



Council Offices, Kiln Road,  
Thundersley, Benfleet,  
Essex SS7 1TF  
Tel. No: 01268 882200



**Angela Hutchings**  
**Chief Executive**

## **AGENDA**

**Committee:** LICENSING SUB-COMMITTEE  
**Date and Time:** Thursday, 23 November 2023, 11:00 am  
**Venue:** Council Offices, Council Chamber  
**Membership:** Councillors Acott, Jones, Knott and Savage  
**Officers attending:** Amaka Ozono- Legal Adviser  
Melanie Harris - Head of Licensing & Safer Communities  
**Committee Enquiries:** Loretta Hill, Ext. No. 2427

### **PART I** **(Business to be taken in public)**

- 1. Appointment of Chairman**
- 2. Procedure for the Sub-Committee**
- 3. New premises licence application for a Premier Convenience Store at 17 Kiln Road.**  
The report of the Head of Licensing and Safer Communities is attached.
- 4. Decision**

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## PROCEDURE FOR HEARING

### **1. Introductions**

- a. Chairman introduces Panel Members to the applicant.
- b. Chairman identifies officers and their roles.
- c. Applicant identifies themselves, any representative and any accompanying persons. They also identify who intends to present the case.
- d. Objector(s) to be identified.

### **2. Case Summary by the Head of Licensing and Safer Communities**

As shown at Agenda Item 3.

### **3. Objector(s) presents objection(s)**

### **4. The Applicant's Submission**

The applicant or their representative will submit their case

### **5. Questions from Panel**

Opportunity for any questions from Panel to either side.

### **6. Adjournment**

Proceedings will be adjourned while the Panel withdraw to consider its decision. During this time the Clerk will accompany the Panel to record the decision. The Committee may request the presence of the Legal Advisor to give them legal advice.

### **7. Decision**

The Panel will reconvene, and the Chairman will announce the decision.

### **8. Conclusion**

The Chairman will close the proceedings.

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AGENDA ITEM NO 3

LICENSING SUB COMMITTEE

23 November 2023

**Subject:** Application for a Premises Licence under Section 17 of the Licensing Act 2003 made by Kiln Road Premier, 17 Kiln Road, Benfleet Essex SS7 1TA

**Report of:** Head of Licensing and Safer Communities – Melanie Harris

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**1. Purpose of Report**

To consider an application for a Premises Licence to sell/supply alcohol at Kiln Road Premier, 17 Kiln Road, Benfleet Essex SS7 1TA

**2. Background**

2.1 The application was received by Eng Retails Ltd on 28 September 2023 and was submitted to the Relevant Responsible Authorities as follows:

- Licensing Department
- Essex Police
- Essex County Fire & Rescue Service
- Planning Services
- Environmental Health Service
- The Health & Safety Executive
- Children's Safeguarding Service
- Essex Trading Standards
- Director of Public Health

2.2 Details of the application were also advertised on the Council's website, in a local paper and blue notices displayed on the premises.

**3. Application**

The application is for the following provisions:

- Opening hours – Monday to Sunday 06:00hrs to 23:00hrs
- The supply of alcohol off the premises - Monday to Sunday 06:00hrs to 23:00hrs.

A copy of the application is attached at Appendix 1

A copy of the blue notice / newspaper advert is attached at Appendix 2

#### **4. Representations**

No representations were received from the Responsible Authorities (as listed above).

Eight representations have been received from interested parties (persons living in the vicinity) during the representation period of 28 September – 26 October 2023

Copies of the representations are attached at Appendix 3.

#### **5. Licensing Objectives**

Licensing objectives potentially breached when determining this application:

|                                  |   |
|----------------------------------|---|
| Prevention of Crime and Disorder | ✓ |
| Public Safety                    | X |
| Prevention of Public Nuisance    | ✓ |
| Protection of children from harm | ✓ |

The Essex Police Licensing Officer liaised directly with The Applicant during the application period and agreed conditions to be applied to the licence which were accepted in full by the applicant.

A copy of the Conditions agreed with Essex Police are attached at Appendix 4

Additionally The Applicant's legal representative has submitted a supporting document

A copy of the supporting document is attached at Appendix 5

#### **7. Options**

The Sub-Committee is advised that it has the following options when determining this application.

- (i) Grant the application on the terms and conditions applied for as set out in Appendix 1.
- (ii) Grant the application on the terms and conditions applied for modified to such extent as considered necessary for the promotion of the Licensing Objectives.
- (iii) Reject the application

### **Recommendation**

**The decision of the Sub Committee is required following proper consideration of the application and the representations made by the interested parties.**

### **Appendices**

Appendix 1 - Application

Appendix 2 - Blue notice / newspaper advert

Appendix 3 – Representations

Appendix 4 – Conditions agreed between applicant and Essex Police Licensing Officer during application period

Appendix 5 – Additional supporting document from Applicant's representative

### **Background Papers:**

Application file held by the Licensing Authority

Licensing Act 2003

**Application for a premises licence to be granted under the Licensing Act 2003****Please read the following instructions first**

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

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

I/We Eng Retails Limited

*(Insert name(s) of applicant)*

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 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

**Part 1 – Premises details**

|  |          |          |         |
|--|----------|----------|---------|
| Postal address of premises or, if none, ordnance survey map reference or description<br>Kiln Road Premier<br>17 Kiln Road,<br>Benfleet,<br>SS7 1TA |          |          |         |
| Post town  | Benfleet | Postcode | SS7 1TA |
| Telephone number at premises (if any)  |          |          |         |
| Non-domestic rateable value of premises  |          | £ 22500  |         |

**Part 2 - Applicant details**

Please state whether you are applying for a premises licence as **Please tick as appropriate**

|     |  |  |   |
|-----|--|--|---|
| a)  | an individual or individuals *                     |  | please complete section (A)                                     |
| b)  | a person other than an individual *                |  |   |
| i   | as a limited company/limited liability partnership |  | <input checked="" type="checkbox"/> please complete section (B) |
| ii  | as a partnership (other than limited liability)    |  | please complete section (B)                                     |
| iii | as an unincorporated association or                |  | please complete section (B)                                     |
| iv  | other (for example a statutory corporation)        |  | please complete section (B)                                     |
| c)  | a recognised club                                  |  | please complete section (B)                                     |

|     |   |                             |
|-----|---|-----------------------------|
| d)  | a charity   | please complete section (B) |
| e)  | the proprietor of an educational establishment  | please complete section (B) |
| f)  | a health service body   | please complete section (B) |
| g)  | a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales   | please complete section (B) |
| ga) | a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England | please complete section (B) |
| h)  | the chief officer of police of a police force in England and Wales  | please complete section (B) |

\* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

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

**(A) individual applicants (fill in as applicable)**

|  |     |                           |             |                                |  |
|--|-----|---------------------------|-------------|--------------------------------|--|
| Mr   | Mrs | Miss                      | Ms          | Other Title (for example, Rev) |  |
| Surname  |     |                           | First names |                                |  |
| Date of birth  |     | I am 18 years old or over |             | Please tick yes                |  |
| Nationality  |     |                           |             |                                |  |
| Current residential address if different from premises address   |     |                           |             |                                |  |
| Post town  |     |                           |             | Postcode                       |  |
| Daytime contact telephone number   |     |                           |             |                                |  |
| E-mail address (optional)  |     |                           |             |                                |  |
| Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 'share code' provided to the applicant by that service (please see note 15 for information) |     |                           |             |                                |  |

