

LICENSING SUB-COMMITTEE AGENDA



Tuesday 14 March 2017

at 10.00am

**in Committee Room C
Civic Centre, Hartlepool**

MEMBERS: LICENSING SUB-COMMITTEE:

Councillors Beck, Hall and Springer

- 1. APOLOGIES FOR ABSENCE**
- 2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
- 3. ITEMS FOR DECISION**
 - 3.1 Application for a New Premises Licence, One Stop, Unit 55, Forester Close, Hartlepool – *Interim Director of Public Health*
- 4. ANY OTHER ITEMS THE CHAIR CONSIDERS ARE URGENT**



Report of: Interim Director of Public Health

Subject: APPLICATION FOR A NEW PREMISES LICENCE,
ONE STOP, UNIT 55, FORESTER CLOSE,
HARTLEPOOL

1. PURPOSE OF REPORT

- 1.1 To consider an application for a new premises licence in respect of One Stop, Unit 55, Forester Close, Hartlepool (the site of the former Schooner Pub).

2. SUMMARY OF APPLICATION

- 2.1 Applicant: One Stop Stores Limited

Premises: One Stop
Unit 55, Forester Close
Hartlepool
TS25 1EZ

- 2.2 The applicant has applied for the following activities: -

Supply of Alcohol (Off Sales)

Monday to Sunday 06:00 – 23:00

A copy of the application is attached as **Appendix I**.

- 2.3 The premises to which this application relates was previously a public house but has recently been split into several units - see attached plan (**Appendix 2**). A map of the area is attached as **Appendix 3**.

3. BACKGROUND

- 3.1 The application has been advertised in the prescribed manner and representations have been received from two local residents (**Appendices 4 and 5**).
- 3.2 The proposed hours for the supply of alcohol fall outside of the Council's Licensing Act Policy for premises in residential areas.
- 3.3 A number of licence conditions have been agreed with Cleveland Police which include the installation of a CCTV system and other steps to reduce the possibility of sales of alcohol to children (**Appendix 6**).

- 3.4 The representations from both local residents express concerns that the premises is situated within a residential area, and on a school bus route, and that if alcohol was allowed to be sold between 06:00am until 11:00pm this would have a detrimental impact on the Protection of Children from Harm, Public Safety and Public Nuisance licensing objectives.

4. ISSUES

- 4.1 As relevant representations have been received a hearing must be held for Members to consider the application (unless all parties agree a hearing is unnecessary).
- 4.2 Members of the Sub-Committee are reminded that paragraph 5.14 of the Council's current Statement of Licensing Policy states the following in relation to licensing hours:

5.14 - The licensing authority does not accept that longer opening hours have been a benefit to Hartlepool but rather that they place an undue and unnecessary strain on the local transport infrastructure, Accident & Emergency services and law enforcement agencies and creates a nuisance for those residents who are affected by the general operation of a premises or from revellers returning home during the early hours.

Shops, stores and supermarkets will in general be licensed to provide sales of alcohol for consumption off the premises at any time when the retail outlet is open for shopping but licences for before 9:00 a.m. or after 10:00 p.m. in residential areas will generally be refused.

- 4.3 The proposed hours for the supply of alcohol do not fit within the hours specified in the Council's Licensing Act Policy for the supply of alcohol in residential areas.
- 4.4 Having regard to the representation received, Members may take any of the following steps for the promotion of the licensing objectives:
- i) To approve the application in its entirety
 - ii) To approve the application in part - with or without the addition of further conditions
 - iii) To reject the whole or part of the application
- 4.5 The licensing objectives are:
- i) The prevention of crime and disorder
 - ii) Public safety
 - iii) The prevention of public nuisance, and
 - iv) The protection of children from harm

- 4.6 Members are reminded that they must only consider those aspects of the licence application that are relevant to the representations received.

5. RECOMMENDATIONS

- 5.1 That Members consider the representations made by the applicant and the objectors and determine what aspects, if any, of the application should be granted and, if appropriate, what conditions, if any, should be attached.



Hartlepool
Application for a premises licence
Licensing Act 2003

For help contact
licensing@hartlepool.gov.uk
 Telephone: 01429 523343

* required information

Section 1 of 19

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference This is the unique reference for this application generated by the system.

Your reference You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

- Yes No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name

* Family name

* E-mail

Main telephone number

Other telephone number



Include country code.

Indicate here if you would prefer not to be contacted by telephone

Are you:

- Applying as a business or organisation, including as a sole trader
- Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means you are applying so you can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is your business registered in the UK with Companies House? Yes No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 19

PREMISES DETAILS

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

Premises Address

Are you able to provide a postal address, OS map reference or description of the premises?

- Address OS map reference Description

Postal Address Of Premises

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Further Details

Telephone number

Non-domestic rateable value of premises (£)

Section 3 of 19

APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company
- A partnership
- An unincorporated association
- A recognised club
- A charity
- The proprietor of an educational establishment
- A health service body
- A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- The chief officer of police of a police force in England and Wales
- Other (for example a statutory corporation)

Confirm The Following

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- I am making the application pursuant to a statutory function
- I am making the application pursuant to a function discharged by virtue of Her Majesty's prerogative

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NON INDIVIDUAL APPLICANTS

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

Non Individual Applicant's Name

Name

Details

Registered number (where applicable)

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

Private Limited Company

Address

Building number or name

Street

District

City or town

County or administrative are

Postcode

Country

Contact Details

E-mail

Telephone number

Other telephone number

Add another applicant

Section 5 of 19

OPERATING SCHEDULE

When do you want the premises licence to start?

17	/	02	/	2017
dd		mm		yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end

	/		/	
dd		mm		yyyy

Provide a general description of 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 for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.

Convenience store

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

Continued from previous page...

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PROVISION OF PLAYS

Will you be providing plays?

Yes No

Section 7 of 19

PROVISION OF FILMS

Will you be providing films?

Yes No

Section 8 of 19

PROVISION OF INDOOR SPORTING EVENTS

Will you be providing indoor sporting events?

Yes No

Section 9 of 19

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

Will you be providing boxing or wrestling entertainments?

Yes No

Section 10 of 19

PROVISION OF LIVE MUSIC

Will you be providing live music?

Yes No

Section 11 of 19

PROVISION OF RECORDED MUSIC

Will you be providing recorded music?

Yes No

Section 12 of 19

PROVISION OF PERFORMANCES OF DANCE

Will you be providing performances of dance?

Yes No

Section 13 of 19

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

Will you be providing anything similar to live music, recorded music or performances of dance?

Yes No

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LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

Section 15 of 19

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

Yes

No

Standard Days And Timings

MONDAY

Start

End

Start

End

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.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the sale of alcohol be for consumption:

On the premises

Off the premises

Both

If the sale of alcohol is for consumption on
the premises select on, if the sale of alcohol
is for consumption away from the premises
select off. If the sale of alcohol is for
consumption on the premises and away
from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Continued from previous page...

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

Name

First name

Family name

Enter the contact's address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Personal Licence number
(if known)

Issuing licensing authority
(if known)

PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- Electronically, by the proposed designated premises supervisor
- As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

Continued from previous page...

Section 16 of 19

ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

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 etc gambling machines etc.

Section 17 of 19

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

MONDAY

Start

End

Start

End

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.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

State any seasonal variations

Continued from previous page...

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

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LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

ll staff will be trained in relation to the sale of age restricted goods.

A CCTV system will operate at the store.

An age recognition scheme such as Challenge 25 will be in place.

A register of all challenged and refused sales will be maintained.

A system of prompts will be in place to ensure staff undertake age checks on age restricted products.

b) The prevention of crime and disorder

A close circuit television system offering sufficient coverage of the store will be in operation during trading hours with all equipment being maintained in good working order.

CCTV images will be retained for 28 days and made available to any of the Responsible Authorities upon reasonable request.

c) Public safety

d) The prevention of public nuisance

Continued from previous page...

e) The protection of children from harm

All staff will be trained in relation to the sale of age restricted goods.

An age recognition scheme such as Challenge 25 will be in place.

A system of prompts will be in place to ensure staff undertake age checks on age restricted products.

A register of all challenged and refused sales will be maintained.

Section 19 of 19

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Premises Licence Fees are determined by the non domestic rateable value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at http://www.voa.gov.uk/business_rates/index.htm

Band A - No RV to £4300	£100.00
Band B - £4301 to £33000	£190.00
Band C - £33001 to £8700	£315.00
Band D - £87001 to £12500	£450.00*
Band E - £125001 and over	£635.00*

*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then your are required to pay a higher fee

Band D - £87001 to £12500	£900.00
Band E - £125001 and over	£1,905.00

There is an exemption from the payment of fees in relation to the provision of regulated entertainment at church halls, chapel halls or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.

Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment where the entertainment is provided by and at the school or college and for the purposes of the school or college.

If you operate a large event you are subject to ADDITIONAL fees based upon the number in attendance at any one time

Capacity 5000-9999	£1,000.00
Capacity 10000 -14999	£2,000.00
Capacity 15000-19999	£4,000.00
Capacity 20000-29999	£8,000.00
Capacity 30000-39000	£16,000.00
Capacity 40000-49999	£24,000.00
Capacity 50000-59999	£32,000.00
Capacity 60000-69999	£40,000.00
Capacity 70000-79999	£48,000.00
Capacity 80000-89999	£56,000.00
Capacity 90000 and over	£64,000.00

* Fee amount (£)

DECLARATION

1

Continued from previous page...

