

Statutory Licensing Sub-Committee

17th December 2019

**Application for the grant of a Premises
Licence**

Ordinary Decision



**Report of Ian Thompson, Corporate Director of Regeneration and
Local Services**

**Councillor Brian Stephens, Cabinet Portfolio Holder for
Neighbourhoods and Local Partnerships**

Electoral division(s) affected: Murton

Purpose of the Report

- 1 The Sub-Committee is asked to consider and determine the application for the grant of a premises licence for Unit 1A, Murton Vic Development, Church Street, Murton, SR7 9NX
- 2 A plan showing the location of the premises is attached at Appendix 2.

Executive summary

- 3 The application requests the granting of a Premises Licence for a new establishment and was submitted to the Licensing Authority on 31st October 2019 by Ward Hadaway on behalf of Co-operative Group Food Limited.
- 4 The application was for the Sale of Alcohol (Off Sales) Monday to Sunday 06:00 hrs until 23:00 hrs.
- 5 Durham County Council Public Health, Durham Safeguarding Children Partnership, Durham County Council Planning Authority, County Durham and Darlington Fire Safety Authority Durham County Council Environmental Health Department have all responded to the consultation with no comments.
- 6 The licensing authority received one letter in opposition to the application from 'other persons', namely Mrs Walker.

- 7 Following mediation with Durham Constabulary, the applicant proposed further conditions to be added to their operating schedule.

Recommendation(s)

- 8 The Sub-Committee is asked to determine the application with a view to promoting the licensing objectives.
- 9 The Sub-Committee is recommended to give appropriate weight to:
- (a) The steps that are appropriate to promote the licensing objectives;
 - (b) The representations (including supporting information) presented by all parties;
 - (c) The Durham County Council Statement of Licensing Policy. The relevant parts of the policy are attached at Appendix 7;
 - (d) The Guidance issued to local authorities under Section 182 of the Licensing Act 2003 (as amended April 2018). The relevant parts of the guidance are attached at Appendix 8.

Background

- 10 Background information

Applicant	Co-operative Group Food Limited	
Type of Application: Grant of a premises licence	Date received: 31st October 2019	Consultation ended: 28th November 2019

Details of the application

- 11 An application for the grant of a premises licence was received by the Licensing Authority on 31st October 2019. Additional information was received on 3rd December 2019. The application form and additional documents are attached at Appendix 3.
- 12 The application is deemed by the Licensing Authority to be correctly served and advertised in accordance with the Licensing Act regulations.
- 13 The activities requested are as follows:

Licensable Activities	Days & Hours
Sale of Alcohol (consumption off the premises)	Monday to Sunday 06:00 hrs – 23:00 hrs

Proposed Opening Times	Monday to Sunday 06:00hrs – 23:00 hrs
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- 14 Members should refer to Durham County Council's Statement of Licensing Policy – Appendix II "Framework Hours" for different types of premises.
- 15 The applicant has proposed conditions and the steps that they intend to take in order to promote the four licensing objectives, which are outlined within the application form.
- 16 On 28th November 2019, following mediation with Durham Constabulary, the applicant proposed additional conditions to be added to the operating schedule, see Appendix 4.

The Representations

- 17 The Licensing Authority received one representation during the consultation period from Mrs Walker (other person).

The licensing authority deemed the representations as relevant, relating to the following licensing objectives:

- The Prevention of Crime and Disorder
- The Prevention of Public Nuisance

Copies of the representation and supporting information are attached at Appendix 5.

- 18 Responses were received from the following Responsible Authorities, confirming that they had no comments to make in relation to the application:

- Durham County Council Public Health
- Durham Safeguarding Children Partnership
- Durham County Council Planning Department
- County Durham and Darlington Fire Safety Authority
- Durham County Council Environmental Health Department

Copies of these responses are attached at Appendix 6.

The Parties

19 The Parties to the hearing will be:

- Co-operative Group Food Limited (Applicant)
- Mr Richard Arnot, Ward Hadaway Law Firm (on behalf of the applicant)
- Mr Terry Johnstone (Local Area Manager - Co-op)
- Mrs Walker – (other person)

Options

20 There are a number of options open to the Sub-Committee:

- (a) Grant the licence subject to conditions that are consistent with the operating schedule accompanying the application and the mandatory conditions set out in the Licensing Act 2003;
- (b) Grant the licence subject to modified conditions to that of the operating schedule where the committee considers it appropriate for the promotion of the licensing objectives and the mandatory conditions set out in the Licensing Act 2003;
- (c) To exclude from the scope of the licence any of the licensable activities to which the application relates;
- (d) To refuse to specify a person on the licence as the Designated Premises Supervisor;
- (e) To reject the application.

Main implications

Legal Implications

21 The Committee should be aware of a number of stated cases which have appeared before the Administrative Court and are binding on the Licensing Authority.

See Appendix 1.

Consultation

22 The premises licence application was subject to a 28 day consultation.

See Appendix 1

Conclusion

- 23 The Sub-Committee is asked to determine the application for the grant of a premises licence in light of the representation received.

Background papers

- Durham County Council's Statement of Licensing Policy
- Guidance issued under Section 182 of the Licensing Act 2003 (as amended April 2018)

Other useful documents

- None
-

Contact: Karen Robson

Tel: 03000 265104

Appendix 1: Implications

Legal Implications

The case of Daniel Thwaites Plc v Wirral Borough Magistrates' Court (Case No: CO/5533/2006) at the High Court of Justice Queen's Bench Division Administrative Court on 6 May 2008, [2008] EWHC 838 (Admin), 2008 WL 1968943, Before the Honourable Mrs Justice Black.

In this case it was summed up that:

A licensing authority must have regard to guidance issued by the Secretary of State under section 182. Licensing authorities may depart from it if they have reason to do so but will need to give full reasons for their actions.

Furthermore the Thwaites case established that only conditions should be attached to a licence with a view to promoting the Licensing objectives and that 'real evidence' must be presented to support the reason for imposing these conditions.

This judgement is further supported in the case of The Queen on the Application of Bristol Council v Bristol Magistrates' Court, CO/6920/2008 High Court of Justice Queen's Bench Division The Administrative Court, 24 February 2009, [2009] EWHC 625 (Admin) 2009 WL648859 in which it was said:

'Licensing authorities should only impose conditions which are necessary and proportionate for the promotion for licensing objectives'.

In addition to this, it was stated that any condition attached to the licence should be an enforceable condition.

Consultation

The premises licence application was subject to a 28 day consultation in accordance with the Licensing Act 2003 and its regulations.

The Responsible Authorities were consulted on the application.

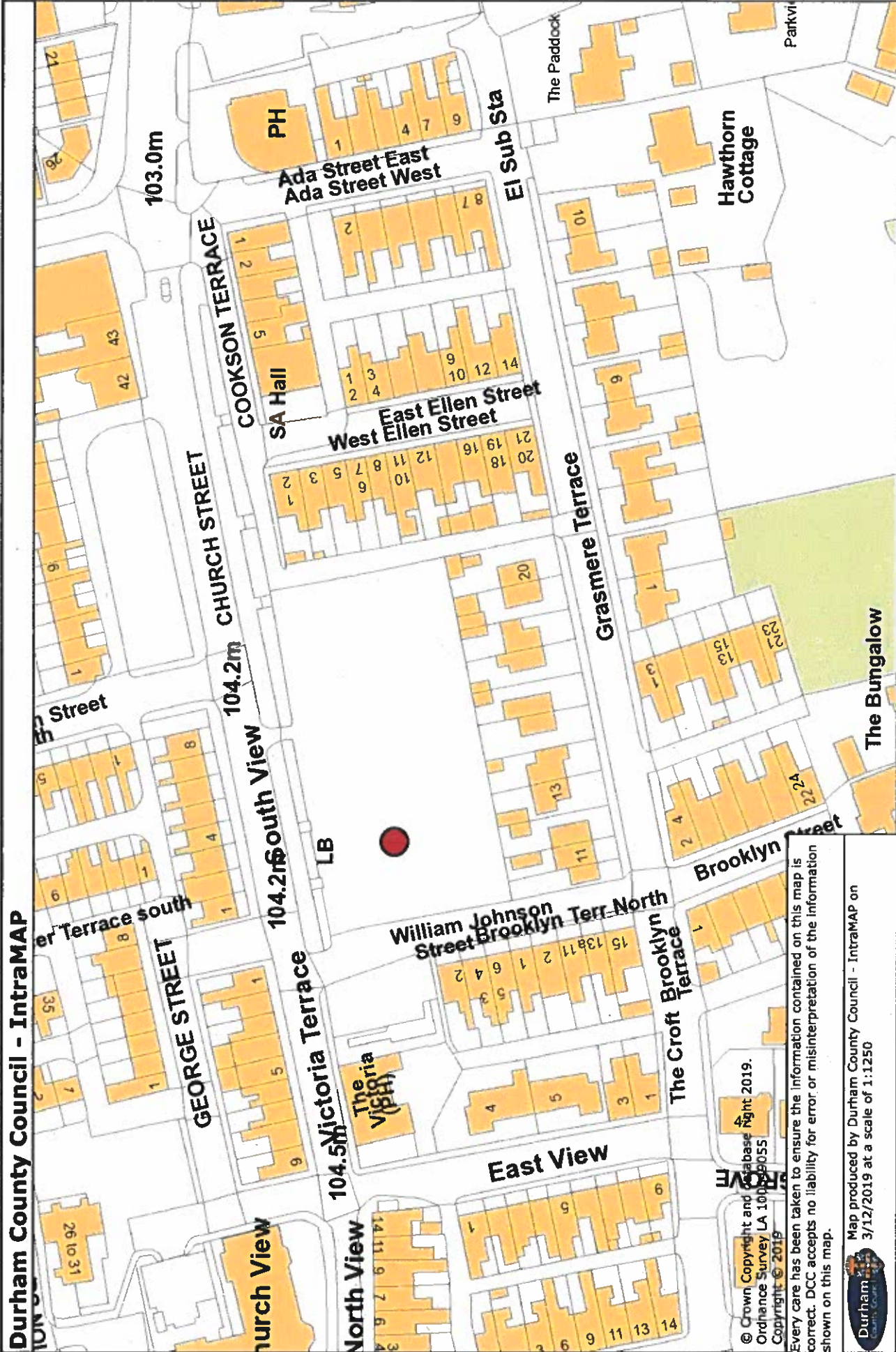
The notice of application was displayed on the premises for a period of 28 days.

