serves as a useful tool for your staff when they're making refusals, as they can point to the posters to back up the policy they are enforcing.

When granted a premise licence the PLH will receive a paper copy of their licence, it is important this or a certified copy is kept on the actual premises. The premise licence summary is a shorter version of the premise licence, and the summary or a certified copy of it must be displayed prominently at the premises.

Checklist for Notices & Documents

It is important that you know where certain documents and notices are displayed or stored in your premise. Below is a table of the key notices and documents you should familiarise yourself with. You may find the template below useful to document this information:

Notices / Documents	Where displayed / stored?
Full Premise Licence	
Premise Licence Summary	
DPS Written Authorisation	
Staff Training Record / Staff Tests	
Challenge 21 / Proxy Sales / Acceptable Forms of ID Posters	
Not Serving Drunks Policy & Posters	
Statutory Tobacco Notice (if you sell tobacco)	
Refusals Book / Till Refusals Records	
Other (please specify):	

Absent Designated Premise Supervisor

It is appreciated there will be times when the DPS is not available or will be away from the premise for short periods of time. As the DPS you have a responsibility to ensure you and your staff comply fully with the law relating to the sale of alcohol. If you are going to be away from the premises for more than 3 or 4 days, you should ensure you nominate someone in your absence to control the day to day running of the premise. It is important this nominated person understands their responsibilities under the Licensing Act and consents to being named as the person in charge of the day to day running of the premise.

Test Purchasing

Trading Standards staff employed by the City Council check that the law in relation to the sale of age restricted products (including alcohol, tobacco and E-Cigarettes) is complied with. We may carry out an underage test purchase as part of our enforcement duties, when a complaint is received about a premise selling to underage. Test purchases are allowed as gathering evidence of underage sales, and are not a trap.

Test purchase volunteers are allowed to lie about their age and date of birth, so it is important your staff always ask for proof of age in the form of valid ID.

Remember, if you or any of your staff are in any doubt about a customer's age, do not serve them any age restricted products. The law states you must take all reasonable steps to establish the person's age, and nobody could have reasonably suspected from their appearance that the person was under 18.

Drink Less, Enjoy More

Drink Less Enjoy More is a campaign to try and make Liverpool city centre a safer and more enjoyable place by supporting the bars and clubs to comply with the law and refuse service of alcohol to people who are excessively drunk.

One of the principles of Knock Back is looking out for the signs to spot customers who have had too much to drink and refusing to serve them, by doing so you will be helping to support this campaign.

As a DPS or PLH, or a member of staff, you have a responsibility to look after customers and help everyone have an enjoyable time out. The law says 'You commit an offence if you knowingly sell or attempt to sell alcohol to a person who is drunk'. The penalties are:

- The person who sells alcohol to someone who is drunk can be issued with a Fixed Penalty Notice of £90 by the Police
- If it goes to court the fine could be up to £1000 on conviction
- The premises could be taken to Licence Review
- Your premise might have their own disciplinary procedures

Trading Standards are supporting bars by offering full training around how to identify the signs that someone is clearly drunk and confidently refuse them service. Communication materials have also been produced for bars including: posters for bar staff and posters for public, bar runners, briefing / crib sheets for bar staff, t-shirts for staff, and badges for staff. If you wish to book in for the training or would like any of the communication materials for your premise please contact us via email at trading.standards@liverpool.gov.uk

Free Staff Training

In addition to the Knock Back packs Trading Standards staff are available to come to your premise to provide free staff training on Knock Back. If you wish to book this service, please contact us.

This training is predominately aimed at on-licensed premises and covers the following topics:

- Challenge 21
- Acceptable ID and how to check ID
- Due diligence and refusals
- Fake ID
- How to identify drunk customers and confidently refuse to serve them
- Hate crime
- Crime scene management
- Conflict resolution guidance
- Current alcohol initiatives taking place in Liverpool

If you require any additional materials from the Knock Back pack such as extra posters or a new refusals book, please contact us on the details provided below.

E: trading.standards@liverpool.gov.uk

T: 0151 233 8140 / 233 2880

This information has no legal force and is not an authoritative interpretation of the law, which is a matter for the Courts. It is intended to help businesses to understand in general terms, the main features of the legislation. The information is not a substitute for the legislation and you should refer to the text of the legislation for a full statement of legal requirements and obligations. Where appropriate, you should seek your own independent legal advice.



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By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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10 August 2023

Dear [REDACTED]

APPLICATION FOR A PREMISES LICENCE NEW SHOP AT 88 WADDICAR LANE, MELLING, L31 1DY

I hope you are keeping well.

I am contacting you on behalf of my client, Mr Thevappody Nithiyanthan, in respect of his application for a premises licence at the above shop.