Second individual applicant (if applicable)

|  |     |                   |             |                                      |  |
|--|-----|-------------------|-------------|--------------------------------------|--|
| Mr   | Mrs | Miss              | Ms          | Other Title<br>(for example,<br>Rev) |  |
| Surname  |     |                   | First names |                                      |  |
| Date of birth<br>or over   |     | I am 18 years old |             | Please tick yes                      |  |
| Nationality  |     |                   |             |                                      |  |
| Current residential<br>address if different<br>from premises<br>address  |     |                   |             |                                      |  |
| Post town  |     |                   |             | Postcode                             |  |
| Daytime contact telephone<br>number  |     |                   |             |                                      |  |
| E-mail address<br>(optional)   |     |                   |             |                                      |  |
| Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 'share code' provided to the applicant by that service:<br>(please see note 15 for information) |     |                   |             |                                      |  |

(B) Other applicants

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

|   |
|---|
| Name<br>Eng Retails Limited                                 |
| Address<br>56 Holly Gardens, West Drayton, England, UB7 9PE |

Registered number (where applicable)  
12915244

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

Telephone number (if any) 07545546950 / 07590679285

E-mail address (optional) engretails@outlook.com

### Part 3 Operating Schedule

When do you want the premises licence to start?

|    |    |        |
|----|----|--------|
| DD | MM | YYYY   |
| 1  | 7  | 102023 |

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

|    |    |      |
|----|----|------|
| DD | MM | YYYY |
|    |    |      |

Please give a general description of the premises (please read guidance note 1)

GROUND FLOOR shop, 17 Kiln Road, Benfleet, SS7 1TA with E class use. It has 70.78 square metres shop floor and 29.13 square metres. The premises has non-domestic rateable value (NDRV) of £22500.00. We are aiming to set up a Premier convenient store with sale of alcohol, lottery tickets, newspapers and magazines pay point and pay zone.

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

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

| Provision of regulated entertainment (please read guidance note 2) |   | Please tick all that apply |
|--|---|----------------------------|
| a)   | plays (if ticking yes, fill in box A)                             |                            |
| b)   | films (if ticking yes, fill in box B)                             |                            |
| c)   | indoor sporting events (if ticking yes, fill in box C)            |                            |
| d)   | boxing or wrestling entertainment (if ticking yes, fill in box D) |                            |

|    |   |  |
|----|---|--|
| e) | live music (if ticking yes, fill in box E)  |  |
| f) | recorded music (if ticking yes, fill in box F)  |  |
| g) | performances of dance (if ticking yes, fill in box G)   |  |
| h) | anything of a similar description to that falling within (e), (f) or (g)<br>(if ticking yes, fill in box H) |  |

|  |                                     |
|--|-------------------------------------|
| <u>Provision of late night refreshment</u> (if ticking yes, fill in box I) |                                     |
| <u>Supply of alcohol</u> (if ticking yes, fill in box J)                   | <input checked="" type="checkbox"/> |

In all cases complete boxes K, L and M

**A**

|  |       |        |   |  |
|--|-------|--------|---|--|
| Plays<br>Standard days and timings (please read guidance note 7) |       |        | <u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 3)  |  |
| Day  | Start | Finish | Indoors   |  |
| Mon  |       |        | Outdoors  |  |
| Tue  |       |        | Both  |  |
| Wed  |       |        | <u>Please give further details here</u> (please read guidance note 4)   |  |
| Thur   |       |        | <u>State any seasonal variations for performing plays</u><br>(please read guidance note 5)  |  |
| Fri  |       |        | <u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u><br>(please read guidance note 6) |  |
| Sat  |       |        |   |  |
| Sun  |       |        |   |  |

**B**

|  |       |            |   |          |  |
|--|-------|------------|---|----------|--|
| Films<br>Standard days and timings (please read guidance note 7) |       |            | <u>Will the exhibition of films take place indoors or outdoors or both – please tick</u> (please read guidance note 3)  | Indoors  |  |
|  |       |            |   | Outdoors |  |
|  |       |            |   | Both     |  |
| Day  | Start | Finis<br>h | <u>Please give further details here</u> (please read guidance note 4)   |          |  |
| Mon  |       |            |   |          |  |
| Tue  |       |            |   |          |  |
| Wed  |       |            | <u>State any seasonal variations for the exhibition of films</u> (please read guidance note 5)  |          |  |
| Thur   |       |            |   |          |  |
| Fri  |       |            | <u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 6) |          |  |
| Sat  |       |            |   |          |  |
| Sun  |       |            |   |          |  |

**C**

| <b>Indoor sporting events</b><br>Standard days and timings (please read guidance note 7) |       |            | <b><u>Please give further details</u></b> (please read guidance note 4)   |
|--|-------|------------|---|
| Day  | Start | Finis<br>h |   |
| Mon  |       |            |   |
| Tue  |       |            | <b><u>State any seasonal variations for indoor sporting events</u></b><br>(please read guidance note 5)   |
| Wed  |       |            |   |
| Thur   |       |            | <b><u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u></b> (please read guidance note 6) |
| Fri  |       |            |   |
| Sat  |       |            |   |
| Sun  |       |            |   |

## D

|  |       |        |   |  |
|--|-------|--------|---|--|
| <b>Boxing or wrestling entertainments</b><br>Standard days and timings (please read guidance note 7) |       |        | <u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 3)  |  |
| Day  | Start | Finish | Indoors   |  |
| Mon  |       |        | Outdoors  |  |
| Tue  |       |        | Both  |  |
| Wed  |       |        | <u>Please give further details here</u> (please read guidance note 4)   |  |
| Thur   |       |        | <u>State any seasonal variations for boxing or wrestling entertainment</u> (please read guidance note 5)  |  |
| Fri  |       |        | <u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u> (please read guidance note 6) |  |
| Sat  |       |        |   |  |
| Sun  |       |        |   |  |

E

|   |       |        |  |  |
|---|-------|--------|--|--|
| <p><b>Live music</b><br/>           Standard days and timings (please read guidance note 7)</p> |       |        | <p><u>Will the performance of live music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)</p>  |  |
| Day   | Start | Finish | Indoors  |  |
| Mon   |       |        | Outdoors   |  |
| Tue   |       |        | Both   |  |
| Wed   |       |        | <p><u>Please give further details here</u> (please read guidance note 4)</p>   |  |
| Thur  |       |        | <p><u>State any seasonal variations for the performance of live music</u> (please read guidance note 5)</p>  |  |
| Fri   |       |        | <p><u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)</p> |  |
| Sat   |       |        |  |  |
| Sun   |       |        |  |  |

F

|  |       |        |   |  |
|--|-------|--------|---|--|
| <b>Recorded music</b><br>Standard days and timings (please read guidance note 7) |       |        | <u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)  |  |
| Day  | Start | Finish | Indoors   |  |
| Mon  |       |        | Outdoors  |  |
| Tue  |       |        | Both  |  |
| Wed  |       |        | <u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)  |  |
| Thur   |       |        |   |  |
| Fri  |       |        | <u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 6) |  |
| Sat  |       |        |   |  |
| Sun  |       |        |   |  |

**G**

|  |       |        |   |  |
|--|-------|--------|---|--|
| <p><b>Performances of dance</b><br/>           Standard days and timings (please read guidance note 7)</p> |       |        | <p><u>Will the performance of dance take place indoors or outdoors or both – please tick (please read guidance note 3)</u></p>  |  |
| Day  | Start | Finish | Indoors   |  |
| Mon  |       |        | Outdoors  |  |
| Tue  |       |        | Both  |  |
| Wed  |       |        | <p><u>Please give further details here (please read guidance note 4)</u></p>  |  |
| Thur   |       |        | <p><u>State any seasonal variations for the performance of dance (please read guidance note 5)</u></p>  |  |
| Fri  |       |        | <p><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list (please read guidance note 6)</u></p> |  |
| Sat  |       |        |   |  |
| Sun  |       |        |   |  |