Notice of the application was published in a newspaper which was circulated within the vicinity of the premises.

In addition, details of the application were available to view on the Council's website throughout the 28 day consultation period.

Appendix 2: Location Plan

Durham County Council - IntraMAP



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Every care has been taken to ensure the information contained on this map is correct. DCC accepts no liability for error or misinterpretation of the information shown on this map.

Map produced by Durham County Council - IntraMAP on 3/12/2019 at a scale of 1:1250



Appendix 3: Application



* required information

Section 1 of 21

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

Not Currently In Use

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

Your reference

RXA.CX5.AS.COO238.715

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

Name

First name

Co-operative Group Food Limited

Family name

Co-operative Group Food Limited

Contact Details

E-mail

Telephone number

Fax number

Other telephone number

Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

- 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 the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is the applicant's business registered in the UK with Companies House?

Yes No

Is the applicant's business registered outside the UK?

Yes No

Continued from previous page...

Commercial register	[
Registration number	[2	
Business name	[C	1
VAT number	[GB	4
Legal status	[F	
Applicant's position in the business	[C	
Home country	[C	

If the applicant's business is registered, use its registered name.
Put "none" if the applicant is not registered for VAT.

The country where the applicant's headquarters are.

Address

Building number or name	[1	
Street	[/	
District	[
City or town	[A	
County or administrative area	[
Postcode	[A	
Country	[C	

Address

Building number or name	
Street	
District	
City or town	
County or administrative area	
Postcode	
Country	United Kingdom

User Profile

Name

First name	Richard
Family name	Arnot

Continued from previous page...

Contact Details

E-mail

Telephone number

Fax number

Other telephone number

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.

Your Business

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

Is your business registered outside the UK? Yes No

Commercial register

Registration number

Business name

VAT number

Legal status

Your position in the business

Home country

The entity with which your business is registered, for example "Amsterdam Chamber of Commerce".

If your business is registered, use its registered name.

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

The country where the headquarters of your business is located.

Continued from previous page...

Address

Building number or name	<input type="text" value="Sandgate House"/>
Street	<input type="text" value="102 Quayside"/>
District	<input type="text"/>
City or town	<input type="text" value="Newcastle upon Tyne"/>
County or administrative area	<input type="text"/>
Postcode	<input type="text" value="NE1 3DX"/>
Country	<input type="text" value="United Kingdom"/>

Address

Building number or name	<input type="text"/>
Street	<input type="text"/>
District	<input type="text"/>
City or town	<input type="text"/>
County or administrative area	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>

Section 2 of 21

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

Continued from previous page...

Address

Building number or name	Unit 1A, Murton Vic Development
Street	Church Street
District	Murton
City or town	Durham
County or administrative area	
Postcode	SR7 9NX
Country	United Kingdom

Contact Details

E-mail	
Telephone number	
Fax number	
Other telephone number	
Non-domestic rateable value of premises (£)	0

Section 3 of 21

APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company / limited liability partnership
- A partnership (other than limited liability)
- An unincorporated association
- Other (for example a statutory corporation)
- 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

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

Section 4 of 21

INDIVIDUAL APPLICANT DETAILS

Name

Is the name the same as (or similar to) the details given in section one?

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Yes

No

First name

Family name

Is the applicant 18 years of age or older?

Yes

No

Continued from previous page...

Address

Is the address the same as (or similar to) the address given in section one?

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Yes No

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Contact Details

Are the contact details the same as (or similar to) those given in section one?

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Yes No

E-mail

Telephone number

Other telephone number

Date of birth / /
dd mm yyyy

Nationality

Documents that demonstrate entitlement to work in the UK

Right to work share code

Right to work share code if not submitting scanned documents

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...

Address

Building number or name []
Street []
District []
City or town []
County or administrative area []
Postcode []
Country []

Contact Details

E-mail
Telephone number
Fax number
Other telephone number
Date of birth / /
 dd mm yyyy

Nationality

Documents that demonstrate entitlement to work in the UK

Section 5 of 21

OPERATING SCHEDULE

When do you want the premises licence to start? / /
 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 open seven days a week selling groceries, sundry items and alcohol for consumption off the premises

Continued from previous page...

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

Section 6 of 21

PROVISION OF PLAYS

See guidance on regulated entertainment

Will you be providing plays?

Yes

No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

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Start

End

THURSDAY

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FRIDAY

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SATURDAY

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SUNDAY

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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.

Will the performance of a play take place indoors or outdoors or both?

Indoors

Outdoors

Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

Continued from previous page...

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for performing plays

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

Non standard timings. Where the premises will be used for the performance of a play 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.

Section 7 of 21

PROVISION OF FILMS

See guidance on regulated entertainment

Will you be providing films?

Yes No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

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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.

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THURSDAY

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FRIDAY

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SATURDAY

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SUNDAY

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Will the exhibition of films take place indoors or outdoors or both?

Indoors

Outdoors

Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the exhibition of film

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

Non standard timings. Where the premises will be used for the exhibition of film 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.

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

See guidance on regulated entertainment

Continued from previous page...

Will you be providing indoor sporting events?

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

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WEDNESDAY

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THURSDAY

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FRIDAY

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SATURDAY

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SUNDAY

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State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for indoor sporting events

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 indoor sporting events 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.

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

See guidance on regulated entertainment

Will you be providing boxing or wrestling entertainments?

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

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WEDNESDAY

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THURSDAY

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FRIDAY

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SATURDAY

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Continued from previous page...

SUNDAY

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End

Will the boxing or wrestling entertainment take place indoors or outdoors or both?

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

Indoors Outdoors Both

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for boxing and wrestling entertainment

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

Non-standard timings. Where the premises will be used for the boxing or wrestling entertainment 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.

Section 10 of 21

PROVISION OF LIVE MUSIC

See guidance on regulated entertainment

Will you be providing live music?

Yes No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

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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.

Continued from previous page...

WEDNESDAY

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THURSDAY

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FRIDAY

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SATURDAY

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SUNDAY

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Will the performance of live music take place indoors or outdoors or both?

Indoors

Outdoors

Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the performance of live music

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

Non-standard timings. Where the premises will be used for the performance of live music 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.

Continued from previous page...

Section 11 of 21

PROVISION OF RECORDED MUSIC

See guidance on regulated entertainment

Will you be providing recorded music?

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

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WEDNESDAY

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THURSDAY

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FRIDAY

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SATURDAY

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SUNDAY

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End

Will the playing of recorded music take place indoors or outdoors or both?

Where taking place in a building or other
structure tick as appropriate. Indoors may
include a tent.

Indoors Outdoors Both

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Continued from previous page...

State any seasonal variations for playing recorded music

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

Non-standard timings. Where the premises will be used for the playing of recorded music 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.

Section 12 of 21

PROVISION OF PERFORMANCES OF DANCE

See guidance on regulated entertainment

Will you be providing performances of dance?

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

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WEDNESDAY

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THURSDAY

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FRIDAY

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Continued from previous page...

SATURDAY

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SUNDAY

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End

Will the performance of dance take place indoors or outdoors or both?

Indoors Outdoors Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the performance of dance

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

Non-standard timings. Where the premises will be used for the performance of dance 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.

Section 13 of 21

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

See guidance on regulated entertainment

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

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.

Continued from previous page...

TUESDAY

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WEDNESDAY

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THURSDAY

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FRIDAY

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SATURDAY

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SUNDAY

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End

Give a description of the type of entertainment that will be provided

Will this entertainment take place indoors or outdoors or both?

- Indoors Outdoors Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for entertainment

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 entertainment 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.

Section 14 of 21

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

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

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WEDNESDAY

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THURSDAY

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FRIDAY

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SUNDAY

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Continued from previous page...

Will the provision of late night refreshment take place indoors or outdoors or both?

Indoors Outdoors Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations

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

Non-standard timings. Where the premises will be used for the supply of late night refreshments 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.

Section 15 of 21

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

Yes No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

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.

Continued from previous page...

WEDNESDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

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.

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

Continued from previous page...

Name

First name

Family name

Date of birth / /
dd mm yyyy

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'.

Section 16 of 21

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.

None

Continued from previous page...

Section 17 of 21

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

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.

Continued from previous page...

Section 18 of 21

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.