The Council have sent me a copy of your representation and I thought it would be useful if I contacted you to outline this application further, and to explain the steps that would be taken to promote the licensing objectives.

The new shop, which as you know is currently empty, will become a new general convenience store selling a wide range of goods including bread, milk, snacks, sweets, dairy goods, soft drinks, etc.

Mr Nithiyanthan would also like to include some alcohol for sale alongside all the other goods. The proposed alcohol sales would just be a part of the overall business. The focus of the shop will be as a general convenience store - this isn't a shop that would just focus on alcohol sales. Please note that this application is only about the sale of alcohol – it isn't about whether the shop can open as a convenience store, or if a new shop is needed in the area.

The licence application includes a document called an Operating Schedule – this is an important part of the application which shows the steps that would be taken at the shop to promote the licensing objectives. Each of these steps become legally enforceable licence conditions should the application be approved.

I'm not sure if you've had sight of the proposed Operating Schedule for the shop – and so I attach a copy (see below) for your information. The proposed conditions include;

a CCTV camera system covering inside and outside the shop;

the adoption of the 'Challenge 25' under age policy to ensure that all measures are in place to ensure that no-one under 18 is able to buy alcohol and other age-restricted goods;

regular staff training;

an incident log;

and keeping an alcohol refusals register

Every new application involves an extensive consultation exercise carried out with the various responsible authorities including the Police, the Councils Licensing Authority, Trading Standards, Environmental Health, Public Health, Child Protection, Planning, etc

Agenda Item 3

Please note that none of the Responsible Authorities have submitted any representations against this application – they have all assessed the application including the Operating Schedule and they are satisfied that the licence can be granted.

In particular, the Police are crucial for new licence applications as they are the Council's main source of information regarding local crime, disorder and ASB. The Police are satisfied that this application would not impact on local crime and disorder, and that the application can be granted.

Mr Nithiyanthan is a responsible person – he has a Personal Licence, plenty of retail experience and he knows the local area very well. He will run the shop well with a licence and will of course do everything that he can, within his control, to prevent any disturbance or problems.

Any issues with crime and ASB are of course dealt with by the Police. The licensing law is not the primary mechanism for the control of ASB once an individual is beyond the direct control of the business (with a premises licence). As I say above, the Police have been fully consulted and they are satisfied that this application can be approved.

Licensed premises are well-regulated - they must promote the licensing objectives and fully comply with all of their licence conditions. If they don't, then the Authorities can take action - this includes prosecution, a licence review, revocation of the licence, etc.

The Police and the other Authorities will target any 'problem premises' and take action if something goes wrong. Likewise, if there was evidence of problems at this shop in the future (if granted a licence) in connection with the licensing objectives, then you can call for the licence to be reviewed - the matter would then be considered by the Licensing Sub Committee.

I note from your representation that you are concerned with traffic and parking issues in the area and I can appreciate that this is an issue for you. People should park their cars sensibly and respectfully, and shouldn't cause any obstruction to local residents. Unfortunately, as we know, not everyone does this.

However, I have to advise you that in terms of this licence application, issues such as traffic and parking are not a relevant consideration when determining the application. The Licensing authority will be able to confirm this. Those issues are dealt with under Planning, and any problems could also possibly be reported to the Highways Department of the Council, and to the Police.

Mr Nithiyanthan will take on board the issues you mention and will arrange deliveries at appropriate times. He'll also put notices up telling customers to park sensibly and not cause an obstruction.

I hope the above information is helpful and informative. I ask you to give Mr Nithiyanthan the opportunity to demonstrate that the shop will sell alcohol responsibly and not cause problems.

I look forward to hearing from you and please do not hesitate to contact me if you have any queries.

Yours sincerely

Ian Rushton
JL Licensing



Operating schedule/proposed licence conditions

This operating schedule has been put together having regard to the current information such as the Council's Statement of Licensing Policy and the Home Office Guidance.

This is a new business venture and the site, currently empty, is being refurbished to become a new general convenience store which will sell a wide range of goods including newspapers, magazines, groceries, soft drinks, cigarettes, dairy goods, snacks, confectionery, household goods, etc.

The applicant, an experienced retailer and a personal licence holder, would like to include some alcohol sales to allow the business to develop and offer the full all-round convenience service. The focus of the shop will be as a general convenience store with the proposed alcohol sales just being a part of the overall business.

The proposed licence conditions are shown below and the applicant would welcome any discussions with responsible authorities and/or interested parties on this application.

Prevention of crime and disorder

A CCTV camera system capable of providing quality images shall be used. Cameras will cover the inside of the premises and the area immediately outside. Images will be retained for a period of at least 28 days and be made available to Police Officers on reasonable written request for evidential purposes, in accordance with the relevant data protection legislation (currently GDPR 2018).