* I/we understand it is an offence, liable on conviction to a fine up to level 5 on the standard scale, under section 158 of the licensing act 2003, to make a false statement in or in connection with this application.

Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

* Capacity

* Date

<input type="text" value="19"/>	/	<input type="text" value="01"/>	/	<input type="text" value="2017"/>
dd		mm		yyyy

Add another signatory

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...

2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/hartlepool/apply-1> to upload this file and continue with your application.

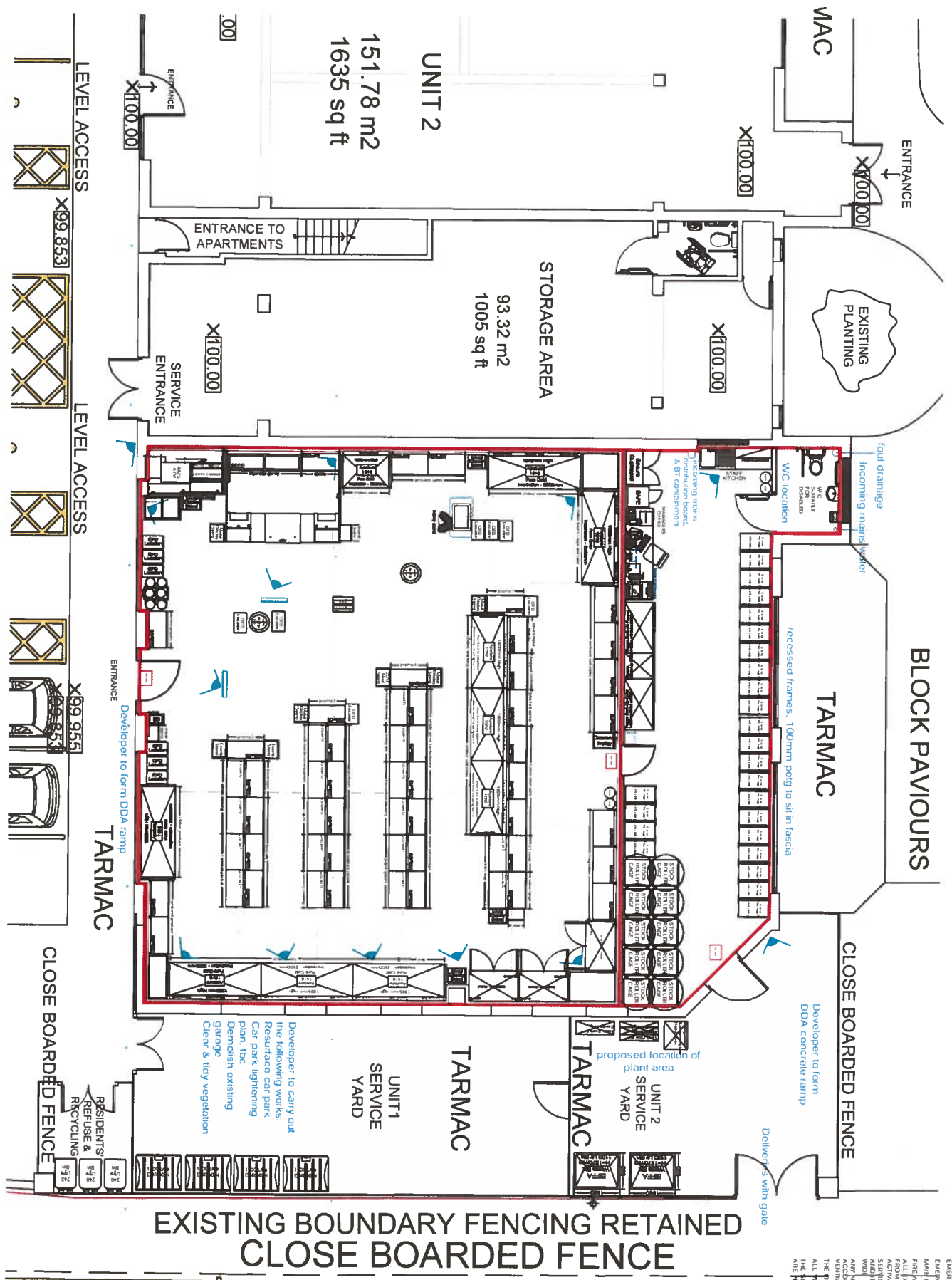
Don't forget to make sure you have all your supporting documentation to hand.

IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

OFFICE USE ONLY

Applicant reference number	<input type="text" value="5075"/>
Fee paid	<input type="text"/>
Payment provider reference	<input type="text"/>
ELMS Payment Reference	<input type="text"/>
Payment status	<input type="text"/>
Payment authorisation code	<input type="text"/>
Payment authorisation date	<input type="text"/>
Date and time submitted	<input type="text"/>
Approval deadline	<input type="text"/>
Error message	<input type="text"/>
Is Digitally signed	<input type="checkbox"/>

< Previous 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 Next >



PLEASE NOTE THE PROPOSED WORKS WILL BE CARRIED OUT IN CONFORMANCE WITH THE BUILDING REGULATIONS PART 1 EMERGENCY EXIT SIGNS WILL COMPLY WITH BS5588 PART 1 MAIN ENTRANCE DOOR COMPLETES WITH PARAGRAPHS 2.4 FIRE ALARM COMPULS WITH WITH BS5839 PART 1 ALL FIRE DOORS PROVIDE A SHUTLE FASTENING THIS IS OPERATED FROM THE ESCAPE SIDE AND IT WILL INCLUDE A FALSE FIRE ON SERVICE COUNTER HAS CONSIDERATION TO WHEELCHAIR USERS AND IF WALL COMPLY A SECTION NO HIGHER THAN 1300MM AND 1300MM WIDE

ANY NEW LIGHTING COLOUR AND VENTILATION WILL BE IN CONFORMANCE WITH THE LIGHTING REGULATIONS COLOUR AND THE FIRE EXITS DOOR WILL LEAD TO A ULTIMATE PLACE OF SAFETY ALL VENTILATION WILL COMPLY WITH CEASE GUIDE 8.2055 THE TAFF W/C WILL BE BUILT SO THE INTERNAL MEASUREMENTS ARE NO LESS THAN 2300 x 1900



large
store profile
grocery cart (large)
residential counter
red
old store grating
moulding
steel area
post detail

189 m²
2141 m²
no
no

project type
New Store
REVISIONAL
Waterloo Drive
1525 1177

scale: 1:100

DATE: 2023

DESIGNED BY: [signature]

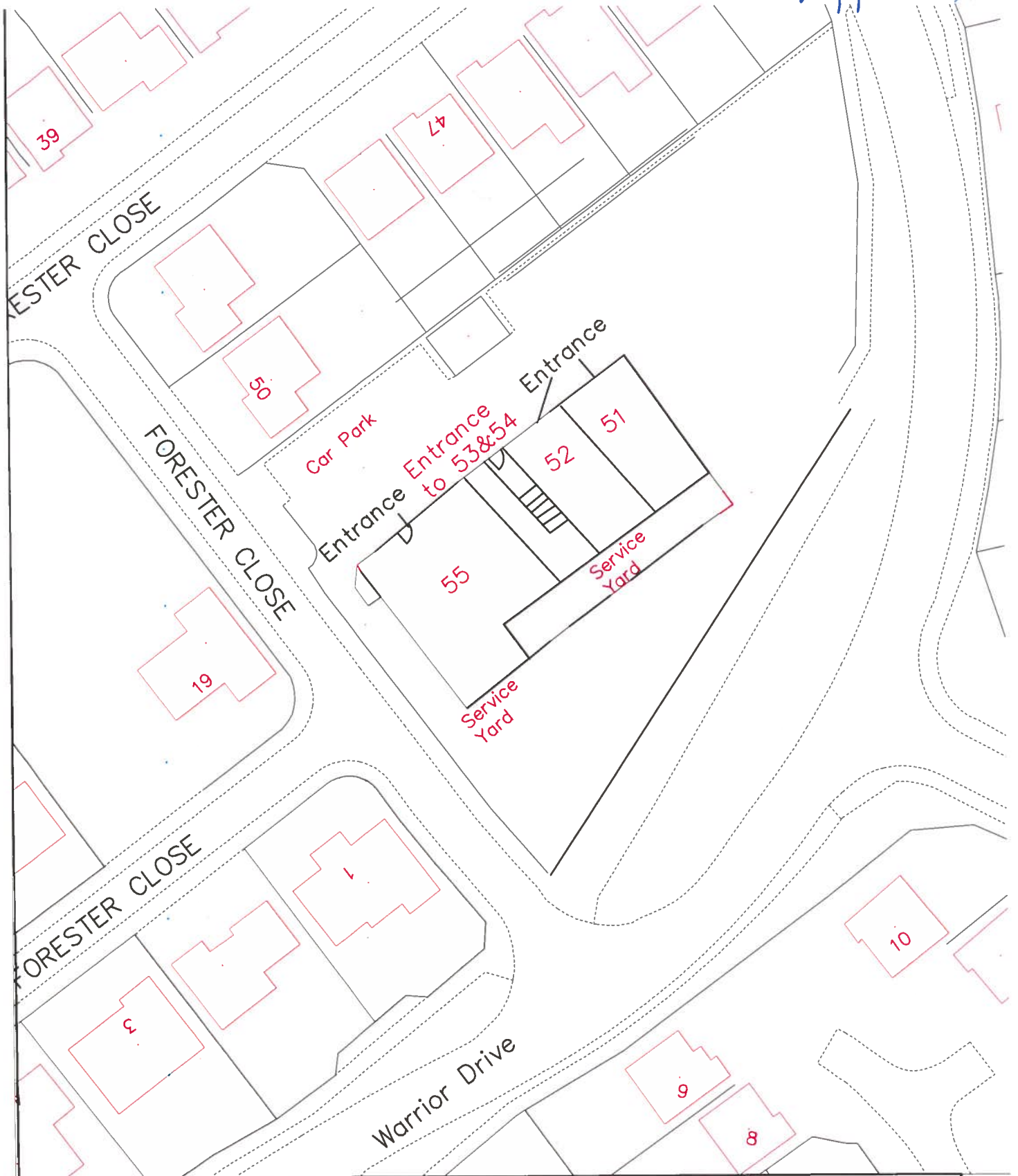
DRAWN BY: [signature]