The applicant has given thought to the potential impact of the grant of this application on the four licensing objectives and, having regard to the locality, considers the conditions below are proportionate and appropriate.

b) The prevention of crime and disorder

1. The premises shall maintain a CCTV system which gives coverage of all entry and exit points. The system shall continually record whilst the premises are open and conducting licensable activities. All recordings shall be stored for a minimum period of 28 days and shall be capable of being easily downloaded. Recordings shall be made available upon the receipt of a request by an authorised Officer of the Police or the Local Authority.

2. There shall be "CCTV In Operation" signs prominently displayed at the premises.

3. An incident log (whether kept in a written or electronic form) shall be retained at the premises and made available to an authorised Officer of the Police or the Local Authority.

4. The premises shall operate a proof of age scheme, such as a Challenge 25, whereby the only forms of acceptable identification shall be either a photographic driving licence, a valid passport, military identification or any other recognised form of photographic identification incorporating the PASS logo, or any other form of identification from time to time approved by the secretary of the state.

5. The premises will be fitted with a burglar alarm system

6. The premises will be fitted with a panic button system for staff to utilise in the case of an emergency.

c) Public safety

The premises licence holder shall ensure that the appropriate fire safety, and health and safety regulations are applied at the premises.

d) The prevention of public nuisance

A complaints procedure will be maintained, details of which will be made available in store and upon request.

e) The protection of children from harm

1. All staff will receive comprehensive training in relation to age restricted products and in particular the sale of alcohol. No member of staff will be permitted to sell age restricted products until such time as they have successfully completed the aforementioned training.

Continued from previous page...

2. An age till prompt system will be utilised at the premises in respect of age restricted products.

3. A refusals register (whether kept and written or electronic form) will be maintained at the premises and will be made available for inspection upon request by an authorised Officer of the Police or the Local Authority

Section 19 of 21

NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK

Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

Documents which demonstrate entitlement to work in the UK

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Continued from previous page...

[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 the UK (please read guidance note 15). 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, if appropriate (please see note 15)

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?"

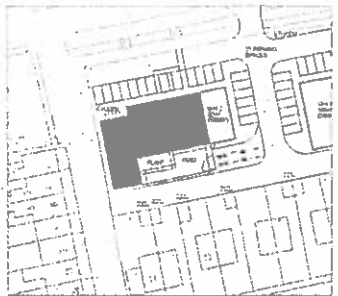
Full name	<input type="text" value="Ward Hadaway"/>
Capacity	<input type="text" value="Solicitor for the Applicant"/>
Date	<input type="text" value="31"/> / <input type="text" value="10"/> / <input type="text" value="2019"/>
	dd mm yyyy
	<input type="button" value="Remove this signatory"/>

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

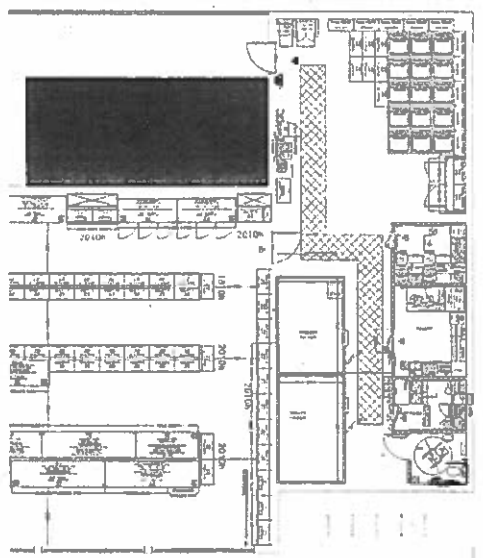
1. Save this form to your computer by clicking file/save as...
 2. Go back to to upload this file and continue with your application.
- Don't forget to make sure you have all your supporting documentation to hand.

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

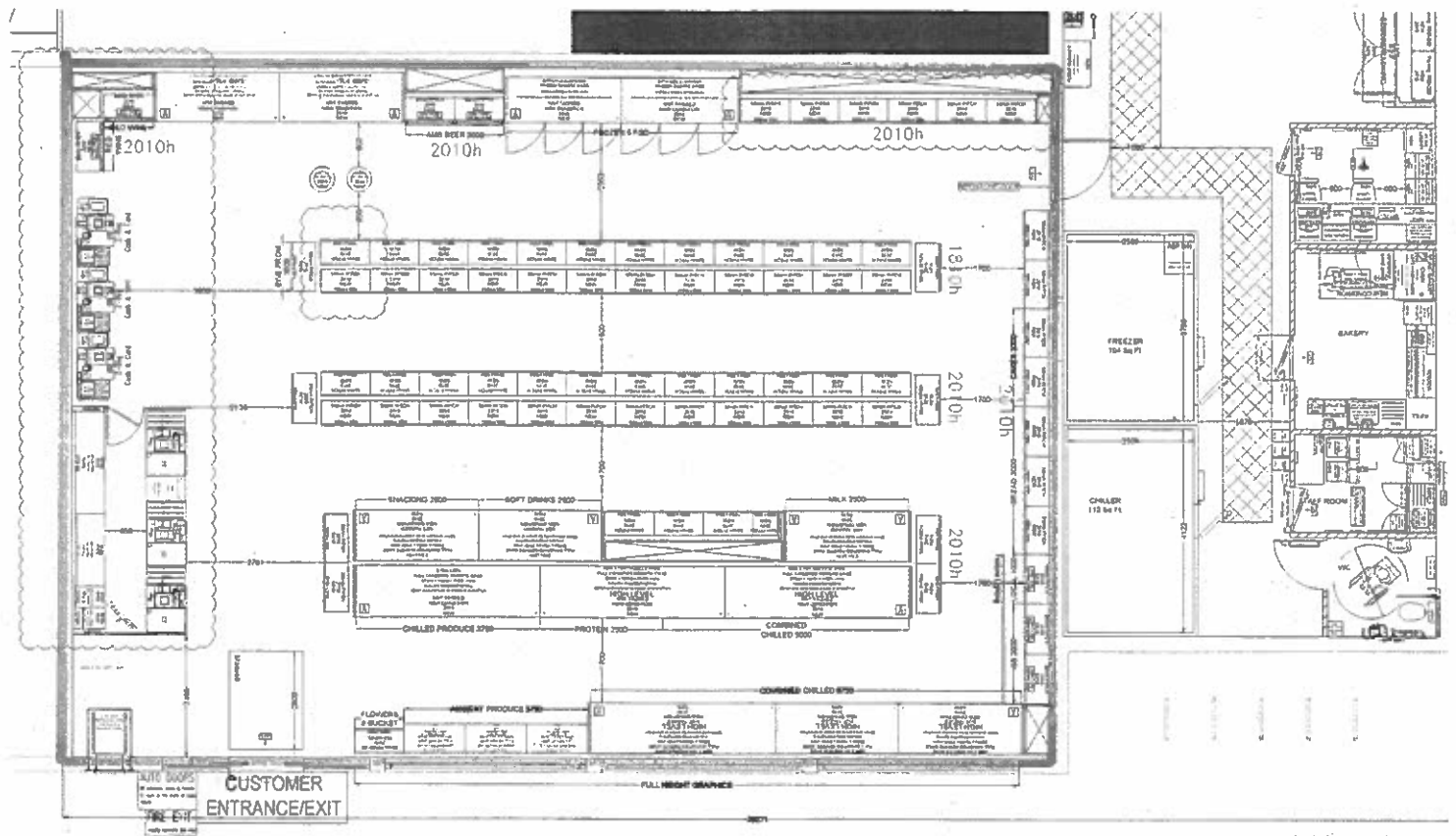
IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT 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



ORDNANCE SURVEY MAP (NTS)

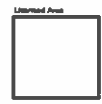


BACK OF HOUSE - 1:100



SHOP FLOOR - 1:50

FIRE SAFETY
 Fire Extinguishers: 1 per 100 sq. ft. of floor area.
FIRE SIGNAGE
 Exit Signs: 1 per exit door.
Smoke Detectors
 1 per 100 sq. ft. of floor area.
Fire Escape Route
 Clearly marked and unobstructed.



Description of Assets:
 21.25, 19 MURTON CHURCH STREET/21.25/19
 21.25, 19 MURTON CHURCH STREET/21.25/19
 21.25, 19 MURTON CHURCH STREET/21.25/19
 21.25, 19 MURTON CHURCH STREET/21.25/19

Standard Notes:
 1. All work to be done in accordance with the Building Regulations.
 2. The contractor shall be responsible for obtaining all necessary permits.
 3. The contractor shall ensure that all work is completed in accordance with the approved plans.