The CCTV recording equipment shall be kept in a secure environment under the control of the premises licence holder (PLH) and/or another named responsible individual.

A staff training scheme shall be used for all staff authorised to sell alcohol. The training will cover the importance of preventing under age sales and complying with licence conditions. Refresher training will be provided every 12 months, records will be kept and be made available to responsible authorities

The PLH and staff will be vigilant and monitor the area immediately outside the shop to check that youths are not causing annoyance by congregating.

Spirits will be kept behind the counter.

An incident book shall be maintained to record any activity of a violent, criminal or anti-social nature, witnessed by staff. The incident book shall be available for inspection at all reasonable times by an authorised officer of relevant responsible authority and/or Police Officer. The records will be retained for at least 12 months.

The premises shall operate an alcohol refusals policy - alcohol will not be sold to;

(1) Any person recognised or identified as a street drinker (regardless of their level of inebriation at the time);

(2) Any person found to be drinking alcohol in the street;

(3) Any person who is drunk or appears to be drunk;

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(4) Any person suspected of trying to buy alcohol for another person who is drunk or appears to be drunk;

(5) Any person unable to provide valid ID when requested by staff;

(6) Any person who is verbally or physically abusive towards staff or customers.

(7) To any person suspected of trying to buy alcohol for another person(s) who may be under age.

A notice advising customers of the refusals policy shall be on display.

An appropriate number of staff shall be on duty in the shop - the number of staff on duty will be assessed and determined on a regular basis by the PLH/DPS taking account of any peak periods in terms of sales, volume of customers, etc.

Public safety

No specific risks have been identified under the Licensing Act 2003 (note - the applicant is aware of the need to comply with other legislative requirements to ensure that the shop is safe for customers and staff).

Prevention of public nuisance

Deliveries to the premises will be arranged so as not to cause will not lead to any public nuisance.

Notice(s) shall be on display in the premises asking customers to leave the premises quietly.

Staff will monitor the area immediately outside the premises on a regular basis to check for, and to properly dispose of, any litter from the premises.

Protection of children from harm

The shop shall adopt the Challenge 25 Policy.

Anyone who appears to be under 25 years old who attempts to purchase alcohol will be asked to prove their age by producing an acceptable form of photographic ID such as a passport, photo driving licence, military ID and PASS accredited proof of age cards.

A refusals register (for the sale of alcohol) will be kept and be available for inspection by responsible authorities.

A notice shall be displayed in the premises where it can be seen clearly to advise customers that it is unlawful for persons under 18 to purchase alcohol or for any persons to purchase alcohol on behalf of a person under 18 years of age.

NOTE TO RESPONSIBLE AUTHORITIES AND OTHER PERSONS - IF YOU HAVE ANY QUERIES OR COMMENTS ON THESE PROPOSALS, PLEASE CONTACT IAN RUSHTON ON [REDACTED] OR BY EMAIL [REDACTED] TO DISCUSS FURTHER - PRIOR TO MAKING ANY REPRESENTATIONS.

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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10 August 2023

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Mr Nithiyanthan would also like to include some alcohol for sale alongside all the other goods. The proposed alcohol sales would just be a part of the overall business. The focus of the shop will be as a general convenience store - this isn't a shop that would just focus on alcohol sales. Please note that this application is only about the sale of alcohol – it isn't about whether the shop can open as a convenience store, or if a new shop is needed in the area.

The licence application includes a document called an Operating Schedule – this is an important part of the application which shows the steps that would be taken at the shop to promote the licensing objectives. Each of these steps become legally enforceable licence conditions should the application be approved.

I'm not sure if you've had sight of the proposed Operating Schedule for the shop – and so I attach a copy (see below) for your information. The proposed conditions include;

a CCTV camera system covering inside and outside the shop;

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Agenda Item 3

Please note that none of the Responsible Authorities have submitted any representations against this application – they have all assessed the application including the Operating Schedule and they are satisfied that the licence can be granted.

In particular, the Police are crucial for new licence applications as they are the Council's main source of information regarding local crime, disorder and ASB. The Police are satisfied that this application would not impact on local crime and disorder, and that the application can be granted.

Mr Nithiyanthan is a responsible person – he has a Personal Licence, plenty of retail experience and he knows the local area very well. He will run the shop well with a licence and will of course do everything that he can, within his control, to prevent any disturbance or problems.

I am sorry to hear that you are experiencing problems with traffic and with people parking their cars near to your property causing an obstruction. I can fully appreciate that this is an issue for you. People should park their cars sensibly and respectfully, and shouldn't cause any obstruction to local residents. Unfortunately, as we know, not everyone does this.