SCALE: 1:100

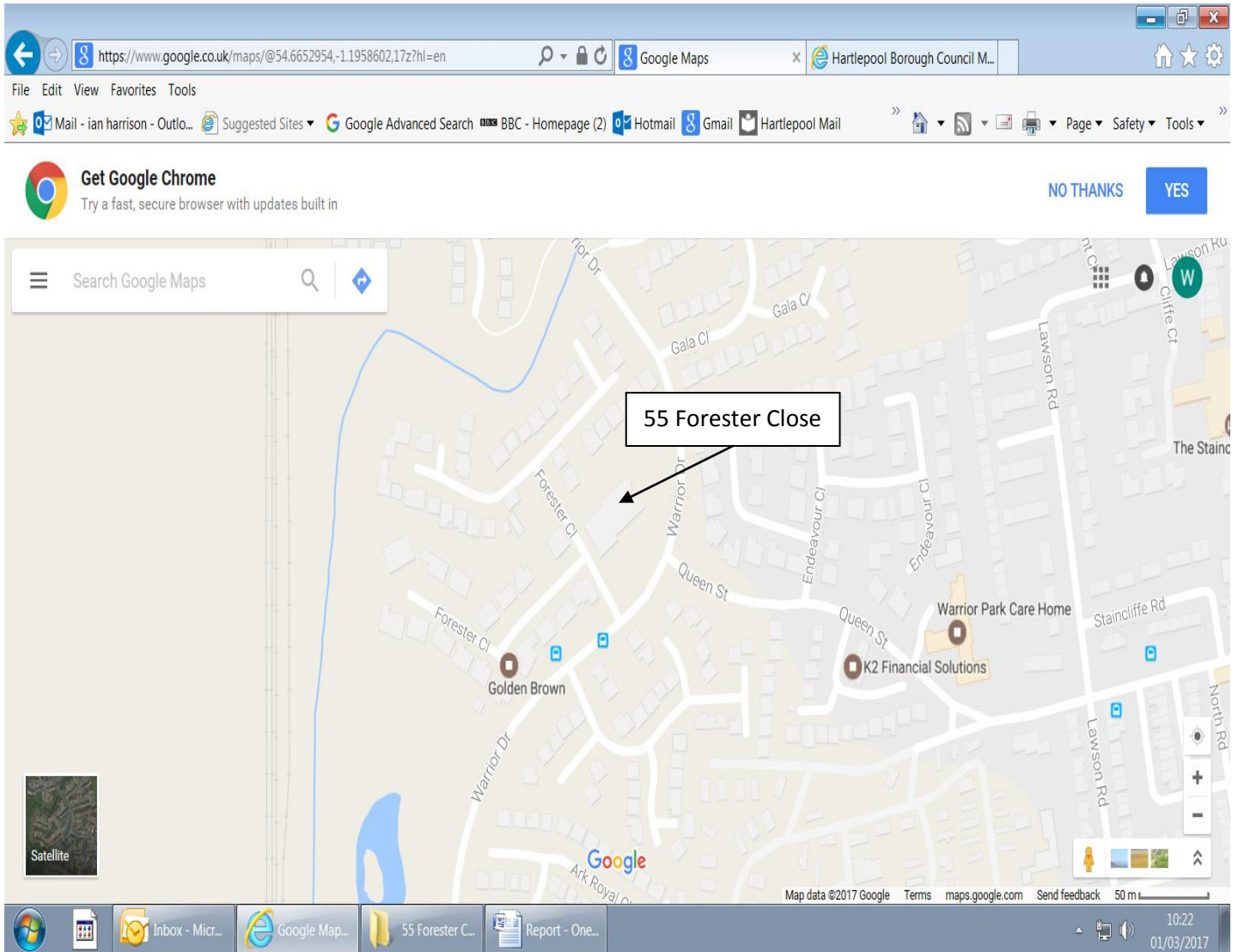
DATE: 2023

STATUTORY PLAN

PR - 3



TITLE Street Numbering: Former Public House, Warrior Drive, Hartlepool, TS25 1EZ		
HARTLEPOOL BOROUGH COUNCIL Department of Regeneration & Neighbourhoods Director of (Regeneration & Neighbourhoods): Denise Ogden	DRAWN EJB	DATE Dec 16
	SCALE 1:1250	
	DRG. NO.	REV.



Appendix 4

Subject: One stop shop former schooner

Good afternoon

We have seen the notice for the licence for the above premises to sell alcohol from the hours of 6am to 11pm.

As local residents we wish to oppose these hours as it is right in the middle of a housing estate and also to allow this store to open these hours would cause noise and disturbance to local residents.

Mr & Mrs Boyce
Forester close
Hartlepool
Ts251je

Sent from my iPhone

1

Licensing

From:

Dawn Howley

Subject: New premises license application - Supply of Alcohol

I wish to object to the licensing hours on the application for Unit 1 Warrior Drive Seaton Carew. I feel that the application to be allowed to sell alcohol from 6am to 11am. Children are getting the bus to school from 7:30am so I am objecting on the grounds of Protection of Children from Harm and Public Safety.

I am not objecting to the sale of alcohol, just the times they are allowed to sell it. I feel the normal selling hours of 9:00am to 10:00pm are quite sufficient.

I thank you for your time

Regards
Ian Anderson
Brigandine Close
Seaton Carew

I acknowledge receipt of your objection to a licence application made in respect of the

Good Afternoon Kirsty

RE: One stop shop, 55 Forester Close, Seaton Carew (former Schooner)

Licensing
30 January 2017 14:30

From:
Sent:
To:
Subject:

Dawn Howley

For the attention of: PC Andrew Thorpe

Licensing Support Unit

Middlesbrough Police Office

Bridge Street West

Middlesbrough

TS2 1AB

andrew.thorpe@cleveland.pnn.police.uk

Ref : One Stop Store, Warrior Drive, Seaton Carew

Further to your recent correspondence concerning the above, I can confirm that I wish to amend my operating schedule to include the following:

1. The Premises shall have a CCTV system that complies to a minimum approved standard set in partnership with Cleveland Police. The System will maintained when required and always record when the premises is open for business. Where more than one camera is in operation, at least one shall be permanently directed at the sales counter so as to record all sales taking place. Images recorded by the system shall be retained for a minimum of 28 days and shall be made immediately available to police officers or other authorised officers on request.
2. A 'Challenge 25' policy will be implemented with all staff requesting proof of age from any person appearing to be under 25 years of age and who is attempting to buy alcohol. There shall be at the very least, notices displayed at all points of sale and at all entrances and exits to inform customers and remind staff that the premise is operating a 'Challenge 25' policy.

3. Only valid "photo card style" driving licences, PASS approved Proof of Age cards or valid non-expired Passport are to be accepted as a form of ID at the premises.
4. All staff will be fully trained and the training must include the laws relating to the sale of alcohol to underage persons, persons buying on behalf of under 18s (proxy sales), persons appearing to be under the influence of alcohol and also the operation of the associated 'Challenge 25' policy. Staff will receive refresher training twice annually.
5. Electronic training records will be retained for all staff members. All staff training records will be made available to the Licensing Authority and/or Responsible Authorities upon request.
6. The business will maintain an electronic refusals log to record all instances where the sale of alcohol has been refused. This shall include the date and time of the attempted sale. The Store Manager/ Shift Manager will check the refusals log weekly. The electronic refusals log will be made available to the Licensing Authority and/or Responsible Authorities upon request.
7. The business will maintain an electronic incident log to record all instances where the staff deal with people who have been unruly, drunk, abusive, aggressive or have committed criminal acts or have had to call police for such incidents. This shall include the date and time of the incident, together with a description of the incident and whether the police were called/attended. The Store Manager/ Shift Manager will check the incident log weekly. The incident log will be made available to the Licensing Authority and/or Responsible Authorities upon request.
8. There will be a minimum of two notices displayed on the premise indicating that the sale of alcohol to those under the age of 18 is illegal and

that those adults who buy alcohol for immediate disposal to those under age the age of 18 are committing an offence.

I trust that the above is sufficient to form the basis of police objections, In the event that an agreement can not be reached, I confirm that further evidence will follow shortly.

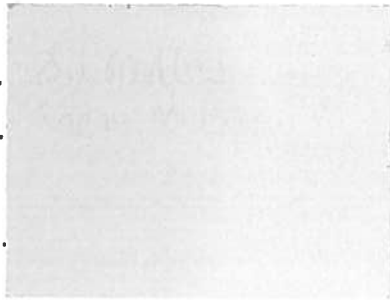
If my application is successful, I understand that the above amendment will then form part of any conditions attached to the grant of the licence.

Signature:....

Print Name:..

Position:.....

Date:.....