Exemptions:
 None.
Additional Equipment:
 None.
Drawing Information:
 Drawing No: 21.25/19/21.25/19
 Date: 21/01/2024

Drawing Information	
Client	21.25/19/21.25/19
Project Name	21.25, 19 MURTON CHURCH STREET/21.25/19
Drawing No	21.25/19/21.25/19
Date	21/01/2024
Scale	1:50
Author	21.25/19/21.25/19
Checker	21.25/19/21.25/19
Approver	21.25/19/21.25/19

BAY COUNT: 120

SURVEY OVERLAID

MURTON CHURCH STREET
 21.25, 19 MURTON CHURCH STREET/21.25/19

Scale: 1:50

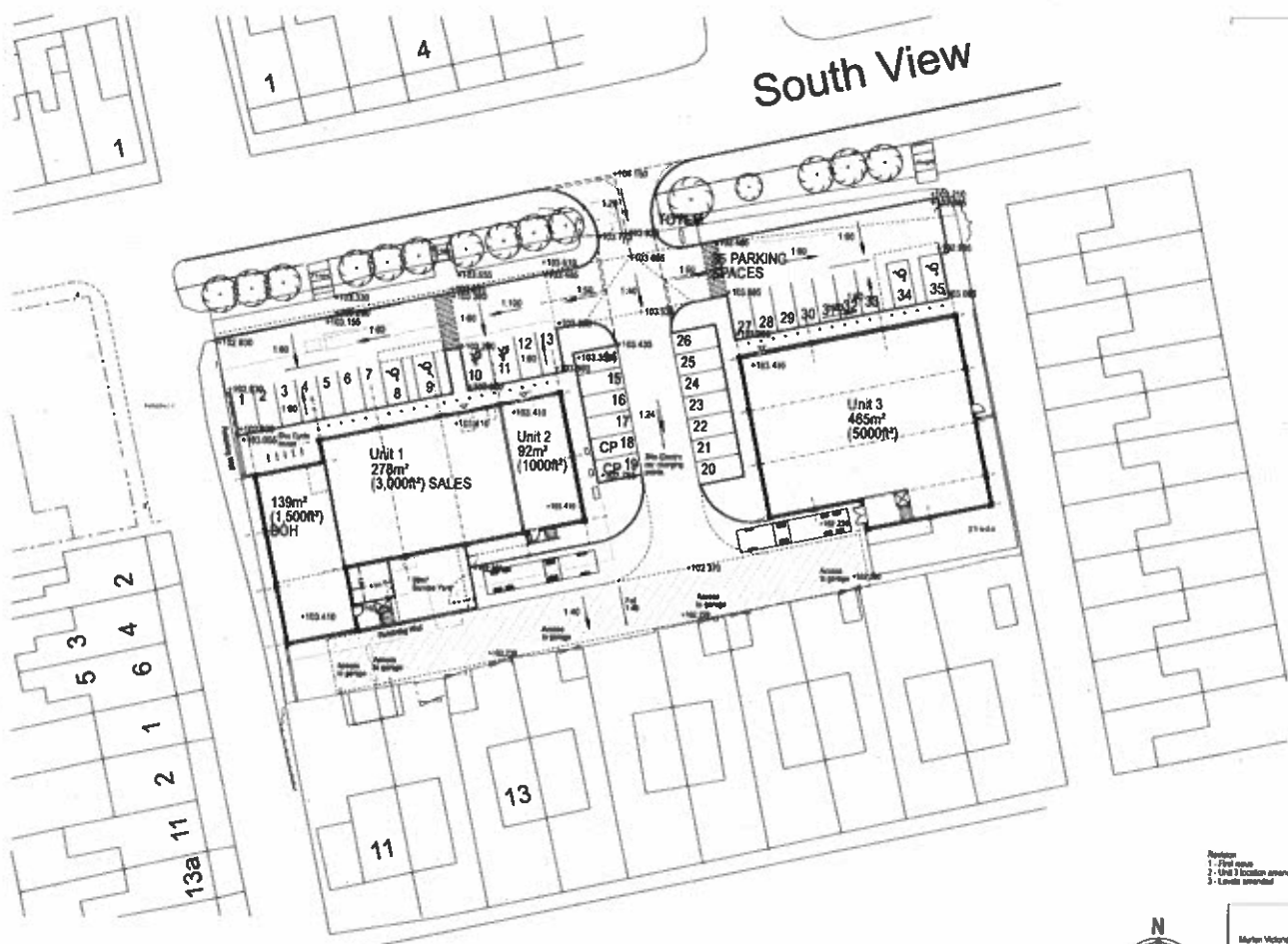
Job Originated By: 21.25/19/21.25/19

Drawing No: 21.25/19/21.25/19

Date: 21/01/2024

Additional information provided by the applicant on 3rd December 2019.

South View



SITE PLAN

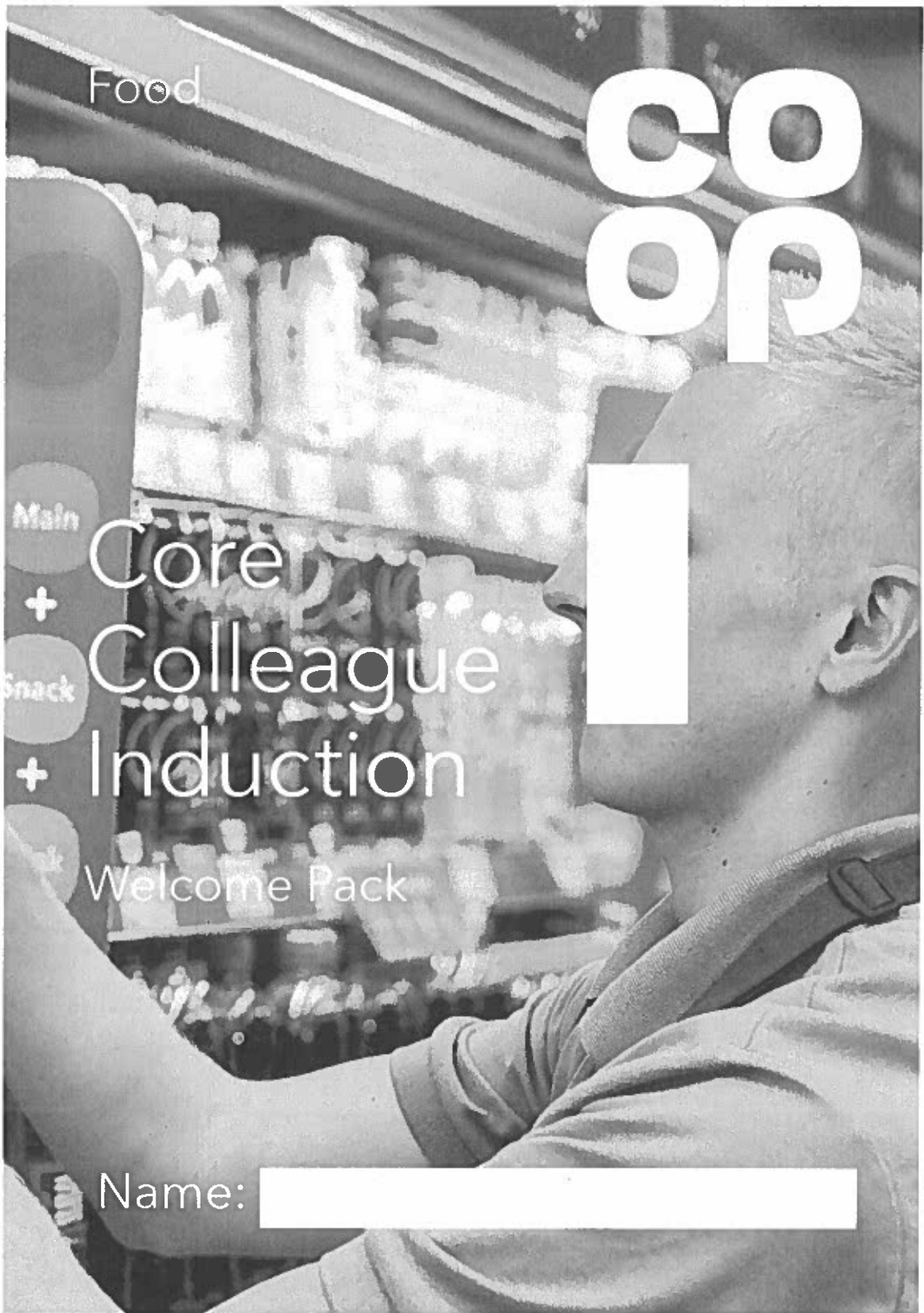
- Revisions
- 1 - Start issues
 - 2 - Unit 3 location amended, platform lifts and steps added at rear of units
 - 3 - Levels amended



Stave Major Limited
 Martin Vidler's Scott OMA, Church Street
 MURTON

Proposed Site Plan
 1200 @ A1
 229 / A1 / 190 - 03

JAN '11



Food

coop

Main

+

Snack

+

+

Core
+ Colleague
+ Induction

Welcome Pack

Name:

Welcome to your store

This pack will help you through your induction period with us.

There'll be activities, checklists and space for you to make notes and jot down ideas.

Don't worry, your Store Manager and Buddy will be with you every step of the way.

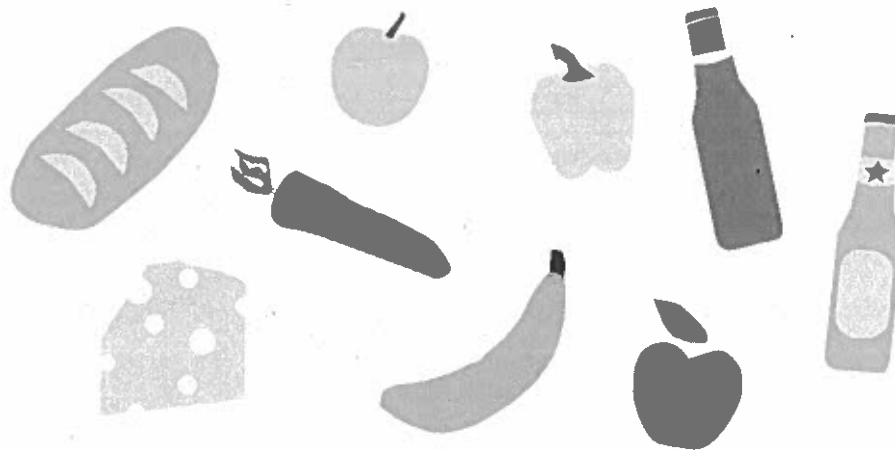
You'll learn most things in store but you will also be heading out for a day.