H

|  |       |        |  |  |          |
|--|-------|--------|--|--|----------|
| <b>Anything of a similar description to that falling within (e), (f) or (g)</b><br>Standard days and timings (please read guidance note 7) |       |        | Please give a description of the type of entertainment you will be providing   |  |          |
| Day  | Start | Finish | <b><u>Will this entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)   |  | Indoors  |
| Mon  |       |        |  |  | Outdoors |
| Both   |       |        |  |  |          |
| Tue  |       |        | <b><u>Please give further details here</u></b> (please read guidance note 4)   |  |          |
| Wed  |       |        |  |  |          |
| Thur   |       |        | <b><u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u></b><br>(please read guidance note 5)   |  |          |
| Fri  |       |        |  |  |          |
| Sat  |       |        | <b><u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u></b> (please read guidance note 6) |  |          |
| Sun  |       |        |  |  |          |

| <p><b>Late night refreshment</b><br/>           Standard days and timings (please read guidance note 7)</p> |       |        | <p>Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)</p> |  |
|---|-------|--------|--|--|
| Day   | Start | Finish | Indoors  | Outdoors   |
| Mon   |       |        |  | <u>Please give further details here</u> (please read guidance note 4)  |
| Tue   |       |        |  |  |
| Wed   |       |        |  | <u>State any seasonal variations for the provision of late night refreshment</u> (please read guidance note 5)   |
| Thur  |       |        |  |  |
| Fri   |       |        |  | <u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u> (please read guidance note 6) |
| Sat   |       |        |  |  |
| Sun   |       |        |  |  |

J

|   |       |        |   |                  |                                     |
|---|-------|--------|---|------------------|-------------------------------------|
| <b>Supply of alcohol</b><br>Standard days and timings (please read guidance note 7) |       |        | <b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 8)  | On the premises  |                                     |
| Day   | Start | Finish |   | Off the premises | <input checked="" type="checkbox"/> |
| Mon   | 06:00 | 23:00  | <b>State any seasonal variations for the supply of alcohol</b><br>(please read guidance note 5)<br>NONE   |                  |                                     |
| Tue   | 06:00 | 23:00  |   |                  |                                     |
| Wed   | 06:00 | 23:00  |   |                  |                                     |
| Thur  | 06:00 | 23:00  | <b>Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</b> (please read guidance note 6) |                  |                                     |
| Fri   | 06:00 | 00:00  |   |                  |                                     |
| Sat   | 06:00 | 00:00  |   |                  |                                     |
| Sun   | 06:00 | 23:00  |   |                  |                                     |

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

|   |                            |
|---|----------------------------|
| Name  | Mr Thusyanthan Thiagarajah |
| Date of birth                                     | 21/11/1978                 |
| Address   | 6 Chatsworth Road          |
| Postcode  | DA1 5AT                    |
| Personal licence number (if known) 21/00046/LAPER |                            |

Issuing licensing authority (if known) Dartford Borough Council

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

None

L

| Hours premises are open to the public<br>Standard days and timings (please read guidance note 7) |       |        | State any seasonal variations (please read guidance note 5)   |
|--|-------|--------|---|
| Day  | Start | Finish |   |
| Mon  |       |        | None  |
| Tue  |       |        |   |
| Wed  |       |        |   |
| Thur   |       |        | <b>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 6)</b><br>None |
| Fri  |       |        |   |
| Sat  |       |        |   |

|     |  |  |  |
|-----|--|--|--|
| Sun |  |  |  |
|-----|--|--|--|

## M

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

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)**

The Council's statement of Licensing policy has carefully been considered and in order to promote the four licensing objectives the following conditions are offered as part of our operating schedule:

1. The CCTV system serving the premises (in accordance with Home Office Guidelines) shall be maintained fully operational and in good working order at all times; make and retain clear images that include the points of sale of alcohol and facial images of the purchasers of the alcohol; show an accurate date and time that the images were made; will include a monitor, visible to the salesperson when serving at the tills, that displays the images being recorded by the external camera.
2. All CCTV images shall be retained for a period of not less than 31 days.
3. The original CCTV images shall be shown immediately upon demand to any police officer, community support officer or authorised person.
4. The original CCTV images, or a copy, shall be provided to any police officer, community support officer or authorised person within 48 hours of a request having been made in a format that can be viewed on readily available equipment without the need for specialist software.
5. No alcohol shall be sold if the CCTV equipment is inoperative for any reason.
6. The physical location of alcohol displays shall be in an area within sight of staff.
7. The age verification policy operated at the premises shall be "Challenge 25". This means that whilst alcohol may be sold to persons aged 18 years or over, any person who appears under 25 years of age shall be required to provide proof of age using an acceptable form of ID. The only forms of ID that may be accepted shall be: a) a proof of age card bearing the PASS hologram logo; b) a passport; c) a UK photo driving licence; or d) a military ID card.
8. Notices advertising that the premises operates a "Challenge 25" scheme shall be displayed in a clear and prominent position at the retail premises entrance and inside at the premises.
9. A book or other form of record, a version of which must be in English, shall be kept in which shall be recorded the date, time and circumstances of a) any challenge made in accordance with the "Challenge 25" scheme. b) any disorder, ejection or other relevant incident that occurs on the premises. This book, or record, shall be kept on the premises at all times they are open and shall be made available for inspection immediately upon demand by any police or community support officer or authorised person. The Designated Premises Supervisor shall frequently check the book to ensure all staff are using it and shall sign and date it immediately after the latest entry.
10. All staff whose responsibilities include the retail sale of alcohol shall receive training on induction and every year thereafter on: a) the terms, conditions and restrictions of the Premises Licence; b) the prevention of unlawful sales of alcohol, and the likely consequence of making an unlawful sale, which shall include: i. the operation of the "Challenge 25" scheme; ii. types of acceptable ID; iii. the method of recording challenges; iv. refusing sales of alcohol to persons who appear to be drunk; and v. preventing proxy sales; c) the operation of the CCTV equipment; and d) drug awareness, which shall include training on the drugs policy applicable to the premises. Such training shall be recorded, a version of which must be kept in English, and these records shall, on request, be made available to any police or community support officer or authorised person immediately upon demand.

**b) The prevention of crime and disorder**

In the event that an incident occurs for which the police have been called, the crime scene shall be preserved to enable police to carry out a full forensic investigation. Appropriate signage of the CCTV, any restrictions on the admittance of individuals according to age and or any conditions of entry to the premises shall be displayed in conspicuous positions. Eng retails Ltd will maintain liaison with the neighbourhood, police officers regarding any issues relating to the premises. The alcohol for sale display shall be within the sight of staff and not closer to Entrance or Exit of the Shop. Sprits and tobacco products will be kept behind the till. All staff uniformed while on duty. Area will be kept clean and free from obstacles for customers, premises bins will be kept and cleaned regularly. We will ensure that any person selling or supplying alcoholic drink under the authority of a personal licence holder asks for a photo ID proof of age where they have reason to suspect, Notices will be displayed inside the premises stating that a Challenge25 policy is in force. We operate a zero tolerance to aggressive and/or violent behaviour towards staff members.

**c) Public safety**

Eng Retails Ltd will at all times maintain adequate levels of staff and security. Such staff and security levels will be disclosed, on request, to the licensing authority and police. A fire risk assessment to be conducted and reviewed regularly in accordance with the requirements of the Regulatory Reform ((Fire Safety) order 2005. We will be responsible for the disposal of waste on the frontage of the premises and make provision for the emptying of litter bins in the vicinity of the premises. We will ensure that lighting is provided outside the premises during the hours of darkness when any licensable activity takes place on the premises. Social distancing and sanitising measures will be available on site

**d) The prevention of public nuisance**

Area immediately in front of the store shall be inspected on a regular basis and management and staff shall use their best endeavours to prevent our customers from loitering in the said areas, persons refusing to move shall be subject of a report to the Police to facilitate safe dispersal. Signage will be displayed at the exit of the premises requesting customers leaving the premises late at night to do so quietly and with consideration so as not to disturb nearby residents. No deliveries or removals other than newspaper, milk and bread shall take place between the hours of 23:00 hours and 07:00 hours the following day. Lighting serving the premises and under the control of the Premises Licence Holder shall not cause nuisance to the occupiers of nearby properties.