HARTLEPOOL BOROUGH COUNCIL

APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, 55 FORESTER CLOSE, HARTLEPOOL, TS25 1JE

STATEMENT OF: Nick Riches

CAPACITY: Acquisitions Manager for One Stop Stores Limited

This statement is true to the best of my knowledge and belief

INTRODUCTION

I am an Acquisitions Manager for One Stop Stores Limited. My responsibilities include the finding/locating and determining of suitable opportunities for conversion to small local Food Convenience Stores to trade as One Stop. I have worked for One Stop Stores Limited in this role for nine years. I have held the position of Acquisition Manager with various Retail and Development companies since 1997.

I identified the proposed unit on Warrior as a potential site for a new One Stop store. As part of the Acquisition team's initial enquiries, we investigated local competition, housing numbers, population numbers, ages and social demographics within the immediate 500 metre radius. We also determined the practicality of the site, it's suitability for a One Stop store and it's proposed car parking provision.

PROPOSED DEVELOPMENT

The proposed store is situated on the Warrior Road spine road running through Seaton Carew in part of the former Schooner Public House, which closed around 14th March 2016. I understand that the Schooner was itself authorised for the sale of alcohol for consumption on and off the premises until 23.00 daily (22.30 on Sundays).

There will be dedicated parking at the proposed store for 30 cars. Photographs of the building and external area are attached as Annex A to this statement. One Stop will invest approximately £230,000 into this property to fit out the store to the company's standards. The landlord will be investing further monies in the region of £275,000 to improve the building itself. One Stop will also be investing in terms of employment. It is intended to recruit approximately 11 permanent members of staff from the local area. Employment costs will include future training and general compliance.

The property already has the required planning permission to operate as a shop with no restrictions as to times. The property is a pub conversion creating a lock up shop providing 2,141 square feet of retail space with a back of house area of approximately 689 square feet. There is off road delivery access and servicing to the proposed unit. The customer entrance to the store will be from the Forester Close side of the property, with a DDA access ramp. There will be two checkouts and a free to use ATM. The checkouts will be positioned near to the entrance in order that checkout staff will be able to monitor the entrance / exit and the alcohol display.

The proposed layout of the store is more particularly shown on the plan attached to this statement as Annex B. The plan is marked up to show the position of CCTV cameras and monitors internally and externally. The external CCTV will enable staff to monitor the front and side of the store. We will install at least one external litter bin and we will carry out regular litter picks at the front of the store, as detailed in the statement of Sara Hughes, Area Manager.

If this application is granted, One Stop will enter into a 15-year lease for the property, with a tenant option to break at year 10. The company will therefore be entering into a long-term commitment to the site and the local area/ community.

COMMENTS ON LOCAL AREA AND REPRESENTATIONS

As a local store, One Stop is keen to integrate within the local community. Therefore, we take any representations from local residents, responsible authorities and other parties very seriously. I have therefore carefully considered the letters of representation received to this application. I note that one of the representations refers to the proposed opening hours of the store given that it is in an area of residential housing; and the other refers to children getting the bus to school from 07.30.

As a convenience store, it is important to us to be near to our customer base and therefore One Stop stores are usually located in residential areas, but we are confident that our procedures promote the licensing objectives throughout the proposed hours for the sale of alcohol. As set out in the statement of Sarah Hughes, we operate a number of other stores in residential areas in the wider locality, including three other stores in Hartlepool. All of those stores are licensed until 23.00 (some until 22.30 on Sundays) and are licensed either from 06.00 or from 08.00 in the morning. Two of the other three stores licensed by Hartlepool Borough Council are licensed from 06.00 to 23.00 daily. We are therefore experienced in managing sales of alcohol in residential areas, including in Hartlepool, throughout the times proposed for the store in Seaton Carew.

It is, of course, the case that the property will be permitted to open for the proposed hours in accordance with the planning consent, as set out above, the only question is whether or not it can be authorised to sell alcohol for the proposed times, without undermining the licensing objectives. I would note that there are already a number of other businesses in the vicinity licensed for times similar to those applied for. The Sainsbury's Local, on Station Road in Seaton Carew, around half a mile from the proposed store, is licensed from 06.00 to 24.00 daily; and the Spar, a little under a mile from the proposed store, is licensed from 07.00 to 22.00 daily. The Tesco Extra, which is a little under 2 miles from the store towards Hartlepool, is open from 06.00 to 00.00 daily; and therefore alcohol is already available in fairly close proximity in the local area for the times sought under this application. I attach to this statement at Annex C a map showing the proposed site and nearby licensed premises.

We believe that the policies and procedures One Stop has in place will address concerns raised regarding the licensing objectives in relation to the location of the store in a residential area and the potential presence of children in the local area through the proposed times of operation. In particular:

1. There will be external CCTV coverage as set out above. Staff will be required to monitor CCTV footage from behind the till (a monitor will be situated by the till area as shown on the plan) and back of house to identify any congregation in the immediate vicinity of the store and the possibility of proxy sales, as more particularly detailed by Sara Hughes. We have agreed conditions proposed by the police in relation to CCTV and the police are satisfied on this basis.
2. We operate a number of policies and procedures to prevent underage sales of alcohol and proxy sales, explained in more detail by Sarah Marklew, the Trading Law Manager for Licensing. Our Policies and procedures have been reviewed by our Primary Authority partner, Hertfordshire Council.

3. One Stop provides training on conflict management to all members of staff in all their stores, including training on how to refuse sales of alcohol. Management and staff will use their best endeavours to move people on who are congregating outside the premises and will request that they do so quietly and respect local residents.
4. Our stores have a system called 'staff safe' which allows staff if required to alert a monitoring centre to occurrences such as shoplifting and anti-social behaviour by pressing a button on the central console or the wristband which all staff members are required to wear, as detailed in the statements of Sara Hughes and Sarah Marklew.
5. To help to prevent an accumulation of litter in the area, we will install at least one external litter bin. In addition, members of staff will be required to litter pick the frontage of the store on a regular basis.

In addition to these safeguards, we will of course also be subject to the requirements of the Licensing Act 2003 and to the mandatory conditions attached to all licences for the sale of alcohol for consumption off the premises.

In my opinion and experience, the hours, conditions proposed and policies and procedures in place for the sale of alcohol, which have been developed in consultation with other licensing authorities, will address the concerns raised by the two local residents. Therefore, I do not believe that the sale of alcohol for the proposed hours from these premises will undermine the licensing objectives.

CONCLUSION

The unit has planning permission to operate as a shop without restriction as to times and there is no objection to this application from the Police on the basis of the conditions agreed. From my investigations, I do believe that the One Stop Stores format would work within the local community, we generally support the local population, obtain the majority of staff from the location and work with the local population and schools to be a Community Store.

I do not believe that the granting of this application as applied for would have an adverse impact on the licensing objectives due to the nature of our proposed operation and the procedures that One Stop has in place, as more particularly detailed in the statements of Sarah Marklew and Sara Hughes.

Nick Riches

Dated: 08.03.2017

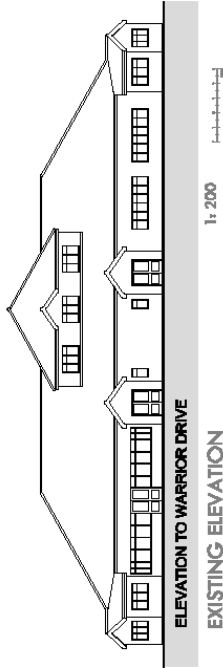
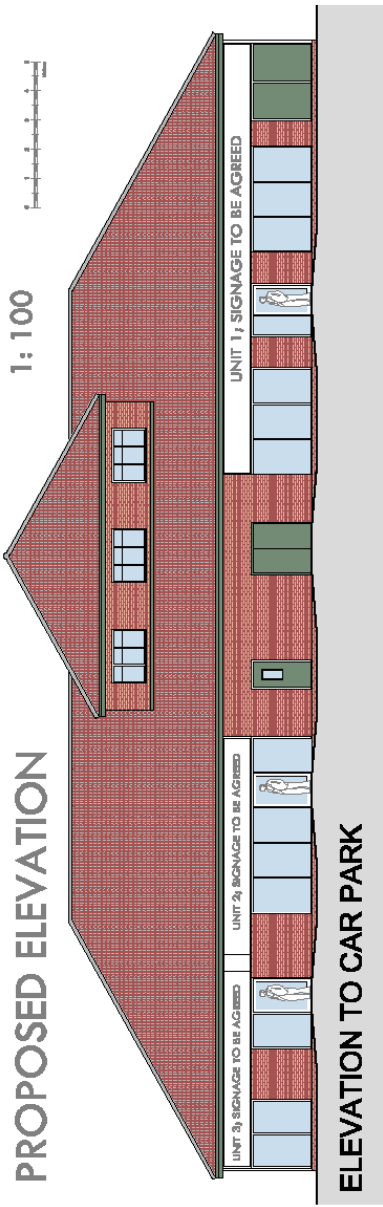
Annex A – Photographs / Plan of existing site