However, I have to advise you that in terms of this licence application, issues such as traffic and parking are not a relevant consideration when determining the application. The Licensing Authority will be able to confirm this. Those issues are dealt with under Planning, and you are doing the right thing by reporting any problems to the Authorities.

Mr Nithiyanthan will take on board the issues you mention and will arrange deliveries at appropriate times. He'll also put notices up telling customers to park sensibly and not cause an obstruction.

In terms of the area outside the shop, if anyone does start to congregate, he will take steps to disperse them. There will be CCTV cameras outside which can also act as a deterrent and prevent any problems.

Licensed premises are well-regulated - they must promote the licensing objectives and fully comply with all of their licence conditions. If they don't, then the Authorities can take action - this includes prosecution, a licence review, revocation of the licence, etc.

The Police and the other Authorities will target any 'problem premises' and take action if something goes wrong. Likewise, if there was evidence of problems at this shop in the future (if granted a licence) in connection with the licensing objectives, then you can call for the licence to be reviewed - the matter would then be considered by the Licensing Sub Committee.

I hope the above information is helpful and informative. I ask you to give Mr Nithiyanthan the opportunity to demonstrate that the shop will sell alcohol responsibly and not cause problems.

I look forward to hearing from you and please do not hesitate to contact me if you have any queries.

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JL Licensing



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A CCTV camera system capable of providing quality images shall be used. Cameras will cover the inside of the premises and the area immediately outside. Images will be retained for a period of at least 28 days and be made available to Police Officers on reasonable written request for evidential purposes, in accordance with the relevant data protection legislation (currently GDPR 2018).

The CCTV recording equipment shall be kept in a secure environment under the control of the premises licence holder (PLH) and/or another named responsible individual.

A staff training scheme shall be used for all staff authorised to sell alcohol. The training will cover the importance of preventing under age sales and complying with licence conditions. Refresher training will be provided every 12 months, records will be kept and be made available to responsible authorities

The PLH and staff will be vigilant and monitor the area immediately outside the shop to check that youths are not causing annoyance by congregating.

Spirits will be kept behind the counter.

An incident book shall be maintained to record any activity of a violent, criminal or anti-social nature, witnessed by staff. The incident book shall be available for inspection at all reasonable times by an authorised officer of relevant responsible authority and/or Police Officer. The records will be retained for at least 12 months.

The premises shall operate an alcohol refusals policy - alcohol will not be sold to;

(1) Any person recognised or identified as a street drinker (regardless of their level of inebriation at the time);

(2) Any person found to be drinking alcohol in the street;

(3) Any person who is drunk or appears to be drunk;

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(4) Any person suspected of trying to buy alcohol for another person who is drunk or appears to be drunk;

(5) Any person unable to provide valid ID when requested by staff;

(6) Any person who is verbally or physically abusive towards staff or customers.

(7) To any person suspected of trying to buy alcohol for another person(s) who may be under age.

A notice advising customers of the refusals policy shall be on display.

An appropriate number of staff shall be on duty in the shop - the number of staff on duty will be assessed and determined on a regular basis by the PLH/DPS taking account of any peak periods in terms of sales, volume of customers, etc.

Public safety

No specific risks have been identified under the Licensing Act 2003 (note - the applicant is aware of the need to comply with other legislative requirements to ensure that the shop is safe for customers and staff).

Prevention of public nuisance

Deliveries to the premises will be arranged so as not to cause will not lead to any public nuisance.

Notice(s) shall be on display in the premises asking customers to leave the premises quietly.

Staff will monitor the area immediately outside the premises on a regular basis to check for, and to properly dispose of, any litter from the premises.

Protection of children from harm

The shop shall adopt the Challenge 25 Policy.

Anyone who appears to be under 25 years old who attempts to purchase alcohol will be asked to prove their age by producing an acceptable form of photographic ID such as a passport, photo driving licence, military ID and PASS accredited proof of age cards.

A refusals register (for the sale of alcohol) will be kept and be available for inspection by responsible authorities.

A notice shall be displayed in the premises where it can be seen clearly to advise customers that it is unlawful for persons under 18 to purchase alcohol or for any persons to purchase alcohol on behalf of a person under 18 years of age.

NOTE TO RESPONSIBLE AUTHORITIES AND OTHER PERSONS - IF YOU HAVE ANY QUERIES OR COMMENTS ON THESE PROPOSALS, PLEASE CONTACT IAN RUSHTON ON [REDACTED] OR BY EMAIL [REDACTED] TO DISCUSS FURTHER - PRIOR TO MAKING ANY REPRESENTATIONS.