This is your pack to look after and keep. As the saying goes, the more you put into it, the more you will get out of it!



Contents

Your core journey	4
Finding your bearings	5
Community and membership	11
Core modules	15
Welcome to Co-op	21
Department training	23
Additional department training	31
Ready, set, go!	33



Your core journey

Day 1

Let's get started!

Day 1 is all about getting you set up to be great in your role.

Your first day will be spent with your Store Manager or Buddy, finding your bearings in your store and learning all about our Co-op difference.

To ensure you're safe and we abide by the law, you may need to complete some additional modules. Don't worry though, your Store Manager or Buddy will take you through these.

Week 1

We're setting you up for success!

During your first week you will need to complete all of your core modules. These include things such as Age Matters and Shop floor basics. You'll do these either on e-learning or with the help of your Buddy.

You'll find a full list of what you need to complete in the 'Core modules' section of this pack.

Week 2 - 4

Department Savvy!

We want you to know all of the basic departments in the store, so, during your first 4 weeks you'll be learning all about Electronic Point of Sale (EPOS), News and Mags and Checkouts.

Welcome to Co-op!

During this time you'll also need to attend an event called 'Welcome to Co-op' which is a really fun and informative day with other new colleagues from your area, to learn about our Co-op and how you can have a positive impact on our customers and your store.

Week 2 - 12

Become a specialist!

These areas are optional and will be based on your development and what your store needs.

If you have these departments in store and they are of interest to you, have a conversation with your Store Manager about getting trained on them.

They include departments such as Bakery, Delicatessen, Food Safety Level 2, Post Office, and Cash.

Reviews

During your first 12 weeks with us your line manager will spend time with you at weeks 4, 8 and 12 to review your progress and support you during your induction period with us.

Finding your bearings



Welcome to our Co-op

What happens when down-to-earth, decent, hard-working people, who are free to use their best judgement, work for an organisation which carefully balances profits with ethics for the benefit of its members?

The answer is that you get magic. Co-op magic. Be part of it.

Welcome

You're starting work for one of the largest co-operative consumer groups in the world and we have a lot to be proud of. Over the next few weeks, you'll be introduced to our business and learn more about our history but for now, let's talk about the really important things, like finding your way around your store, our policies, and some of the great benefits you'll get by working with us.

One of the first things that will happen is that your Store Manager will link you up with a Buddy. Your Buddy will help you navigate the first few weeks and will show you the ropes. Don't be afraid to ask questions, it's important to us that you feel comfortable and happy at work which is what your Buddy is there for.

Don't forget to have a look at our website, which has lots of information about our policies, perks and people:

You're going to meet your team and learn lots over the next few weeks.

Make some notes about the basics below to help you remember:

My Store Manager's name is:

My Team Manager's name is:

My Team Leader's name is:

My Buddy's name is:

My teams' names are:

If I am not able to come in I should call:

Pay day is:

My holiday entitlement is:

My membership number is:

*** It's really important that on day 1, you log on to MyHR and enter your bank details – if you don't do this, we won't know where to pay you.**

Our Co-op and you

Aside from a great business and fantastic people, there are plenty of other reasons to work with us.

Co-op Colleague Memberships
Great rewards when you buy Co-op own brands. 5% for you, plus 1% for your local community.

Electrical
5% colleague discount on a huge range of electrical goods, plus Co-op membership rewards on selected items.

Food
Great food for less, with 10% discount on top of your 5% membership rewards.

Funeralcare
Exclusive colleague discounts on funeral arrangements and pre-paid funeral plans.

Useful Contacts

USDAW
The Co-op recognises the rights of employees to be members of trade unions and, as a long term supporter of the trade union movement, **actively encourages** membership by all employees. Co-op recognises **USDAW** as the appropriate trade union to represent colleagues and negotiates terms and conditions yearly.

Please visit the **USDAW** website at [www.usdaw.co.uk](#) or call

for more information.

Insurance
Special colleague discounts of up to 25% on home, pet and motor insurance, plus savings on breakdown cover.

Legal Services
5% off Conveying, Will, Family, Personal Injury and Probate and Estate Administration.

Pensions
Helping you save for the retirement you want, with valuable contributions from the Co-op.

Plus much more including

- Child care vouchers
- Death in Service
- Retail and Leisure Discounts
- Rental Deposit Loans
- Credit Union



Simply scan the QR code above or go to:

coop.co.uk/benefits

To register, just have your employee number and national insurance number handy.

You can access the site from work or home, meaning you can take advantage of our offers at any time.

Employee Assistance Programme
Offers a range of services such as counselling, information, signposting and support across a wide range of issues such as personal and work related concerns, legal and financial advice, health, and child and elder care.

The EAP service is **confidential**, available **24/7** and run by an **independent** provider.

Call

For online support visit:

Bullying and Harassment
We do everything we can to make our Co-op a great place to work, where colleagues feel safe and comfortable to be themselves. Our Bullying and Harassment Policy is available to everyone on the intranet.

If you have any worries, you can contact the **Whistle Blowing** helpline

Or contact the Co-op Food **Bullying, Harassment and Discrimination** helpline on

or by email at

Your case will be handled sensitively and with integrity.

Here at the Co-op, we strive to create an environment that respects individuality, celebrates the fact that everyone is different yet equal and where every colleague is treated with dignity and respect.

Our Co-op is a proud employer of all people. Creating a culture where colleagues can be authentic, honest, and true. Where individuals are encouraged to flourish, to engage and to lead. We remain a committed employer, always ensuring that safety is the rule of life and that our employees and contractors are treated with respect and dignity.

Aspire

Women's Career Network

What do we do?

We offer:

- Regular communication with other like-minded colleagues with similar aims.
- Facilitated and informal networking opportunities both across and outside of the Co-op.
- Access to a broad range of resources to enable you to plan and move towards progressing your career.
- 'Lunch and crunch' sessions that enable you to broaden your personal and professional development.
- Opportunities to engage with the network and contribute to it's future either through your Aspire Steering Team or contributing articles and ideas to the Aspire member magazine.

Aspire is an informal support system for Co-op women who wish to pro-actively develop themselves, build a network or advance their career with the Co-op.

We are a fully inclusive network and welcome male members who want to get involved. Aspire holds several events each month which include informal networking discussions, lunch and learn workshops and 'roundtable' sessions where senior women share their career journey.

Join us

If you want to become a member, or are interested about finding out more, email us at

Respect

LGBT+ Network

What do we do?

Support

Going through a difficult time because of your sexuality or gender identity, or know someone who is? We're here for you.

Develop

We help colleagues get the most out of their careers through mentoring schemes, training and careers advice.

Inform

LGBT+ issues matter. We make sure that colleagues' voices are heard at the highest levels of our Co-op.

Socialise

Events give colleagues a chance to meet new people and learn more about LGBT+ issues, culture and history.

Respect is the Co-op's lesbian, gay, bisexual and transgender (LGBT+) network.

We have two simple aims: to make sure LGBT+ colleagues can be themselves at work and to promote LGBT+ equality throughout the Co-op and beyond.

We believe that creating a workplace where everyone can flourish is up to all of us; that's why everyone is welcome to join Respect, whether you identify as LGBT+ or not.

Join us

If you want to become a member, or are interested about finding out more, email us at

Policy and procedure

Here at the Co-op we are proud of presenting a professional image to our customers.

We'll provide you with a uniform in order to keep you looking smart, and any other appropriate protective clothing to protect our food products from sources of contamination. But, we don't want to be too strict; we respect individual differences and understand you may sometimes want to express yourself through how you look.

If you have long hair, false nails or nail extensions, be sensible - make sure they don't get in the way of you carrying out your job.

Keep your feet safe by wearing clean, dark, flat shoes that protect your toes.



To minimise any risk to health and safety, if you wear jewellery, tuck any loose items out of harm's way.

Piercings that might get caught or fall out shouldn't be worn.

Remember to wear your name badge so customers and colleagues know who you are.

We don't want to make our customers sick so hands and nails must be kept clean and tidy.

Other things you need to know

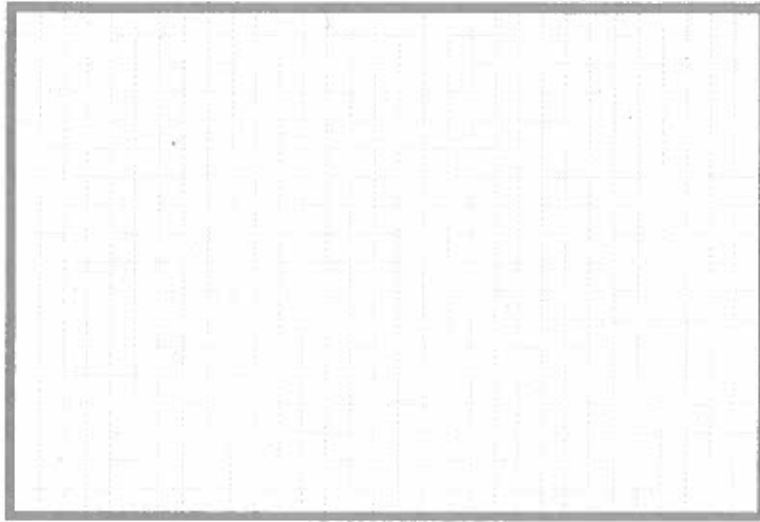
Make sure that your Manager or Buddy has gone through the following policies with you. You can also find all our policies on How Do I, or on the intranet under HR > People Policies. If you have any questions, don't be afraid to ask.