Annex B – Layout plan for proposed store

Annex C – Plan of local area

Annex A: Photographs / Site Plan of Property



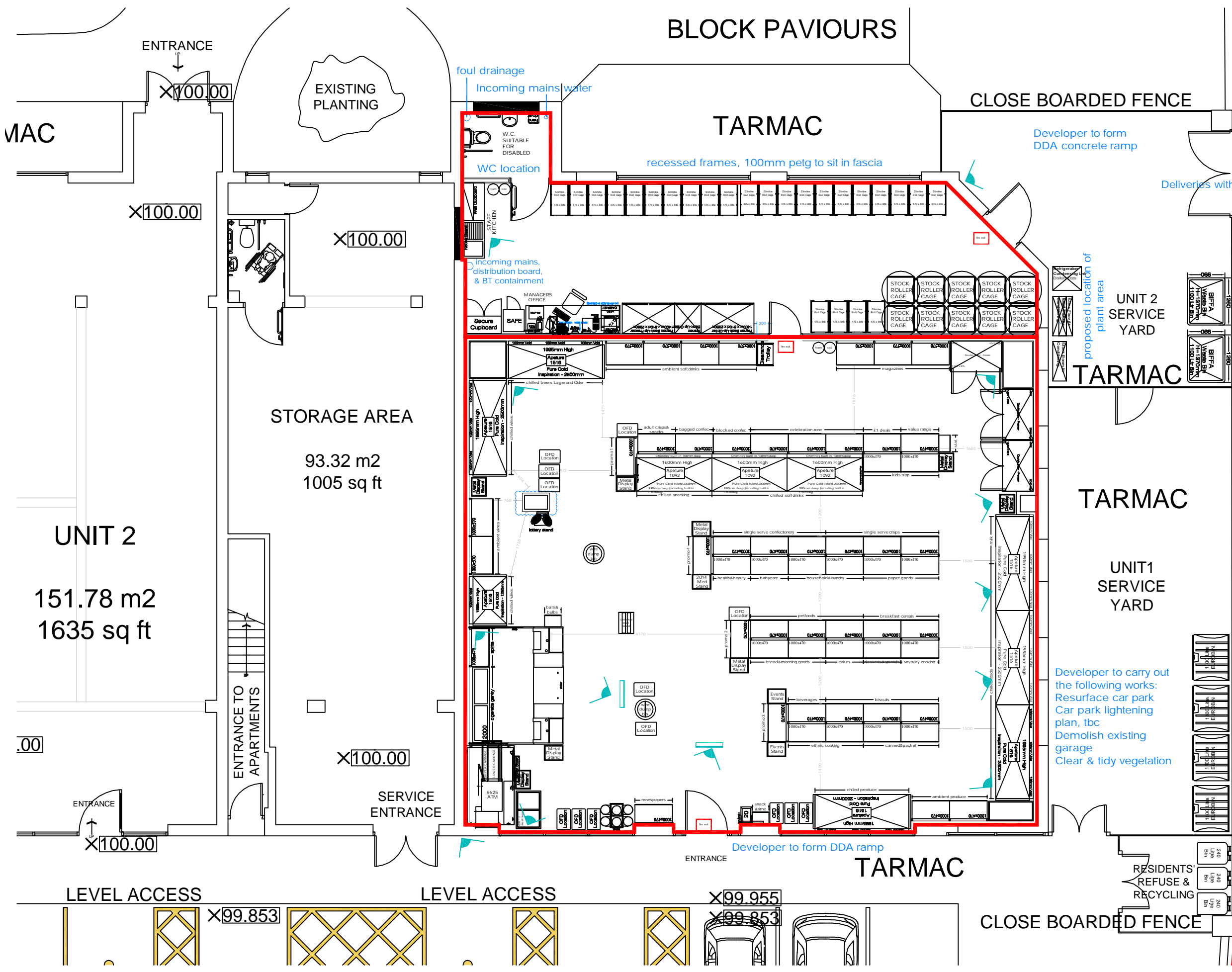


SEP

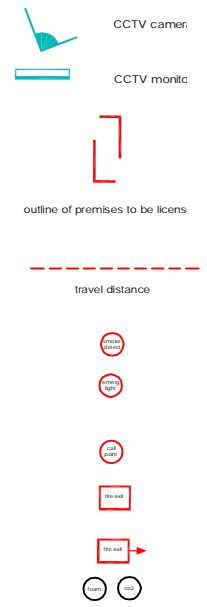
SEP Properties Limited
 100-102, The Old Mill, Mill Lane, Oldham, Greater Manchester, M20 2BQ.
 Tel: 0161 275 1100 - Fax: 0161 275 1099
 Email: info@sepproperties.com

Mr. S. K. Khan
 Warrior Drive
 Hemsworth, West Yorkshire, WF13 9NU
 Hemsworth, West Yorkshire, WF13 9NU
 Former Public House

Project No. 16/144
 Date: 12/01/2016



PLEASE NOTE THE PROPOSED WORKS WILL BE CARRIED OUT IN COMPLIANCE WITH THE NOTES BELOW:
 EMERGENCY LIGHTING WILL COMPLY WITH BS5266 PART 1
 EMERGENCY EXIT SIGNS WILL COMPLY WITH BS5499 PART 1
 MAIN ENTRANCE DOOR COMPLIES WITH PARAGRAPHS 2.24
 FIRE ALARM COMPLIES WITH WITH BS5839 PART 1
 ALL EXIT DOORS PROVIDE A SIMPLE FASTENING. THIS IS OPERATED FROM THE ESCAPE SIDE AND IT WILL INCLUDE A FAILSAFE ON ACTIVATION OF THE FIRE ALARM
 SERVICE COUNTER HAS GIVEN CONSIDERATION TO WHEELCHAIR USERS AND IT WILL CONTAIN A SECTION NO HIGHER THAN 760MM AND 1500MM WIDE
 ANY NEW LIGHTING, COOLING AND VENTILATION WILL BE IN ACCORDANCE WITH THE NON DOMESTIC HEATING, COOLING AND VENTILATION GUIDE
 THE FIRE EXITS DOOR WILL LEAD TO A ULTIMATE PLACE OF SAFETY
 ALL VENTILATION WILL COMPLY WITH CIBSE GUIDE B:20055
 THE STAFF W/C WILL BE BUILT SO THE INTERNAL MEASUREMENTS ARE NO LESS THAN 2200 x 1500

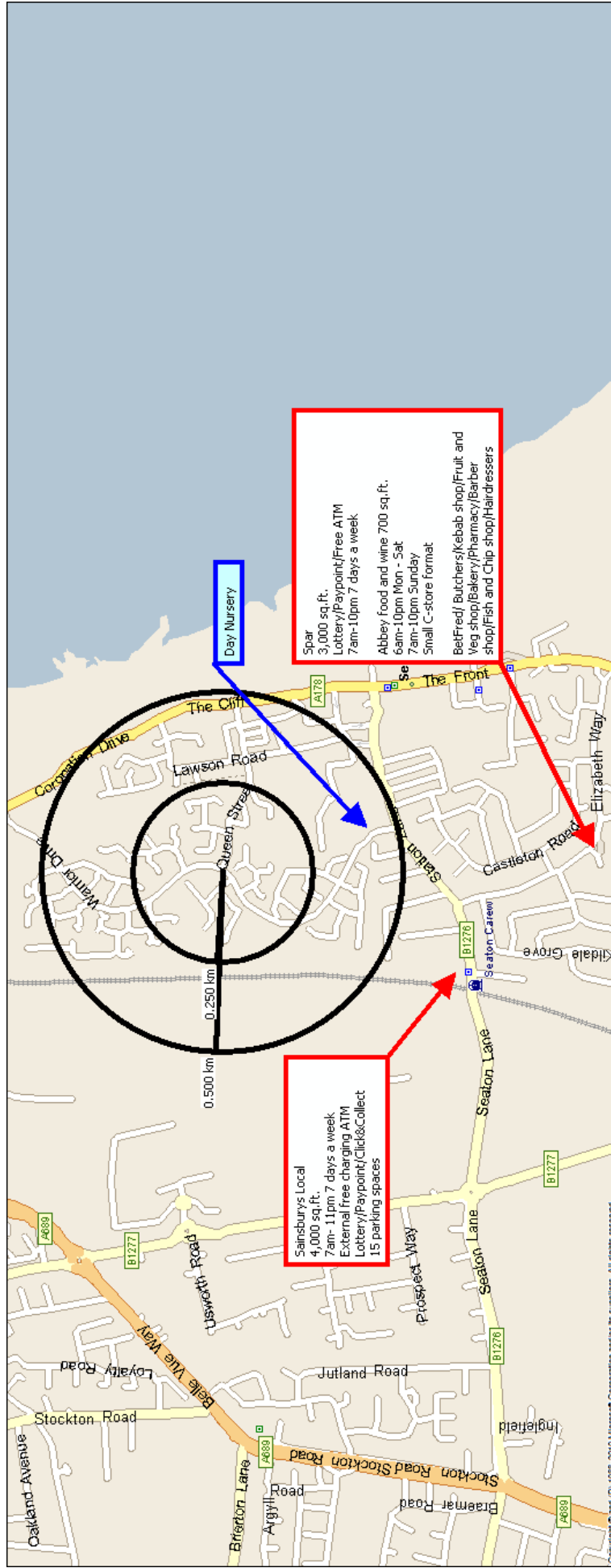


EXISTING BOUNDARY FENCING RETAINED
 CLOSE BOARDED FENCE

Developer to carry out the following works:
 Resurface car park
 Car park lightening plan, tbc
 Demolish existing garage
 Clear & tidy vegetation

large store profile:
 grocery eat later
 store fascia colour:
 (corporate/white/conservative)
 red
 ofd store grading:
 medium
 sales area: 199 m2
 2141 ft2
 stock area: 64 m2
 689 ft2
 post office: * m2
 * ft2
 project type:
 New Store
 PROVISIONAL
 store address:
 Warrior Drive
 Hartlepool
 TS25 1EZ
 store code: 5075
 drawn by: jag barell
 date: WIP
 scale: 1:100
 onestop
 STATUTORY PLAN
 dwg no: PR - job no: - 3

Annex C: Plan of Local Area



HARTLEPOOL BOROUGH COUNCIL

APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, UNIT 1, WARRIOR DRIVE, SEATON CAREW, HARTLEPOOL, DURHAM TS25 1EZ

STATEMENT OF: Sara Hughes

CAPACITY: Area Manager for One Stop Stores Limited

This statement is true to the best of my knowledge and belief

INTRODUCTION

I am an Area Manager for One Stop Stores Limited. I oversee 19 stores in the North East, including three existing stores licensed by Hartlepool Borough Council; and my responsibilities include overseeing the running of the stores in my area. The Store Managers report directly to me. In turn, I report to the Regional Manager. My role includes all operational matters for the stores including ensuring stores trade in accordance with the company's policies and procedures and monitoring and supporting the performance of Store Managers across my designated area.