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

The premises licence holder will ensure that the age verification policy operated at the premises shall be "Challenge 25". This means that whilst alcohol may be sold to persons aged 18 years or over, any person who appears under 25 years of age shall be required to provide proof of age using an acceptable form of ID. The only forms of ID that may be accepted shall be : a) a proof of age card bearing the PASS hologram logo; b) a passport; c) a UK photo driving licence; or d) a military ID card

Notices advertising that the premises operates a "Challenge 25" scheme shall be displayed in a clear and prominent position at the retailer premises entrance(s) / and inside. Signs shall be displayed inside and outside of the premises warning adults that it is an offence to buy alcohol on behalf of anyone under the age of 18. No children shall be allowed on the premises after 23:00hours. A till prompt system shall be in operation at the store which will remind the operator to require any customer appearing to that member of staff to be under the age of 25 to produce ID. The sale of that item shall be electronically inhibited if the operator does not electronically confirm that either the customer has ID proving they are aged 18 or over or that the customer appeared to be over the age of 25. A logbook shall be kept of all refusals, which shall be retained for 12months from the date of each refusal. The Premises Licence Holder shall ensure that the refusals log is printed,

checked, signed and dated on a weekly basis by the Designated Premises Supervisor. The refusals log will be kept and maintained at the premises and will be available for inspection immediately upon demand by any police or community support officer or authorised person.

**Checklist:**

**Please tick to indicate agreement**

|  |  |                                     |
|--|--|-------------------------------------|
|  | • I have made or enclosed payment of the fee.  | <input checked="" type="checkbox"/> |
|  | • I have enclosed the plan of the premises.  | <input checked="" type="checkbox"/> |
|  | • I have sent copies of this application and the plan to responsible authorities and others where applicable.  | <input checked="" type="checkbox"/> |
|  | • I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.   | <input checked="" type="checkbox"/> |
|  | • I understand that I must now advertise my application.   | <input checked="" type="checkbox"/> |
|  | • I understand that if I do not comply with the above requirements my application will be rejected.  | <input checked="" type="checkbox"/> |
|  | • [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15). | <input checked="" type="checkbox"/> |

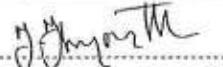
It is an offence, under Section 158 of the Licensing Act 2003, to make a false statement in or in connection with this application. Those who make a false statement may be liable on summary conviction to a fine of any amount.

It is an offence under Section 24b of the Immigration Act 1971 for a person to work when they know, or have reasonable cause to believe, that they are disqualified from doing so by reason of their immigration status. Those who employ an adult without leave or who is subject to conditions as to employment will be liable to a civil penalty under section 15 of the Immigration, Asylum and Nationality Act 2006 and pursuant to Section 21 of the same act, will be committing an offence where they do so in the knowledge, or with reasonable cause to believe, that the employee is disqualified.

**Part 4 – Signatures (please read guidance note 11)**

**Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 12). If signing on behalf of the applicant, please state in what capacity.**

|                    |   |
|--------------------|---|
| <b>Declaration</b> | <ul style="list-style-type: none"> <li>[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in</li> </ul> |
|--------------------|---|

|           |   |
|-----------|---|
|           | <p>the UK (please read guidance note 15).</p> <ul style="list-style-type: none"> <li>• The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)</li> </ul> |
| Signature |    |
| Date      | 14/09/2023  |
| Capacity  | Director  |

**For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.**

|           |  |
|-----------|--|
| Signature |  |
| Date      |  |
| Capacity  |  |

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)

Mr Thusyanthan Thiagarajah  
6 Chatsworth Road

|           |          |          |         |
|-----------|----------|----------|---------|
| Post town | Dartford | Postcode | DA1 5AT |
|-----------|----------|----------|---------|

|                           |                           |
|---------------------------|---------------------------|
| Telephone number (if any) | 07545546950 / 07832990795 |
|---------------------------|---------------------------|

|   |
|---|
| If you would prefer us to correspond with you by e-mail, your e-mail address (optional) |
|---|

#### Notes for Guidance

**Consent of individual to being specified as premises supervisor**

Thusyanthan Thiagarajah

*[full name of prospective premises supervisor]*

of

6 Chatsworth Road, Dartford, DA1 5AT

*[home address of prospective premises supervisor]*

hereby confirm that I give my consent to be specified as the designated premises supervisor in relation to the application for

Premises License

*[type of application]*

by

Eng Retails Limited

*[name of applicant]*

relating to a premises licence

*[number of existing licence, if any]*

for

Kiln Road Premier  
17 Kiln Road, Benfleet, SS7 1TA

*[name and address of premises to which the application relates]*

and any premises licence to be granted or varied in respect of this application made by

Eng Retails Limited

*[name of applicant]*

concerning the supply of alcohol at

Kiln Road Premier  
17 Kiln Road, Benfleet, SS7 1TA

*[name and address of premises to which application relates]*

I also confirm that I am entitled to work in the United Kingdom and am applying for, intend to apply for or currently hold a personal licence, details of which I set out below.

Personal licence number

21/00046/LAPER

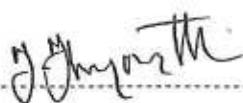
*[insert personal licence number, if any]*

Personal licence issuing authority

Dartford Borough Council

*[insert name and address and telephone number of personal licence issuing authority, if any]*