- Advanced rate of pay and when you'll be eligible
- How to book a holiday and the amount of notice you need to give
- The Day 1 Policy Information sheets
- How to clock in and out
- How to read and understand the rota
- How to report sickness and that you've understood the Absence Policy

We know there may be times when you need to be off work due to health or other reasons. It's important that you read and understand the Absence Policy and follow the instructions.

You will not be paid for the first 3 days of any sickness absence.

Explore your store

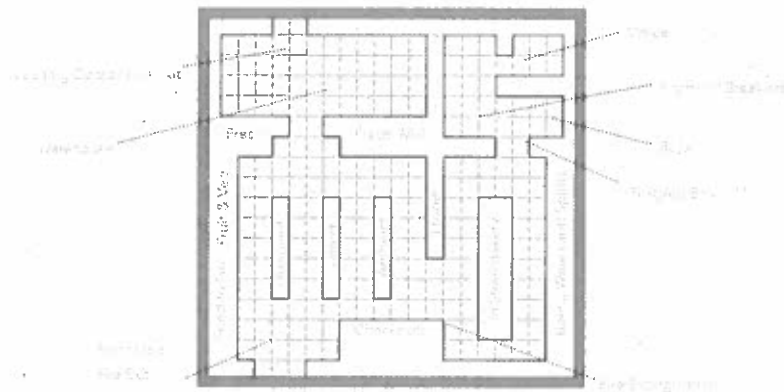


Now that you've had a tour and learnt a bit about your job, your first task is to find your way around.

Use the grid above to draw a sketch of your store, it doesn't have to be perfect but going around and having a look at what goes where will really help you find your feet. There's an example at the bottom of the page.

Here's a few ideas of things to show:

- First Aid Box
- Emergency Exits
- Warehouse
- Back Office / Kitchen
- Location of Rota
- Location of Fire Extinguishers
- Shop layout (include Ambient, Frozen, Confectionery, Fresh, Food to Go, Checkouts etc.)



More about us

Now's a great time to have a look around your store and learn a bit more about it. Have a go at answering these questions:

Our Food

Find an Irresistible product - what is it?

What makes it Irresistible?

Find a promotion - how do you know it's a promotion?

How much is our Co-op bread?

Where does our Co-op Pinot Grigio come from?

What does the Red Tractor mark tell you about our meat?

Your Store

What time does your store open and close on a weekday?

Find your store's True North compass - what's your store doing well in?

What does this mean for our customers?

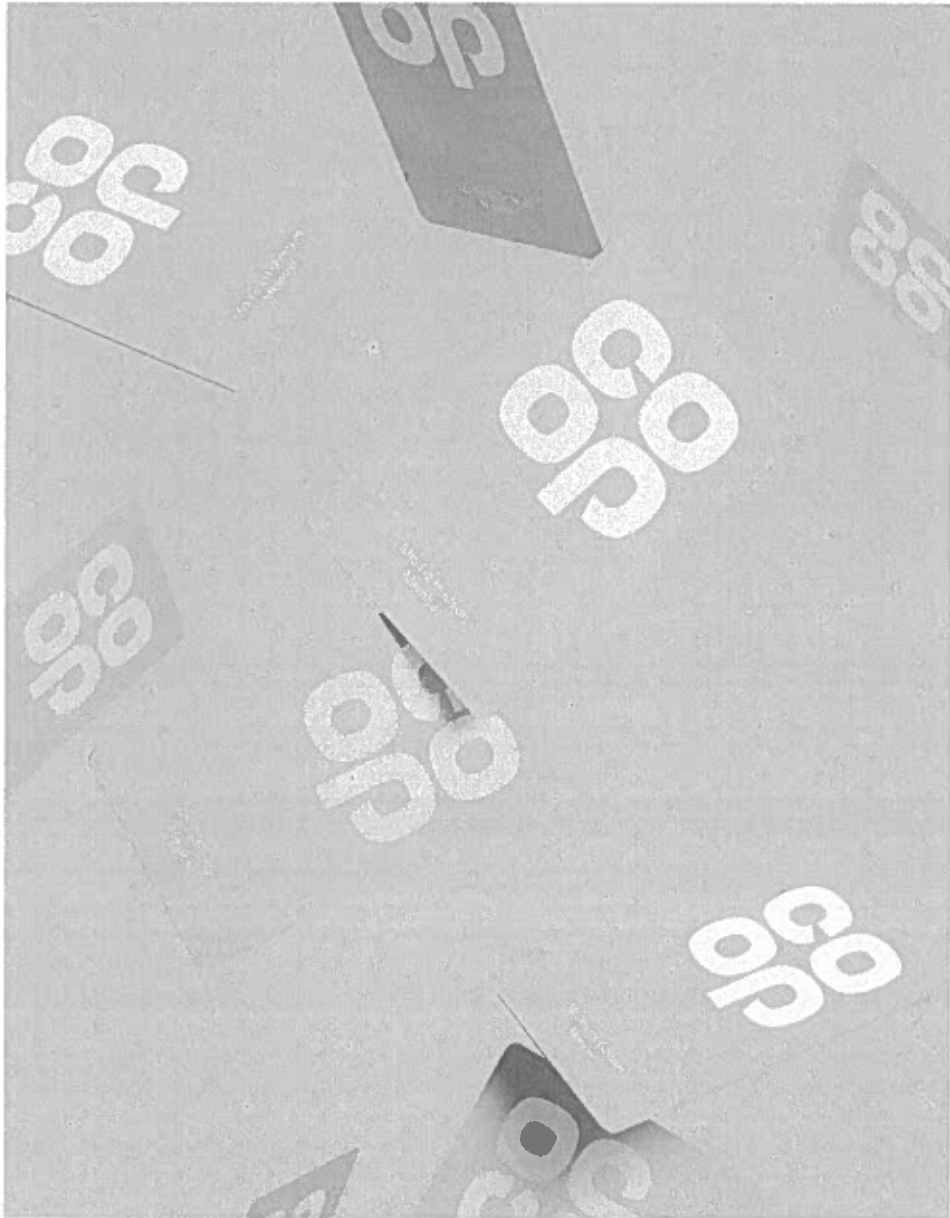
Our Ethics

How much money does the One Foundation receive for every litre of Co-op water sold?

Find a bar of Co-op chocolate - what does it tell you about Fair Trade?

What other things can you find in store that are fairly traded?

Community and membership



Membership in your community

Our Co-op Membership not only brings benefits to you but also benefits your local community.

Your Buddy will now tell you all about our membership offer and how that works in your local community.

To help you be the best you can, we have a challenge for you. Fill in the questions below after your conversation with your Buddy. You might need to speak to other colleagues or your Store Manager to find the answers.

About membership

What % reward is 'for you'?

What % reward is 'for your community'?

Where can members find out their reward balance?

What Co-op businesses can members earn reward in?

Colleague member benefits

How do you become a colleague member?

What % discount do colleague members get in store?

Community

What are your three local causes?

How are the local causes chosen?

How do members choose which local causes to send their community reward to?

Membership in your community

Joining membership

How much does it cost to become a member? _____

What ways can customers become members? _____

What do customers need to do in order to register their temporary card? _____

Can temporary card holders spend rewards? _____

More on membership

What are independent Co-op societies? _____

What can our members do on their online account? _____

How to join as a colleague

If you are already a member of our Co-op you should call our membership contact centre on with your employee number and they will convert you to a colleague member.

If you are not a member already you can join online and quote your employee number to become a colleague member.

Talking membership

This is your first introduction to the world of 'talking membership' with our customers, you will learn more about this when you attend your 'Welcome to Co-op' event.

A good thing to remember is that your colleagues will be clued up with membership; watch how they introduce it to our customers.

You are a customer yourself so consider how you would like membership to be mentioned to you. We really want you to use your judgement. For example, if a customer looks like they are in a rush it might not be a good time to mention all aspects of our membership offer, just like on the other hand, if a customer has a full basket or trolley we will have more time to talk through the key benefits of the offer.

Here's a few suggestions of things you could say and a re-cap of the key messages:



Core modules



Setting you up for success

Your core modules are essential to set you up in your new role.

They should be completed in your first week but some need to be completed before you do certain tasks, as it's the law.

We've provided you with a checklist below to make sure you cover everything you need to in your first week.