I was first employed by One Stop in 2011 as an Area Manager. Previously I was both a Store Manager and Area Manager for the Mills Group and have a total of 19 years in the retail business. I therefore have an in-depth knowledge of licensing compliance and One Stop's practices and procedures at store level as well as at management level.

NATURE OF BUSINESS

One Stop is a retail convenience business with key focus on being a store for customers in the neighbourhood. We are not a dedicated off-licence. We sell newspapers, groceries, snacks, drinks and household items. We also offer services for our customers' benefit, such as Pay Point (where you can pay your utility bills) and electronic top-up for mobile phones. The majority of our transactions do not include alcohol, but alcohol does of course remain an important part of our offer as a 'one stop shop' for our customers to get all of their local shopping needs with us. Our focus is very much on being a general convenience store for use by local people.

Although One Stop operates a large number of stores nationally we get involved in local communities. We work closely with local schools, charity groups and community organisations to help raise money or donate to fund football strips and similar. In my area we have completed approximately 700 hours community work in the last year, which has included raising money for local hospices in Teesside, Stockton and Hartlepool, raising funds for local schools and breakfast clubs in those schools, collecting goods and money to support food banks in Hartlepool, Billingham, Thornaby and Middlesbrough. We also have foodbanks in stores to donate to local charities and get involved in any local fundraising that is brought to us from the community including Church fund raising.

At Area and store level, we take our compliance responsibilities very seriously and follow the policies and procedures that our trading law team have developed for licensing and the management of age restricted sales with our Primary Authority, Hertfordshire Council, as set out in the statement of Sarah Marklew. These policies govern numerous aspects of our sales of age restricted products, including alcohol, including our management systems and structure, proof of age policy, training, till prompts, refusals logs, internal test purchasing and reviews and audits.

I oversee One Stop's other licensed stores in Hartlepool, in Wynyard Road, Catcote Road and Owton Manor Lane. All of these stores are in residential areas. I also oversee stores in the wider North East area, covered by Stockton on Tees Borough Council, Middlesbrough Borough Council, Redcar & Cleveland, Sunderland and South Tyneside, again in densely populated residential areas. I am therefore familiar with managing the sale of alcohol in close proximity to residents in this region. All of my stores are licensed until 23.00 (some until 22.30 on Sundays) and our newer stores in Hartlepool (Catcote Road and Owton Manor) are both licensed from 06.00 in the morning (the older stores are licensed from 08.00 as per the old Justices Licence hours). There is no history of any actual or proposed enforcement action in relation to our Hartlepool stores while they have been operated by One Stop, or any history of failed test purchases for the sale of alcohol.

I would note that although we are applying for alcohol hours of 06.00 to 23.00 daily for flexibility and convenience, our actual trading times will be reviewed once we have opened and can assess local demand and requirements.

All our store managers work closely with local police and PCSOs. Our store Managers build links with the PCSO's in their area to ensure that we give them our full support and vice versa. Our stores are always happy to work with the local beat officer where appropriate. PCSO's regularly use the store facilities, pop in for a coffee and have visibility in the store for half an hour or so. We co-operate with the police by providing CCTV footage to help in the detection of crime and disorder that is not related to our Stores by providing good quality footage of individuals or groups suspected of crime in the locality. For example, CCTV footage was provided to help support an investigation into a bike theft.

PROPOSED SEATON CAREW STORE

The Store Manager for the proposed Seaton Carew Store was not appointed at the time the licence application was submitted, which is the reason I am named as Designated Premises Supervisor (DPS) in the application. On opening, an experienced Store Manager will be named as the DPS and will be accountable for knowing and implementing all licence conditions within the store.

I am aware that concerns have been raised locally regarding the proposed hours for the sale of alcohol in a residential area; and the fact that school children are in the area from early in the morning. However, I would note that we are experienced in operating for these times in residential locations in the local area without any adverse history of enforcement or licence reviews. Our shift managers and sales assistants are required to monitor CCTV coverage and are trained to look out for anti-social behaviour and the possibility of proxy sales of alcohol and to refuse any suspected proxy sales. They are also trained in conflict management. The store will have a system called 'staff safe' which we operate at all of our stores and allows staff to alert a monitoring centre of shoplifting and anti-social behaviour by pressing a button on the central console or the wristband which all staff members are required to wear. This system would be installed in Seaton Carew.

I carry out regular visits to the stores in my area to supervise store management and visit each store approximately fortnightly. At the same time I carry out spot checks on refusals and incident logs and cross reference the CCTV footage against any recorded incidents to ensure that this is actively managed.

All staff will be trained on the law around underage sales before being permitted to make sales of alcohol and on an on-going basis throughout their employment. The Seaton Carew store will have a Licensing Guide kept in-store in accordance with the company standard and a refusals

report will be generated daily recording both challenges and refusals of age restricted sales and the reasons (including age, drunkenness and suspected proxy sales). The Store manager will be required to check the reports on a daily basis to identify trends and I will also review this during my visits to the store.

In addition to our internal checks on the store, an independent third party carries out audits by way of test purchases on age restricted products in each licensed store around six times per year. As an Area Manager, I am informed of each of my stores' test purchase results by email within 48 hours and a monthly report of results enables me to further monitor performance and identify any trends. The reports include the description and name of the individual server and the type of alcohol that the tester sought to purchase.

We install at least one litter bin outside each of our stores as standard. I will also require staff to carry out regular litter picks of the immediate external area throughout the day. This is important to ensure our stores remain attractive to customers, as well as to prevent nuisance to residents, so we have a vested interest in this.

CONCLUSION

As an Area Manager covering a number of stores within the North East, as well as within Hartlepool, I am familiar with the local area and experienced in managing stores in residential locations. We have a strong track record, with no failed alcohol test purchases as set out above and no enforcement/ review applications.

One Stop has robust policies in place to deal with licensing and I am confident that these policies, together with the employment and training of local staff to work in the store, will promote the licensing objectives in the proposed Seaton Carew store.

Sara Hughes

Dated: 2 March 2017

HARTLEPOOL BOROUGH COUNCIL

APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, UNIT 1, WARRIOR DRIVE, SEATON CAREW, HARTLEPOOL, DURHAM TS25 1EZ

STATEMENT OF: Sarah Marklew

CAPACITY: Trading Law Manager (Licensing) for One Stop Stores Limited

This statement is true to the best of my knowledge and belief

INTRODUCTION

I am the Trading Law Manager for Licensing for One Stop Stores Limited, which operates over 780 stores across England, Wales and Scotland. My responsibilities include developing processes and systems to deliver improved compliance standards, advising the business on legal requirements and liaising with external agencies. I have been employed by One Stop for over 8 years.

ONE STOP STORES

As set out in the witness statement of the Area Manager, Sara Hughes, One Stop is a retail convenience business with a key focus on being a general convenience store for customers in the local neighbourhood. We sell various household and grocery items as well as alcohol; and offer services such as Pay Point and phone top-up.

Compliance with the licensing objectives is very important to us as a company. For example, we entered into a Primary Authority partnership with Hertfordshire County Council, who have conducted a full review of our policies and procedures to assess whether they are adequate to ensure age restricted products are not sold to individuals below the permitted age. Hertfordshire have concluded we have in place adequate systems of training, policies and procedures.

I attach as Annex A to my statement the Primary Authority Advice which summarises our relevant policies and confirms that our systems are considered adequate. I also attach a poster summarising our 'staff safe' system as Annex B. In addition to our in-house policies, One Stop is a member of the Retail of Alcohol Standards Group (which promotes responsible sales of alcohol) and a number of our stores are involved in Community Alcohol Partnerships (working with Trading Standards, Police and Local Schools).

APPLICATION FOR GRANT OF PREMISES LICENCE

This application is for the grant of a Premises Licence to allow the sale of alcohol from 06.00 to 23.00 daily, which are the proposed opening times of the store. This is in accordance with the Guidance issued under section 182 of the Licensing Act which states (at paragraph 10.15) that

Shops, stores and supermarkets should normally be free to provide sales of alcohol for consumption off the premises at any times when the retail outlet is open for shopping unless there are good reasons, based on the licensing objectives, for restricting those hours.

I am aware that the Statement of Licensing Policy for Hartlepool introduced in January 2017 notes that hours before 9am or after 10pm in residential areas will generally be refused. However, I have also considered that the overriding principle under the Policy will be that each

application will be considered on its own merits (para 4.3 of the Policy) which is in accordance with the section 182 Guidance to Licensing Authorities, making clear that licensing authorities must not impose predetermined licensed opening hours, without giving individual consideration to the merits of each application (para 10.13 of the Guidance). I believe that the proposed hours will not undermine the licensing objectives for this particular application because we operate other stores in Hartlepool (and across the North East and the country) for these times and have a good compliance record; other stores in the locality already sell alcohol for similar times to those proposed, as set out in the statement of Nick Riches; and there are no representations from the responsible authorities to this application.