Signed

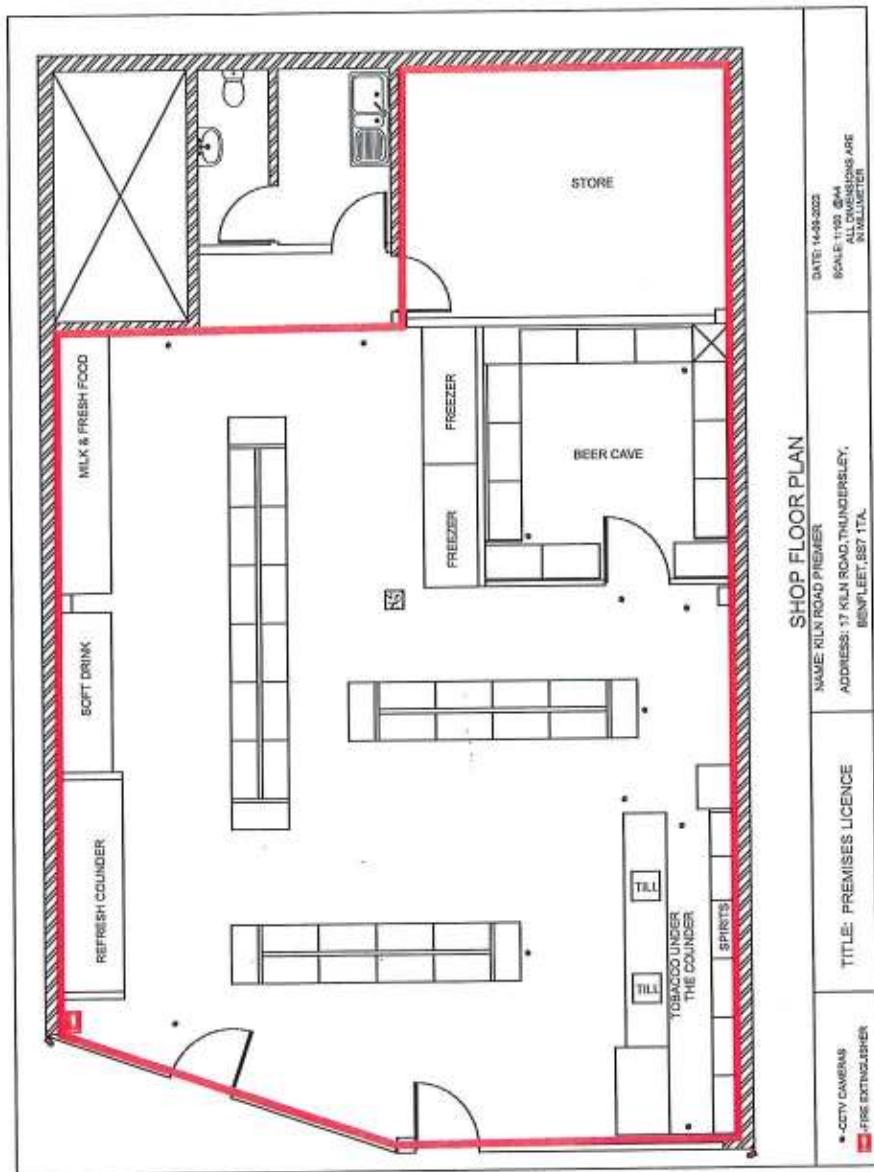


Name (please print)

Thusyanthan Thiyagarajah

Date

18/09/2023



**Licensing Act 2003**  
**Application for a Premises Licence**



|   |  |
|---|--|
| Name of Applicant   | <b>Eng Retails Limited</b>                                 |
| Premises Name and Address:  | <b>Kiln Road Premier,<br/>17 Kiln Rd, Benfleet SS7 1TA</b> |
| <p>Statement of relevant licensable activities or relevant qualifying club activities which it is proposed will be carried on or from the premises.</p> <p><b>Supply of Alcohol (off sales only)</b></p> <p><b>Sunday to Thursday 06:00 – 23:00</b></p> <p><b>Friday and Saturday 06:00 – 00:00</b></p> |  |

Any person or responsible authority (as defined by the Licensing Act 2003) may make representations to the Licensing Authority no later than **26/10/2023**

A copy of the application can be viewed at the council offices during working hours or on the website [www.castlepoint.gov.uk/licensing](http://www.castlepoint.gov.uk/licensing)

Any representations made to the Licensing Authority must be in writing to Castle Point Borough Council, Council Offices, Kiln Road, Benfleet, Essex, SS7 1TF  
[licensing@castlepoint.gov.uk](mailto:licensing@castlepoint.gov.uk)

It is an offence knowingly or recklessly to make a false statement in connection with an application and the maximum fine for which a person is liable on summary conviction for the offence is an unlimited fine.

Dated: **28/09/2023**



benfleet | canvey | hadleigh | thundersley

**Application for a Premises Licence**  
**Kiln Road Premier , 17 Kiln Road, Benfleet Essex SS7 1TA**

**Representations Received**

**OBJECTION 1**

Dear Sir / Madam,

I write in respect of a premises licence application for Kiln Road Premier, 17 Kiln Road, Benfleet SS7 1TA for the sale of alcohol.

I would like to object to the application on the grounds that I believe the licensing objectives that must be considered will not be met, and this type of premises will have a detrimental effect on the area. With two similar premises located on the same road, a third premises with off sales is not a necessary addition to the local community.

I have listed my concerns below relating to each objective:

The prevention of crime and disorder – Anti-social behaviour caused by the loitering of patrons outside the premises.

Public safety – This premises is situated on a busy main road and there is no parking other than on the public highway. This will cause people to park in side streets or on pathways causing obstruction to people passing with prams, wheelchairs etc and leading to people crossing the busy road and putting themselves and other road users at risk.

The prevention of public nuisance – Noise nuisance both early in the morning and late into the evening, caused by patrons and deliveries. Patrons loitering outside the shop talking loudly (particularly those who have recently vacated the local pub just across the road).

The protection of children from harm – With both schools and a college in the local area there will be an increased risk of the opportunity for underage sales of alcohol and tobacco.

In summary, I do not feel that this type of premises is a necessary addition to the local area and it has the potential to be a cause of nuisance for local residents.

Kind regards,

[REDACTED]

## OBJECTION 2

Good morning/afternoon,

I am writing to appeal against the opening hours and sale of liquor at the above premises.

Opening at such an early hour and closing at 11pm and midnights on Friday and Saturday will be a nuisance to local residents, especially those who have younger children.

I think this will encourage anti-social behaviour, with customers and deliveries potentially 17 to 18 hours a day and those late night customers who may park in the local roads making noise and disturbing the peace at night. Does this really need to be open so early and close so late? Do we really need another food store as there is a Coop, Day 1 store along Kiln Road, a Premier store and Minute Mart in the village and a large Morrisons in Hadleigh?

This will also encourage vermin such as mice and rats to thrive if not kept impeccably clean and tidy. Foxes and Badgers are already a nuisance going through gardens and bins, this will only serve them with another food source.

Being open and selling alcohol at such a late hour will lead to people from the Bread and Cheese pub, at closing time, being able to buy more alcohol and carry on drinking and becoming rowdy in the streets, possibly leading to people causing damage to other people's premises and personal belongings.

The Kiln Road is a very busy road and there is no off street parking with this site for customers and deliveries, and may lead to an increase in accidents with vehicles blocking the junction and making it awkward to join adjacent roads. We found this a problem with the plumbing shop that has just vacated the premises. Vehicles parked on pedestrian walkways, parking on the double yellow lines and vehicles mounting the pavement and breaking the kerbstones in Bradley Avenue. Parking in Bradley Avenue is already a problem with household from Kiln Road using it as a 'car park' and with the additional 30 flats the council approved on the Kiln Road/Kenneth Road Junction with not enough parking for the residents, will also be looking for a 'car park' for their vehicles.

Also an increased amount of litter was disposed of in to the street from clients of the plumbing shop. This will no doubt be the same or even worse with a food/drinks shop.

Regards,

## OBJECTION 3

As a resident living adjacent to the proposed Premier Store, I wish to oppose the granting of a liquor licence. It is my experience, having lived near such a convenience store with a late licence, that this causes noise and anti-social behaviour which would significantly affect the quality of life for local residents. There are several shops within walking distance which provide convenience store amenities. Another is unnecessary.

## OBJECTION 4

Dear Sir/Madam

As a nearby resident I am emailing to oppose the recent application for a Premises Licence (supply of alcohol) at 17 Kiln Road, Benfleet. SS7 1TA

My objection to this application is based on the following reasons:

The supply of alcohol from 6am to midnight (or 11pm on weekdays) will increase the opportunity for anti-social behaviour to take place and noise at unsociable hours in a residential area.

It will lead to an increase of litter in an area very close to natural woodland.

The ability to have access to alcohol with the extended opening hours will most definitely lead to an increase in crime in the locality and will be a detriment to public safety.

There is extremely limited parking accessible nearby, which will no doubt lead to illegal and dangerous parking - very close to a busy junction with Kenneth Road. This could lead to an increase in accidents occurring - particularly as this property is situated on a corner of Kiln Road, there will no doubt be people parking right on the very corner and obscuring views on and off what is already an incredibly busy road.

The opening hours being so very early and so very late will no doubt lead to residents being exposed to noise at unsociable hours, with disturbance occurring due to deliveries and patrons coming and going.

There is a pub serving alcohol 200 yards away, a coop shop 0.3 miles away, another Premier Shop 0.5 miles away and a convenience store 0.5 miles away. I cannot see how it can be in the public interest for residents to have this in situ, given there is plenty of nearby locations in which to purchase goods and alcohol.