What do you need to do?	When you need to do it by	Delivered by		Details	<input checked="" type="checkbox"/>
		GITRUS	Manager/Buddy		
Day 1 Policy Information Sheet	Day 1		<input checked="" type="checkbox"/>	We need you to know about our policies on HR Shared Services > People Policies and How Do I	
Essential Petrol Skills (petrol sites only)	Day 1	<input checked="" type="checkbox"/>		If you work in one of our petrol sites please complete this before starting any work so you know how to work safely with petrol.	
Health and Safety	Day 1	<input type="checkbox"/>	<input type="checkbox"/>	Your safety is important to us and it's essential that you know the health and safety rules to follow in your store.	
Scottish Licensing (Scotland only)	Day 1	<input checked="" type="checkbox"/>		If you work in one of our Scottish stores, it's the law that you need to complete this before going on the shopfloor.	
Tobacco Display Ban <ul style="list-style-type: none"> Scotland England Wales 	Before working on checkouts	<input checked="" type="checkbox"/>		There are different rules depending on where your store is and the size of your store. Your Store Manager will assign the right module for your store.	
Age Matters (Level 1)	Before working on checkouts	<input checked="" type="checkbox"/>		We want you to follow our Challenge 25 Policy to protect you and our Co-op when you're selling restricted products, which is why you need to complete this before working on the checkouts.	
Post Office Local (Post Office Local stores only)	Before working on checkouts		<input checked="" type="checkbox"/>	If your store has a Post Office Local kiosk you will need to refer to How Do I for training before dealing with any Post Office services that we offer.	

Setting you up for success

Food Safety	Before handling any products	✓		We want to keep our customers healthy so it's important that you are aware of our food safety practices in store before handling any of our products.
Availability	Week 1		✓	We want our products to be available at the right time, in the right place in the right quantity for our customers to buy.
Energy & Environment Induction	Week 1	✓		We want to be energy efficient as it protects the environment and it reduces our costs.
Keeping it safe	Week 1	✓		We want you to feel safe at work. Although some of the situations in this module are few and far between you need to know what to do if any of them happen in your store.
Shopfloor basics	Week 1		✓	Our customers expect great shopfloor standards when they visit your store so we're going to show you what you need to do to meet those standards.
GDPR	Week 1		✓	You must complete your training during your first week. Using the store's workstation, go to the Food Intranet Home page and in "Quick Links" on the right side of the screen, click on "General Data Protection Regulation (GDPR)". Log in using your employee number as your username and password.



Shop floor basics

In this module you will learn all of the core tasks you'll need in order to do a brilliant job on the shop floor.

We'll guide you through what good looks like and what you can do to make a difference in your store and for our customers. By the end of the module you'll have the skills and confidence to get started.

The module will consist of a pre work 'Shop floor app' where you'll watch a series of virtual reality clips. Be sure to watch these before starting the module. After that you'll complete a series of activities and questions, using the Shop floor workbook which your Buddy will hand to you. There will be various activities for you to complete on your own and with your Buddy.

To download the app, simply search **Co-op Shop Floor** in the App Store or Google Play Store



Logging in

Your log in is your store hub number, ask your Manager or Buddy if you're unsure.

Your store will have a virtual reality headset for you to use, there's some instructions on the next page on how to use the headset. If you prefer not to use the headset that's fine, you can choose the option on the screen. Try sitting down whilst watching the clips for the first time.

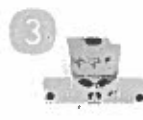
Headset Instructions



Open the velcro on the top



Pull open to reveal the two side panels



Fold back the two panels



Open out the whole panel, then fold it underneath



Secure the side panels down using the velcro pads



Remove the lens covers



Pop your device inside, make sure it's secure using the rubber band

Welcome to Co-op



Invitation



**You are invited to attend a
'Welcome to Co-op' event.**

It will be a fun and relaxed event all about looking at how you can have a positive impact on our customers and making your store the best it can be.

Book your event with your Store Manager and note the details below:

Date:

Time:

Venue:



Department training



Electronic Point of Sale (EPOS)

For this module you should complete the questions below with support from your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Shelf Edge Labels (SELs)

Why are SELs important?

.....

.....

Where do SELs sit?

.....

.....

What information is shown on a SEL? Use your knowledge to complete the information below:



What else is shown on the SEL for produce? Why's it important?

.....

.....

Find the SEL for Diet Coke cans, what's different about it? What does the symbol mean?

.....

.....

What do you do if there's a SEL missing?

.....

.....

Electronic Point of Sale (EPOS)

Point of Sale (POS)

What other labelling and signs can you see around the store?

What's a POS kit and when would you use it?

What's a planogram? How do you use it to position products?

What advertising can you see from outside your store? Why is it important?

What do you do if there's a POS sign missing?

How do you run a price check on the shelves?

Warehouse

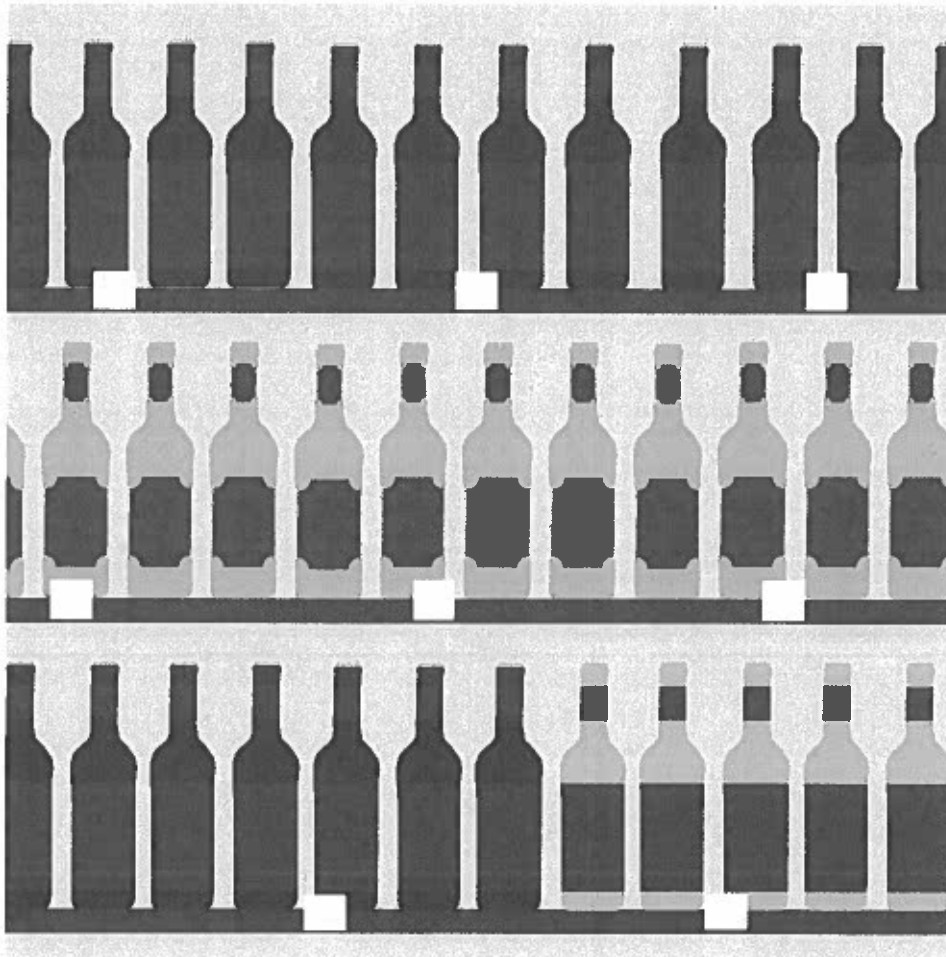
For this module you should complete your 'Colleague Warehouse Workbook' which will be given to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Pre-work



Watch the Warehouse clip on the Shop floor app before completing the module.



News and Mags

We want to offer our customers great News and Mags all day, everyday. We'll show you all the processes from delivery to returns and explore how we can do this in the most cost effective way for our Co-op.

Your News and Mags training is delivered via CITRUS and then you should buddy up with another colleague to shadow them so you get the on-job experience before being let loose on your own.

Your Store Manager needs to assign the following modules for you to complete:

Module 1 - Delivery and Service Levels

In this module we'll look at how your news and mags get to your store and how you should check to ensure you get everything you're being charged for by the supplier.

Module 2 - Merchandising & Weekly Activity

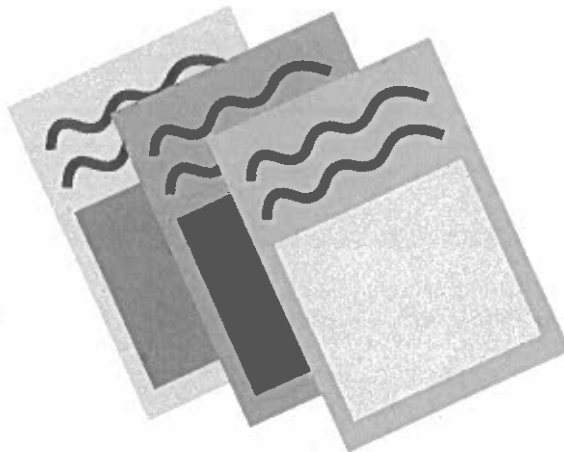
In this module we'll look at what great merchandising looks like and what you need to do on a weekly basis to keep your news and mags section looking great for our customers.

Module 3 - Returns & Documentation

In this module we'll look at how to complete the returns process and the documentation that you need to complete, along with it to make sure your store gets the right credits.

Module 4 - Order Levels & Customer Orders

In this module we'll look at how you can amend your order levels if you're getting too much stock, or not enough stock and how you can order one-off requests for customers.