PROPOSED CONDITIONS

A number of conditions were proposed in the original application, including CCTV, staff training, Challenge 25, refusals register and till prompts. Following discussions with the police, we have agreed amended wording in relation to CCTV provision, the Challenge 25 Scheme/ required ID, incident log and refusals register and the display of notices regarding underage sales. A copy of our signed agreement of conditions is attached as Annex C to my statement. There is no representation from the police on the basis of those conditions.

I believe that the conditions proposed are appropriate and proportionate to address the licensing objectives for this application throughout the times proposed for the sale of alcohol. No additional conditions have been proposed by (and no representations have been received from) any other responsible authorities.

OPERATIONAL DETAILS

Our key operational details and training procedures are set out in the Primary Authority Advice at Annex A. All staff at the new store would be trained in accordance with the company's "Bronze Silver Gold" training package and all other policies detailed in the Primary Authority Advice would apply. In addition to age restricted information, our training deals with conflict management to assist staff to refuse sales effectively and to support them when dealing with potentially difficult situations.

The training package has been reviewed by Hertfordshire County Council as part of our Primary Authority Partnership with them and a safe & legal poster will be issued to the store every three months to confirm and evidence staff understanding of the legal requirements and the company's policy and procedures. In addition, all One Stop stores are required to keep a Licensing Guide in-store in accordance with the company standard. This will include details of legal requirements and company policies and procedures for reference by all members of staff and store management.

CONCLUSION

We are seeking the grant of a Premises Licence to allow the sale of alcohol for our proposed opening times. We are required under licensing legislation to promote the licensing objectives, including the prevention of public nuisance and the prevention of crime and disorder. On the basis of the agreed conditions, there is no representation from the police, or any other responsible authority, to this application.

We have developed policies and adopted safeguards which we believe address the licensing objectives. In my view, this is supported by the fact that there is no history of enforcement action, reviews, or failed test purchases in relation to the other three One Stop stores in Hartlepool in the last 5 years.

For these reasons, I do not believe that granting this application for the hours proposed would have an adverse impact on the licensing objectives.

Sarah Marklew

Dated: 27 February 2017

Annex A - Primary Authority Advice and Policy Summary detailing One Stop policies, procedures and training arrangements.

Annex B – Staff Safe poster

Annex C - Copy of signed agreement to conditions agreed with Cleveland Police.

APPENDIX A

Primary Authority Advice

Sales 01

Trading names advice applies to : One Stop Stores Limited

Advice 'live' applicable from : 4/09/2015

REQUESTED ADVICE

General Advice
Policy /procedure signoff

Specific advice requested including relevant legislation, guidance and sections.

Does One Stop Limited have in place adequate policies and procedures to ensure that age restricted products are not sold to individuals who are below the permitted age.

Relevant legislation:

- Anti-Social Behaviour Act 2003 (S.54)
 - Cigarette Lighter Refill (Safety) Regulations 1999 (Reg.2) and Consumer Protection Act 1987
 - The Pyrotechnic Articles (Safety) Regulations 2015
 - National Lottery Act 1993 (S.13) and National Lottery Regulations 1994
 - Intoxicating Substances (Supply) Act 1985 (S.1)
 - Children and Young Persons Act 1933 (S.7)
 - Children and Young Persons Act (Protection from Tobacco) Act 1991
 - Video Recordings Act 2010 & 1984
 - The Licensing Act 2003 (In relation to the sale and supply of age restricted goods/services)
 - Criminal Justice Act 1988 (in relation
 - Nicotine Inhaling Products (Age of Sale and Proxy Purchasing Regulations 2015
-

ADVICE PROVIDED

Primary Authority advice is provided that One Stop Stores Limited has in place adequate system of training, policies and procedures to ensure that age restricted products are not sold to individuals who are below the permitted age.

The Primary Authority would not be prepared to support enforcement actions which challenge the adequacy of these procedures to ensure compliance with the legislation listed above.

Additional information for LA's

(including next steps should a problem arise)

Having reviewed the systems in detail it is submitted that any problems encountered will be the result of a local procedural failure. The systems considered are summarised in the Policy Summary document on Age Restricted Products. The Frequently Asked Questions also provides some further guidance.

If there are any further queries, please consult with the Primary Authority Officer.

Policy Summary – Underage Sales & Tobacco Display

1. Important Note

- This document is a summary of One Stop's policies and procedures to ensure the sale of age restricted products are made in accordance with the relevant legislation.
- The document also includes One Stop's policy on the rules relating to the Tobacco Display ban.
- If you require further information or would like to approach One Stop in a formal manner in relation to this area, please contact the Primary Authority through either phone, email of the appropriate form on the Primary Authority Register.
- Please note that some One Stop stores are franchise owned. The procedures outlined below apply only to One Stop owned stores. All franchise stores will have outside signage stating "One Stop – Working with" then the legal trading name of the franchisee.

2. One Stop Policy

"It is One Stop policy that age restricted products are not sold to persons below the required age, to comply with the legal requirements governing these products and to provide the appropriate training for colleagues to be confident in asking for and checking the proof of age of the customer and support colleagues in refusing a sale."

3. Training Procedures.

- The training provided for all staff on age restricted sales is part of an overall training package for new starters and there is regular refresher training and every three months the Safe and Legal poster is to be signed and dated by each store colleague, confirming their understanding of the company's policies on age restricted products.
- Age restricted product training modules are all within the 'e-Learning' training system that **all** staff must complete. One Stop does employ people under the age of 18, but they restrict those individuals ability on the till to not be able to sell over 18 restricted products. This will then prompt the individual to call for a supervisor.
- Training is carried out in stores for new starters and must be completed prior to the colleague being put on the tills.
- Staff are not permitted to work on the tills and sell such restricted products until this training is completed.
- These subject specific modules are part of an overall modular e-learning 'Bronze, Silver, Gold workbook' training system which includes sections on Age Restricted Products, Think 25 policy, Dealing with Refusals and Going

Dark (One Stop's policy on selling tobacco in compliance with the display rules).

- The training is comprehensive and includes:
 - > An outline of the legal position (includes information on the age restricted nature of the products).
 - > Detailed information on the law governing all relevant products.
 - > Staff Training is recorded online and records of completion are held in store and at Head Office.
 - > Confirmation (dated and signed) of staff training and colleague understanding of the age restricted sales policies are on the 'Safe & Legal Poster' for all staff who have undertaken all relevant training. This poster is issued every 3 months for all colleagues to complete. These posters are counter signed by the Area Manager. This is available to view in each store.
 - > Details of the legal responsibilities for colleagues and the company.
 - > Role play scenarios and tests are also part of the online e-learning modules detailing how the policies are proactively used.

4. Key Policies:

- a. One Stop operates a Think 25 policy throughout their stores for all age restricted products. This is communicated to staff through the online e-learning modules and throughout stores with posters and shelf edge labels.
- b. Till Prompts: One Stop's Think 25 policy is further supported by till prompts, where their till systems recognise age restricted products and prompts the user through a number of screens to check the age of the customer in line with Think 25.
- c. There is a separate age check button on the tills for tobacco sales, as it is a key policy that age checks must be carried out prior to tobacco products being removed from the gantry and scanned through the till, where staff believe customers to be under 25.
- d. The till system also produces automatic reports (Age Authorisation Reports) detailing all challenges and refusals of any age restricted product. These are monitored by Store/Shift Managers. They can be used to monitor that all colleagues are following the Think 25 policy and to identify any further training needs.
- e. All stores are to display their Premises Licence Summary in clear plastic wallets on the till counter door. The full licence and DPS licences are stored in each store's Licensing Folder and available for inspection upon request.
- f. Accepted forms of ID are: Passport, Pass hologram Cards and Photo-card Driving licence.
- g. One Stop carry out internal test purchasing through an external service provider to check if staff are following the Think 25 policy. Details of these visits are recorded and monitored by Head Office and they only use persons over the age of 18 but clearly under 25.

h. Failed Test Purchase Policy: One Stop have a failed test purchase policy in place for all failed, internal or external, test purchases. A thorough investigation is undertaken by store management to establish the facts. There is guidance on this investigation procedure on the company's on-line 'staff net' system.

5. In store checks that procedures have been followed

- Store and Shift Managers are to carry out the daily tasks on the 'Routine Pad List' that details all the relevant important checks for the day. These checks include running the 'Age Authorisation Report' for all refused sales. These tasks are recorded as completed and form part of a store audit, as well as part of an Area Managers checks that each store is complying with company policies.

6. Further information

- See the Frequently Asked Questions document for Underage Sales.
- If you have any further queries, please contact the Primary Authority Officer by phone, email or via the Primary Authority Register.

Frequently Asked Questions

1. What training is given to staff prior to working on the till?
2. What checks are made to ensure that training has taken place?
3. Is refresher training provided and how frequent is it?
4. How does One Stop ensure staff understand the training given?
5. Are written records kept?
6. What notices are displayed in shop for customers and staff?
7. Does One Stop operate a Think 21/25 Policy for all age restricted products?
8. What age restricted products does One Stop sell?
9. What types of ID are accepted?
10. Does One Stop have till prompts?
11. Does One Stop keep a refusals book?
12. Is any guidance provided for staff on how to refuse sales?
13. How does One Stop monitor stores and individuals to ensure that the policies and procedures are being correctly followed?
14. What documents should be asked for at a store to check that the training has been completed?
15. Which documents are available through the Primary Authority?
16. I've identified a potential weakness in the system, what should I do next?
17. I cannot find the answer to the question that I'm looking for?