Yours faithfully

[REDACTED]

## OBJECTION 5

Hi,

Am writing to you regarding the new premier shop on kiln road,

As a neighbour (Bradley avenue) we are happy for it to become a premier our only objections that we have are

1. The opening hours are very late and it's concerning that a premises of this nature selling alcohol could attract anti social behaviour and noise
2. There is very limited parking around and our road is permitted parking through the day, we feel that it would be a good idea to have parking bays made out the front similar to the Co-op up the road as there is plenty of space for this,

We feel that there is not really a need for this shop to be open as late as this

Many thanks

## OBJECTION 6

Dear Licensing Authority,

I am writing to express my deep concern regarding the recent application for an alcohol license for the proposed Premier at 17 Kiln Road.

As a resident living in close proximity to the proposed location, I am worried about the potential negative effects this establishment could have on our peaceful community. My primary concerns include the following:

1. Increased Alcohol-Related Crime: The availability of alcohol could lead to a rise in alcohol-induced misdemeanors and crimes, threatening the safety and security of local residents.
2. Increased Anti-Social Behaviour: The introduction of another alcohol outlet may encourage anti-social behavior, disrupting the quiet and peaceful environment we currently enjoy.
3. Increased Littering: We are very proud of our neat and tidy community, however with increased foot traffic and consumption, it is likely that the area will experience an increase in litter, detracting from the cleanliness and aesthetics of our neighbourhood.
4. Traffic and Parking Concerns: The proposed location may encourage illegal parking or hasty stops, increasing the risk of traffic accidents, particularly when joining the A13, and increased congestion. With the nearby housing being built on Kenneth Road we will already see a big rise in congestion and this can make matters worse.
5. Redundancy of Alcohol Outlets: The neighborhood is already well-served by several other licensed premises. The addition of another outlet seems unnecessary and could contribute to over-saturation.
6. Impact on Local Businesses: The new convenience store could potentially impact local businesses, especially as it is part of a larger chain. This could undermine the livelihood of local shop owners, and we are clearly a village that loves to 'shop small' and support as many local businesses as possible; this new Premier threatens this.
7. Possible Increase in Noise Pollution: An increase in foot traffic, particularly during late hours, could lead to an increase in noise levels. This could be particularly disruptive for residents, especially those with young children or elderly family members.
8. Potential for Underage Drinking: There's always a risk that establishments selling alcohol could inadvertently contribute to underage drinking, despite legal restrictions, particularly with the local college nearby.
9. Detraction from Community Character: Our village is known for its quiet, residential character, introducing a commercial establishment — particularly one selling alcohol — could detract from the area's charm and appeal.

Furthermore, the potential disturbance of peace during late-night hours due to intoxicated patrons is another cause for concern, as it may disrupt the sleep and routine of residents, particularly those with young children or those who rise early for work. Additionally, this proposed convenience store could inadvertently contribute to increasing local rates of alcoholism, with the easy availability of alcohol potentially exacerbating existing issues.

I kindly urge you to consider the aforementioned points when making your decision about granting the requested license. Our community values its safety, peace, and cleanliness, and we believe that these factors should be given considerable weight in the decision-making process.

Thank you for your time and consideration. I trust that you will take these concerns into account and make a decision that best serves the interests of our community.

Yours sincerely



## OBJECTION 7

Dear Sir/Madam

I am sending you this email to object to the proposed application for a premises licence at 17 Kiln Road, Benfleet SS7 1TA

I am objecting to the licensing application on the grounds that another shop of this nature is not required as there are a couple of shops within a short distance of the proposed site. I do feel that with the amount of space at the front this would invite loitering, especially with the sale of alcohol. Situated on a main road not too far from a already busy junction (Kenneth Road) with the recent new development this would surely cause more congestion and potential accidents with parking on the pavement restricting pedestrian access along the pathway.

I also can't help but feel this could invite crime and disturbance in a already quite neighbourhood.

Kind regards

[REDACTED]

## OBJECTION 8

Dear Sir/Madam, I am writing to make a representation under the Licensing Act 2003 concerning the application for an Alcohol License in respect of Kiln Road Premier located 17 Kiln Road, Benfleet SS7 1TA. I have serious concerns about the potential impact of this license on road safety and public nuisance in the area, and I believe that the granting of this license may lead to adverse consequences.

Road Safety Concerns:

As the Licensing Authority members will know, Kiln Road is a very busy road which is constantly in use. My household is very aware of the traffic volume as we live on Kiln Road and directly opposite the Applicant premises. The volume of traffic gives rise to the following safety concerns relating to customers on foot wishing to access the premises from the south side of Kiln Road either as residents or from cars parked on this side of the road solely to access the premises: -

1. Crossing the road can take many minutes at almost any time of the day and walking to the pedestrian crossing is the only safe way to cross the road especially during peak commuting times (16:00 – 19:00). There are no traffic islands close to this part of the road unlike other stretches of Kiln Road towards the Council offices. In short, this road is very dangerous to cross on foot without the help of a pedestrian crossing or a traffic island. My concern is that customers will take risks to cross the road rather than walk to the pedestrian crossing and given the increase in footfall to the premises, the likelihood of an accident will be greatly increased. The previous occupier had very little footfall. My concern in this area increases during the evening when customers who have purchased alcohol for immediate consumption look to cross the road under influence of alcohol.

2. The parking opportunities for customers to the Applicant premises are very limited during the hours 09:00 to 16:00 Monday to Friday (due to parking restrictions) and remain limited outside of these hours. As such it is envisaged that some customers will park in Bradley Avenue although the spaces are limited, and this will likely lead to illegal parking when restrictions apply or will create a nuisance by blocking access to Page 2 of 3 residential properties. Alternatively, customers may seek to park on Kiln Road outside the premises or nearby on the North side of the road. Whilst this appears to be legal, no vehicles have been seen parking in this area as such parking would create an obstacle to the high volume of traffic flowing eastwards.

My concerns in this regard are that: -

- a. Illegal parking in Bradley Avenue close to the junction with Kiln Road or vehicles parked along Kiln Road close to this junction outside of the premises, will create driving obstacles and restricted visibility of other traffic, thereby increasing the risk of a road traffic accident between vehicles or involving pedestrians.
- b. Inconsiderate parking for the purposes of accessing the premises on either or both sides of Kiln Road close to the premises will create congestion. The road cannot accommodate four cars (two parked and two moving) navigating the road width at the same time. If large vehicles are also using the road at the same time the congestion will be enhanced – trade vehicles of all sizes small, large and very large use this road. Again, the concern relates to the increased risk of an accident due to the increased footfall to the premises.

Public Nuisance Concerns:

It is anticipated that the sale of alcohol will attract customers that will include younger adults wishing to consume their purchases immediately following purchase. There is regular evidence of alcohol purchases being made from other outlets nearby (three premises with 5 minute walking distance from the Applicant premises) being consumed: - in the park behind the Council offices; and in Thundersley Glen. A local resident collects such litter every day from these areas and along Kiln Road fills several bags each day and many of the items collected are alcohol bottles and cans. My concerns are that: -

- a. Groups of young adults will congregate outside the Applicants premises with a view to consuming alcohol prior to visiting the Bread & Cheese pub or to a gathering elsewhere. This is a well-known and well-practised social approach for some young adults. Such gatherings will create loud and potentially unruly, and anti-social behaviour which is generally linked to the consumption of alcohol. There is evidence of registered crime (antisocial behaviour in particular) in the vicinity of the other nearby licensed premises mentioned above and linked to other outlets in Hadleigh that the Licensing Authority will have access to. It is also anticipated, given the late hours of opening requested in the application, that the group gathering will also take place when customers return from either the local pub or other gatherings.
- b. The remnants of such purchases will be disposed of into residents' gardens and in public areas such as Thundersley Glen.