1. What training is given to staff prior to working on the till?

Comprehensive training modules on age restricted products form part of new starters e-learning training package. These modules must be completed prior to new starters working on the tills and completed by every member of staff in store.

2. What checks are made to ensure that training has taken place?

- There is a questionnaire at the end of the module which must be completed; the pass mark is set at 80% to ensure that staff have a high level of understanding)
- Staff have to sign and date the Safe & Legal Poster every three months.

3. Is refresher training provided and how frequent is it?

- Yes, refresher training is provided twice a year
- Staff complete the Think 25 e-Learning module and an Age Restricted Sales Worksheet.
- The Store Manager and Area Manager are responsible for ensuring staff training is complete.

4. How does One Stop ensure staff understand the training given?

The Store Manager and Area Manager are responsible for ensuring staff training is complete. This can be monitored using the e-learning training report and by the Safe & Legal Poster.

5. Are written records kept?

Yes, staff sign the Safe & Legal Poster to confirm the e-learning module has been completed. These can be accessed online at each store.

6. What notices are displayed in shop for customers and staff?

- Statutory notices are displayed.
- There are 'Think 25' posters and shelf edge labels distributed around the store and specifically in the area where alcohol products are displayed.

7. Does One Stop operate a Think 21/25 Policy for all age restricted products?

- One Stop has a Think 25 policy for all age restricted products.

8. What age restricted products does One Stop sell?

- Alcohol
- E-Cigarettes
- Fireworks
- Tobacco
- Knives
- Solvents
- DVD's
- Party poppers
- Christmas Crackers
- Lottery

9. What types of ID are accepted?

- Pass Hologram Cards
- Passport
- Photocard Driving Licence

10. Does One Stop have till prompts?

- Yes, all age restricted products are recognised on the till system when scanned, which then triggers the Think 25 age check message and a series of till prompts will commence and guide staff through the age check process.
- There is also a separate till button "Age check" for tobacco sales. This is for staff to press to run the series of till prompts without scanning a product, where an age check is deemed appropriate. It is One Stop's policy that all tobacco product sales are age checked first prior to the tobacco products being removed from the closed gantry and scanned.

11. Does One Stop keep a refusals book?

- Yes, this is an electronic log called the 'Age Authorisation Report' and is automated from the electronic till prompts. This report is a summary of all challenges and refusals actioned by the store and can be generated at any time for monitoring and identifying staff training requirements.
- Store Managers are also sent an automatic 'end of day report' with the number of refusals recorded on the till for the previous day and week to date so that this element can also be monitored.

Both reports are monitored weekly via the Routine Pad list.

12. Is any guidance provided for staff on how to refuse sales?

- Yes, as part of the e-learning training there is a module titled “Dealing with Refusals”. This module explains the policy that all age checks must be recorded and how to go about refusing a sale confidently. There are also a number of role play scenarios as part of this module.
- The in-store ‘Licensing Guide’ also has a section on “how to challenge a sale”.

13. How does One Stop monitor stores and individuals to ensure that the policies and procedures are being correctly followed?

- Store Managers and Shift Managers also monitor sales and age checks are being carried out by generating the Age Authentication Report on a regular basis as detailed in the daily/weekly Routine Pad List.
- The Routine Pad List and Safe and Legal poster is checked by the Area Manager on planned visits to the store and during annual audit visits completed by the Internal Audit Team to ensure that they are complying with the policy.

14. What documents should be asked for at a store to check that the training has been completed?

- Check that the “Age Restricted Products” e-learning training modules have been completed.
- Ask to see the “Safe and Legal Poster” to see the members of staff that have completed and signed the form stating they understand the policies and procedures on age restricted and tobacco products.
- Ask to see the Routine Pad List for evidence that stores have completed their important tasks relating to age checks and refusals reports are being carried out.

15. Which documents are available through the Primary Authority?

- Copies of the Age Restricted Sales and Tobacco display ban e-learning screenshots
- Copy of the Safe & Legal Poster
- Copies of the till prompt screen shots
- Screen shots of the Routine Pad List questions

16. I’ve identified a potential weakness in the system, what should I do next?

- Please discuss your concerns with the Primary Authority Officer. Contact details are available through the Primary Authority Register.

17. I cannot find the answer to the question that I’m looking for?

- Please discuss your concerns with the Primary Authority Officer. All contact details are available through the Primary Authority Register.



Staff Safe

Serious Incidents and disorder in our Stores are rare occurrences, but when they do happen we need to be in a position to protect our Colleagues and Customers.

Staff Safe enables you to raise an alert to the Staff Safe Monitoring Centre. Operators at the Monitoring Centre will be able to hear what is being said and will be able to make announcement(s) via the speakers, which will help you when dealing with any such Incidents.

The Monitoring Centre can also call for the Emergency Services to help you deal with serious Incidents.

Silent Activation

- To protect your safety, if there is an Incident where you would not want the person to know that they are being monitored then you should either:
 - Press the red button on your Staff Safe Wristband
 - Press your existing Panic Alarm
- The Monitoring Centre will listen in to the Store to assess what is happening
- If required, they will call the Police
- If the Monitoring Centre can hear "normal" activity they will speak over the system, asking you to confirm that everything is ok
- Only answer if you feel that it is safe to do so

Audible Activation

For anti-social behavior by a group or individual, or in a shoplifting situation where you are not comfortable dealing with yourself, you should:

- Press the red button on the Control Panel
- A loud siren noise will be heard, and after a few moments the Monitoring Centre will verbally speak to the Store, issuing a warning:
 - "These premises are being externally monitored, One Stop do you require any further assistance"
- The Monitoring Centre will continue to listen in to the Store until the situation is heard to be resolved, and if necessary call the Police

Out of Hours Activations

- If the main Store alarm is set off when you are closed, the Monitoring Centre will be contacted by the Intruder Alarm Receiving Centre
- The Monitoring Centre will transmit the following message on several occasions:
 - "We are aware that this is a break in. The store is being monitored, and the police are on their way"
- The Monitoring Centre will alert the Police and inform the Key Holder (who should attend the Store in line with normal process)

The Monitoring Centre can then hear what is being said. The Monitoring Centre will make announcements via the speakers - these are live announcements not recordings and you will be able to talk to the Monitoring Centre to give them information via the control panel.

You should keep communications flowing between you and the Staff Safe Monitoring Centre as this will then enable the operator to make further announcements and call the Emergency Services for help if required. When the Incident has been resolved, tell the Monitoring Centre that you are now okay.

For the attention of: PC Andrew Thorpe

Licensing Support Unit

Middlesbrough Police Office

Bridge Street West

Middlesbrough

TS2 1AB

andrew.thorpe@cleveland.pnn.police.uk

Ref : One Stop Store, Warrior Drive, Seaton Carew

Further to your recent correspondence concerning the above, I can confirm that I wish to amend my operating schedule to include the following:

1. The Premises shall have a CCTV system that complies to a minimum approved standard set in partnership with Cleveland Police. The System will maintained when required and always record when the premises is open for business. Where more than one camera is in operation, at least one shall be permanently directed at the sales counter so as to record all sales taking place. Images recorded by the system shall be retained for a minimum of 28 days and shall be made immediately available to police officers or other authorised officers on request.
2. A 'Challenge 25' policy will be implemented with all staff requesting proof of age from any person appearing to be under 25 years of age and who is attempting to buy alcohol. There shall be at the very least, notices displayed at all points of sale and at all entrances and exits to inform customers and remind staff that the premise is operating a 'Challenge 25' policy.

3. Only valid "photo card style" driving licences, PASS approved Proof of Age cards or valid non-expired Passport are to be accepted as a form of ID at the premises.
4. All staff will be fully trained and the training must include the laws relating to the sale of alcohol to underage persons, persons buying on behalf of under 18s (proxy sales), persons appearing to be under the influence of alcohol and also the operation of the associated 'Challenge 25' policy. Staff will receive refresher training twice annually.
5. Electronic training records will be retained for all staff members. All staff training records will be made available to the Licensing Authority and/or Responsible Authorities upon request.
6. The business will maintain an electronic refusals log to record all instances where the sale of alcohol has been refused. This shall include the date and time of the attempted sale. The Store Manager/ Shift Manager will check the refusals log weekly. The electronic refusals log will be made available to the Licensing Authority and/or Responsible Authorities upon request.
7. The business will maintain an electronic incident log to record all instances where the staff deal with people who have been unruly, drunk, abusive, aggressive or have committed criminal acts or have had to call police for such incidents. This shall include the date and time of the incident, together with a description of the incident and whether the police were called/attended. The Store Manager/ Shift Manager will check the incident log weekly. The incident log will be made available to the Licensing Authority and/or Responsible Authorities upon request.
8. There will be a minimum of two notices displayed on the premise indicating that the sale of alcohol to those under the age of 18 is illegal and

that those adults who buy alcohol for immediate disposal to those under age the age of 18 are committing an offence.

I trust that the above is sufficient to form the basis of police objections, In the event that an agreement can not be reached, I confirm that further evidence will follow shortly.

If my application is successful, I understand that the above amendment will then form part of any conditions attached to the grant of the licence.

Signature:.....S.J. Marklew.....

Print Name:.....SARAH MARKLEW..

Position:.....LICENSING MANAGER

Date:.....27/01/17.....