Measures to Mitigate Concerns:

By way of mitigation in relation to the anticipated Public Nuisance from late night alcohol sales, it is suggested that the alcohol licence be restricted to 18:00 on all. In relation to the Road Safety concerns, there are no mitigations other than denying the alcohol licence as a way of reducing footfall and the increased risk of poor judgments in crossing the road and parking.

Conclusion:

In light of the concerns, I've outlined above, I respectfully request that the Licensing Authority considers these issues carefully when reviewing the application for the license. The safety and well-being of the local community as well as the maintenance of the current level of enjoyment from living in the locality should be a paramount consideration in the decision-making process. I would appreciate the opportunity to discuss these concerns further with the relevant authorities or to attend any hearings related to this application. Thank you for your attention to this matter. I trust that the Licensing Authority will thoroughly assess the potential consequences of granting this license in relation to road safety and public nuisance.

Yours sincerely

[Redacted]

Kiln Road Premier Castle Point.

1. The premises shall have installed and maintain a closed-circuit television surveillance (CCTV) system which at all times complies with the below requirements:

- i. CCTV will be provided in the form a recordable system, capable of providing pictures of evidential quality in all lighting conditions, particularly facial recognition
- ii. CCTV cameras shall cover all entrances {and exits} and the areas where alcohol sales take place
- iii. Equipment must be maintained in good working order, be correctly time and date stamped, recordings must be kept in good working order and kept for a minimum period of 31 days
- iv. Upon the reasonable request of the police or licensing authority staff, within 48 hours viewable copies of recordings will be provided.

2. A Challenge 25 scheme shall be operated, whereby any person who appears to be under the age of 25 years of age is required to produce on request an item which meets the mandatory age verification requirement and is either a:

- Proof of age card bearing the PASS Hologram
- Photocard driving licence
- Passport; or
- Ministry of Defence Identity Card.

The premises shall clearly display signs at each point of sale and in areas where alcohol is displayed advising customers that a 'Challenge 25' policy is in force.

At the point of sale, such signs shall be a minimum size of 200mm x 148mm.

3. A refusals record shall be maintained at the premises that details all refusals to sell alcohol. Each entry shall, as a minimum, record the date and time of the refusal and the name of the staff member refusing the sale.

All entries must be made as soon as possible and in any event within 4 hours of the refusal and the record must be made immediately available to police, trading standards or licensing authority staff upon reasonable request.

The refusals record shall be either electronic or maintained in a bound document and retained for at least 12 months from the date of the last entry.

4. All staff engaged in the sale or supply of alcohol on the premises shall have received training in relation to the protection of children from harm (including under-age sales), how to recognise drunkenness and the duty not to serve drunk persons. Refresher training shall be carried out at least every six months.

Training records shall be kept on the premises (or otherwise be accessible on the premises) for a minimum of 12 months and made immediately available to police, trading standards or licensing authority staff upon reasonable request.

5. Staff will ask members of the public not to loiter outside the premises to prevent nuisance.

## STAFF TRAINING PROGRAM HIGHLIGHTS IT IS NOT FIXED IN STONE -IT IS A FLUID DOCUMENT

### THE FOUR LICENSING OBJECTIVES

PUBLIC SAFETY

PROTECTION OF CHILDREN FROM HARM

PREVENTION OF PUBLIC NUISANCE

PREVENTION OF CRIME AND DISORDER

### PREVENTION OF CRIME AND DISORDER

INCIDENT BOOK

CCTV

STAFF TRAINING

LIAISE WITH POLICE IF REQUIRED

NOT TO SELL TO DRUNKS OR STREET DRINKERS

AGE VERIFICATION

CONDITIONS ON LICENCE

### PROTECTION OF CHILDREN FROM HARM

AGE VERIFICATION

PROXY SALE TRAINING

CHALLENGE 25

STAFF NEED TO BEAR IN MIND THAT ADULTS MAY ATTEMPT TO PURCHASE ALCOHOL FOR PEOPLE UNDER EIGHTEEN YEARS AGE.

STAFF SHOULD ENSURE THEY USE THEIR BEST ENDEAVOURS TO PREVENT THIS.

THE FOLLOWING MAY MEAN THAT PEOPLE ARE BUYING FOR

PERSONS WHO ARE UNDERAGE:

A PERSON MAY PURCHASE A GREAT DEAL OF ALCOHOL WHICH MAY SIGNAL THEY ARE PURCHASING FOR OTHER PEOPLE. THEY MAY HOWEVER JUST BE HAVING A PARTY. IF YOU ARE IN ANY DOUBT ASK THE PURCHASER IF THE ALCOHOL IS FOR THIER OWN CONSUMPTION.

VERY OFTEN THE CHILDREN WILL BE WAITING FOR THE ALCOHOL NOT FAR FROM THE SHOP.

OBSERVE WHAT IS GOING ON OUTSIDE

UNDERAGE PEOPLE MAY COME INTO THE SHOP AND ASK FOR SAY bottle shiraz wine AND A COKE WHICH IS DECLINED

IMMEDIATELY OR SOON AFTER AN ADULT ASKS for bottle shiraz wine AND A COKE

THIS IS A SURE SIGN THAT IT IS LIKELY A PROXY SALE

SIGNS ARE PUT UP IN THE SHOP NEAR THE ALCOHOL SALES SECTION REMINDING CUSTOMERS THAT IT IS A CRIMINAL OFFENCE TO PURCHASE ALCOHOL ON BEHALF OF PERSONS UNDER EIGHTEEN YEARS OF AGE.

IF STAFF SUSPECT AN INDIVIDUAL THEN THEY CAN REMIND THEM OF THIS LAW ALSO AN INDIVIDUAL MAY RETURN TO THE SHOP FOR MORE ALCOHOL. IT SHOULD BE ASKED WHY THEY DID NOT BUY THE ALCOHOL THEY NEEDED ON THE FIRST VISIT

IF IN DOUBT SAY IT IS COMPANY POLICY NOT TO SERVE A PERSON MORE THAN ONCE IN A DAY.

REMIND PEOPLE IT IS A CRIMINAL OFFENCE TO SUPPLY UNDER EIGHTEENS WITH ALCOHOL  
IF IN ANY DOUBT DO NOT SERVE.

#### **CHILD PROTECTION POLICY**

Any concerns call childline , local council or Police  
See child protection policy  
IF CHILD IN IMMEDIATE DANGER DIAL 999

#### **SUPPORT ASK ANGELA CAMPAIGN**

#### **GROUPS OF PEOPLE**

A GROUP OF SAY TWO OR THREE PEOPLE MAY COME INTO THE SHOP TO BUY ALCOHOL.  
ONE OF THE GROUP MAY BE OVER EIGHTEEN. HOWEVER IN THIS CASE THE WHOLE GROUP SHOULD  
BE ASKED FOR I.D.

HOWEVER COMMON SENSE SHOULD PREVAIL.

TWO ADULTS AND A SEVEN YEAR OLD

OBVIOUSLY FAMILY GROUPS SHOULD NOT BE ASKED TO PROVIDE I.D. FOR CHILDREN SO YOUNG.  
HOWEVER YOU MAY HAVE A PARENT COME IN THE SHOP AND THEIR CHILD WHO IS A TEENAGER  
BUT NOT EIGHTEEN STARTS SELECTING THE ALCOHOL FOR THE PARENT TO BUY. IN THIS CASE  
CLEARLY THE ALCOHOL IS FOR THE CHILD SO THE SALE SHOULD BE DECLINED EXPLAINING THAT IT IS  
A CONDITION OF THE LICENCE TO ASK ALL PERSONS IN THE GROUP FOR I.D. AND THAT THE MATTER  
IS OUT OF YOUR HANDS.

OBVIOUSLY COMMON SENSE WILL HAVE TO PREVAIL BUT DO NOT FORGET IT IS YOU THAT WILL BE  
HELD RESPONSIBLE BY THE POLICE SHOULD AN ADULT PASS ALCOHOL ON TO UNDER EIGHTEENS IF  
YOU HAVE NOT CARRIED OUT THE REQUIRED CHECKS.

#### **CONSEQUENCES OF AN UNDERAGE SALE**

IF AN UNDERAGE SALE TAKES PLACE THE FOLLOWING MAY OCCUR .

- 1) YOU AND DPS COULD BE FINED AN UNLIMITED AMOUNT AND SENT TO PRISON
- 2) THE LICENCE CAN BE REVIEWED
- 3) ALSO DEFENDANTS MAY HAVE TO PAY COURT COSTS

THE POLICE CAN ISSUE A FIXED PENALTY NOTICE OF £90 FOR THE FOLLOWING OFFENCES:  
CONSUMPTION OF ALCOHOL BY AN UNDER 18 YEAR OLD

SELLING ALCOHOL TO AN UNDER 18 YEAR OLD

OBTAINING ALCOHOL FOR AN UNDER 18 YEAR OLD

ALLOWING CONSUMPTION OF ALCOHOL BY AN UNDER 18 YEAR OLD

DELIVERY OF ALCOHOL TO AN UNDER 18 YEAR OLD

ALLOWING DELIVERY OF ALCOHOL TO AN UNDER 18 YEAR OLD

THE FINE CAN BE UNLIMITED AND/OR SIX MONTHS IN JAIL.

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

LITTER PATROLS- LEAVE QUIETLY SIGN

WE HAVE A LITTER PATROL POLICY

MAKE SURE FRONT AND SURROUNDING AREA KEPT FREE OF ANY LITTER  
MAY INVOLVE COLLECTION OF LITTER NOT EMINATING FROM OUR PREMISES IF SAFE TO DO SO

**PREVENTION OF CRIME AND DISORDER**

WE HAVE CCTV TO RECORD INCIDENTS  
NOT TO SELL TO DRUNKS OR STREET DRINKERS  
AGE VERIFICATION  
CONDITIONS ON LICENCE  
**AGE VERIFICATION AND CHALLENGE 25 -ALL PERSONS WHO APPEAR TO BE UNDER 25 WHO ATTEMPT TO PURCHASE ALCOHOL MUST BE ASKED FOR I.D.**

**UK PHOTO DRIVING LICENCE**

**UK PASSPORT**

**PASS CARDS**

CHECK DATE OF BIRTH AND PHOTO AND PASS HOLOGRAM AND THERE MUST BE LARGE 18+  
PRINTED ON CARD  
PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

**MILITARY ID**

Do not accept any id that is not in English unless you have the written permission from the DPS duly signed by employee and DPS

**CONDITIONS ON THE LICENCE**

IN THIS SECTION WE LOOK AT CURRENT CONDITIONS ON THE LICENCE  
IT IS A CRIMINAL OFFENCE NOT TO COMPLY WITH CONDITIONS ON A LICENCE

**DRUNKS AND STREET DRINKERS** IN THIS SECTION WE LOOK AT HOW TO MAKE SURE WE DO NOT SERVE DRUNKS OR STREET DRINKERS

**HOW TO RECOGNIZE A DRUNK PERSON**

**HOW TO RECOGNIZE A STREET DRINKER**

**STREET DRINKERS**

MAY BE UNSHAVEN AND HAVE SCRUFFY APPEARANCE.  
USUALLY INTOXICATED  
DRUNK  
THE DPS WILL TALK TO YOU ABOUT THIS.  
THE POLICE MAY IDENTIFY STREET DRINKERS TO US.

UNDER NO CIRCUMSTANCES SERVE THESE PEOPLE.  
DO NOT SERVE STREET DRINKERS. BE AWARE OF THE LOCAL AREA SO ANY STREET DRINKERS GO SOMEWHERE ELSE.

## REFUSAL REGISTER

PLEASE USE THE REFUSAL FOR ANY REFUSED SALES OF AGE RESTRICTED PRODUCTS

FOR EXAMPLE

NO ID

DRUNK

KNOWN STREET DRINKER

### Incident book

PLEASE USE THE INCIDENT BOOK FOR ANY RELEVANT INCIDENTS

CRIME AND DISORDER

PUBLIC NUISANCE ETC

SEE INCIDENT BOOK FOR FURTHER DETAILS

### LICENSING HOURS

SEE LICENCE

### PUNISHMENT AND FINES

THERE ARE AN ARRAY OF PUNISHMENTS UNDER THE LICENSING ACT 2003  
IT IS PERHAPS BEST TO REMEMBER THAT FOR MOST OFFENCES THE FINE CAN BE UNLIMITED AND  
RESULT IN A PRISON SENTENCE

### RESPONSIBLE AUTHORITIES

PLEASE BE HELPFUL IF ANY RESPONSIBLE AUTHORITIES OR AUTHORISED AUTHORITIES CALL IN  
PLEASE ENTER IN THE INCIDENT BOOK AND REPORT TO THE DPS  
ALL SHOULD HAVE I.D.  
SUCH AS  
POLICE

ENVIRONMENTAL HEALTH  
FIRE OFFICER  
LICENSING OFFICER  
TRADING STANDARDS OFFICER  
CHILD PROTECTION FROM HARM OFFICER  
IMMIGRATION OFFICIAL  
AMONG OTHERS

**CCTV**

AT ALL TIMES COMPLY WITH DATA PROTECTION

IT IS NOT LAWFUL TO SHOW RECORDED CCTV FOOTAGE UNLESS AN APPROPRIATE REQUEST IS MADE

THE AUTHORITIES SHOULD KNOW THIS AND IT IS USUAL FOR A SECTION 29 REQUEST TO BE MADE

IF IN DOUBT CALL DPS OR NOMINATED PERSON

**STOCK CONTROL-GOODS-ALCOHOL-CIGARETTES**

WE UNDERSTAND WE CANNOT TAKE PART IN ANY STOCK SWAPS. WE CAN NOT ORDER ANY ALCOHOL OR TOBACCO ,ACCEPT DELIVERY OF ANY ALCOHOL OR TOBACCO OR PAY FOR ANY ALCOHOL OR TOBACCO WITHOUT WRITTEN PERMISSION FROM DPS

**PLEASE FOLLOW CHALLENGE 25 POLICY FOR ABOVE PRODUCTS**

**CONDITIONS ON LICENCE**

**IT IS A CRIMINAL OFFENCE NOT TO COMPLY WITH CONDITIONS AND AN UNLIMITED FINE AND SIX MONTHS JAIL SENTENCE CAN OCCUR ON SUMMARY CONVICTION IF THEY ARE BREACHED**

**OUTSIDE LICENSING HOURS**

NO ALCOHOL CAN BE SOLD OUTSIDE LICENSING HOURS GRANTED  
UNLIMITED FINE AND IMPRISONMENT CAN OCCUR #

**CONFLICT MANAGEMENT**

WHEN REFUSING SERVICE AT ALL TIMES REMAIN CALM

DO NOT RAISE YOUR HANDS OR POINT

DO NOT SHOUT

PLEASE SAY THAT YOU COULD LOSE YOUR JOB IF YOU WERE TO SERVE THE CUSTOMERS

IT IS ALWAYS GOOD PRACTICE TO DEFLECT THE BLAME FROM YOURSELF

FOR EXAMPLE- 'IT IS INSTRUCTION FROM MANAGEMENT'