Checkouts

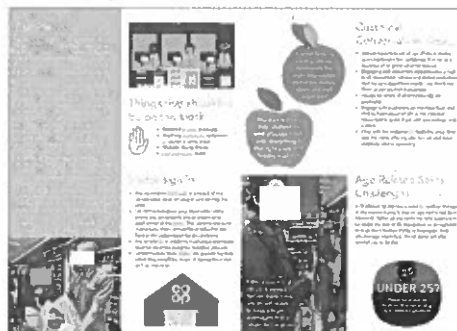
There is a 'Core Checkout Guide' opposite for you to use whilst completing your 'Colleague Checkout Workbook'. Your workbook will be handed to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.







Here's some instructions on how to fold up your 'Core Checkout Guide':

Front

Back



Folding instructions

- 1 Tear out the Core Checkout Guide 
- 2 Flip the Core Checkout Guide so the back page is facing you 
- 3 Fold down the middle vertically 
- 4 Fold along the centre horizontally 
- 5 Fold along the centre horizontally again 
- 6 Your Core Checkout Guide is complete and ready to carry in your pocket 



CO
OP

Saving Stamps

- Sales
 - Press Service > Saving Stamps > enter the amount of saving stamps the customer requested; Complete the transaction as normal
 - When the till opens give the customer the amount of saving stamps requested. As the stamps are sticky, always make sure that you've only given out the right amount
- Redemption
 - Make sure the customer has stuck all the saving stamps onto a saving stamp card and filled in their details on the back of the card
 - At the payment screen enter the value of the saving stamps and press saving stamp
 - Put a pen mark across the stamps to show they've been used and place the saving stamps into your till
 - Each saving stamp is the value of £1. Change can only be given up to the value of 99p. Saving stamps can't be used to buy lottery concessions, coffee shop products or fuel

Gift Cards

- Scan the long barcode on the back of the gift card, when the sale appears on the till screen, check the amount is correct
 - Once a gift card is activated, the transaction should never be voided unless a card is declined or the customer does not have enough cash
 - If this is the case you should send the gift card back to the supplier. Phone operational store support for more information on 0844 262 2001
 - Option 2
 - Scan any other items the customer may have and complete the transaction as normal
 - Once the transaction is complete you will get a gift card receipt with the customer's normal receipt. Make sure you give the customer both receipts. Thank them for their custom and wish them a good day
- Never scan the little barcode on the back of the gift card. This will charge the customer but not activate it.**

Lottery

- Process the Lottery through the Lottery terminal following the Lottery terminal training guide which can be found on How do I policies > Lottery training guide
- Scan the Lottery ticket barcode on the till. If the barcode does not scan, press Lottery > Lottery sales > type in the amount of the ticket > Enter. A prompt will then ask you if the customer is over 25. Follow the Challenge 25 Policy to complete this section of the transaction
- Scan any other items the customer may have and complete the transaction as normal. Ensure the customer receives their Lottery ticket
- Thank them for their custom and wish them a good day

Carrier Bags

The law requires all stores to charge for single use carrier bags given out

- The 5p charge applies to the following bags:
- Standard single use carrier bags - the customer must be charged 5p for each carrier bag taken
- The 5p charge doesn't apply to the following:
- Thin plastic bags for loose produce
 - Any plastic bags used for raw unpackaged meat, poultry or fish (only applicable in stores with butchery or fish counters)
 - Paper bags used for loose bakery items, loose food to go products or pick'n'mix sweets
 - Flower bags
 - Cardboard wine carriers

Ask customers if they have their own bag, if not offer one, informing them of the 5p charge or the bag for life option. Offer to pack the customer's bag for them. Thank them and say good bye.

PayPoint

- PayPoint is a well-recognised brand that enables customers to pay a wide variety of bills including utility bills, with cards, keys, tokens etc. and allows for mobile and overseas top ups to be purchased.**
- Carefully follow the screen instructions when carrying out all transactions. Only when the transaction has completed should you give the customer back their card, key or bill, and hand them their PayPoint receipt
 - For transport ticket transactions, remember to place and seal the receipt within the receipt wallet provided
 - If you're not sure if you can accept a customer's card, key or bill - just try it or look through your terminal touch screen menus
 - A small percentage of PayPoint transactions will fail. This is caused by a network failure with PayPoint
 - The till will display a prompt then add the value of the failed transaction to the change due on the till screen and on the receipt
 - The till will display a prompt then will move into refund mode with the value of the failed transaction pre-populated on the basket screen
 - The cashier should press sub-total and complete the refund using the original tender method (either EFT or a mix of EFT and cash)
 - The customer will be asked to reinsert their bank card and re-enter their pin, a customer copy refund receipt will be produced. NB: the refund may take a couple of days to be credited back into the customer's bank account
 - The till will display a prompt and will auto cancel the EFT, no receipt is produced and the customer will NOT be asked to re-insert their bank card. NB: the value of this transaction may be displayed as a pending transaction in the customer's bank account for up to 10 days

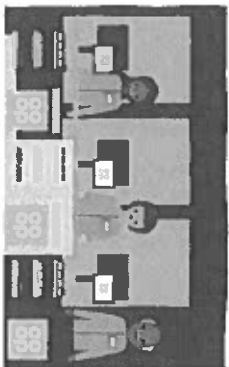
Voids and Refunds

- To void a single item: press Line Void > Enter the number of the line you need to take off the bill
- To void the whole transaction: press Managers Function > Void Transaction > Yes
- For a refund: press Managers Function > Refund > scan the product > select the correct reason code. If the customer doesn't want to make a complaint press No
- For customer complaints follow the till prompt to fill in the customer details: press No if the customer doesn't have a membership card or Yes and scan if they have a card
- Enter the amount of the refund then press cash if the customer paid cash for the item. Press EFT if the customer paid with a card. Ask the customer to sign the refund receipt and place in the till. Give the customer the value in money if it's a cash refund
- Complete the transaction by pressing Managers function > No Sale > Yes then place the receipt in the till

Standards

To ensure we deliver and meet customer expectations every time they choose to shop with us, we have store standards in place to keep things running smoothly.

- Make sure all damaged and loose stock has been removed
- Keep all items in the right place and labelled
- Replenish kiosk supplies (till rolls / cashier bags) in the designated area
- Wipe down surface areas to keep them clean
- Make sure the floor is clean and clear of slip trip and fall hazards
- Tidy and replenish kiosk displays
- Keep the cigarette gentry door closed with prices list displayed
- Adopt a 'clean as you go' process on all sections
- Ensure all legal signage is displayed
- Make sure there are clean customer baskets available - trolleys if applicable
- Keep the managers workstation clear and clutter free
- During busy periods make sure the counter Post Office till has colleagues to cover
- Make sure your kiosk is set up to plug in
- Keep the kiosk door free from clutter and parcels
- Keep cashier bags stocked up so that they are available when the customer needs one



Things that shouldn't be on the kiosk:



- Reduced to clear products
- Anything that blocks customer's or causes a safety issue
- Multiple charity boxes
- Lost and found items

Visitor sign in

- Any contractor must sign in and out of the visitors book upon arriving at and leaving the store
- Let contractors know your store's fire safety provisions, procedures and arrangements upon arrival at the store. The visitor/contractor instructions sheet should be attached to the front of the visitors book for this purpose
- Any accidents or incidents involving a contractor must be reported using the Accident process
- Let contractors know of any site specific hazards which they should be aware of during their visit, such as deliveries



A great looking kiosk gives our customers the right impression about our stores - clean and well organised

Maintain a clean, tidy, clutter-free and efficient kiosk with everything in the right place and readily available



Offer a quick and efficient service for our customers, which will result in happy/loyal customers that will return to our stores

Customer Conversation: Deals

- Increasing awareness of our offers in stores gives customers the confidence that we as a business offer great value for money
- Engaging with customers also provides a high level of customer service and shows customers that we care about their needs - we don't see them as just another transaction
- Always be aware of what's currently on promotion
- Engage with customers on the shop floor and chat to them about what's in their basket - remember to greet them with eye contact and a smile
- Chat with the customer on both the shop floor and the kiosk, offering alternatives and meal solutions where necessary

Age Related Sales Challenges

A Challenge 25 process is used to confirm the age of any person trying to buy an age restricted item. You must challenge any customer who appears to be under the age of 25, to produce an acceptable form of identification if they're buying an item which is age restricted. The till point will also remind you to do this.



Additional department training



Become a specialist

There are some departments we have that your store may or may not have. These are specialist areas and not all colleagues will need to be trained on them. If you're interested in these and your store has them, have a conversation with your Store Manager to let them know.

Bakery/Hot Food/Coffee

We want our customers to love our prepared food departments. We'll show you what you need to do to cook and display the products and how to make sure our products are available. We'll explore food safety in relation to our prepared food departments and how this can impact on our customers.

You will need to have completed the Food Safety Level 2 course.

Delicatessen

We want to offer our customers a great deli service. We will show you how to operate a deli and how to make our products look their best. We'll explore what you need to do to deliver great customer service.

You will need to have completed the Food Safety Level 2 course

Post Office

We want to give our Post Office customers great service whilst operating within Post Office guidelines. We'll show you what services are available and how to meet our customers needs.

Cash

We want our cash to be handled with care. We'll show you what you should do with our cash to handle it securely. We'll explore how cash handling is an important part of your role and what could happen when we don't follow the correct processes.



Ready, set, go!



Ready, set, go!

The following questions are designed to help you remember the information you've learnt during your induction. Jot down your answers and show them to your Store Manager who will be able to check them for you. It's important that you complete these as they are part of your induction sign off.

Introduction to Co-op

Name the Ways of Being Co-op values and describe what they mean to you.

What does it mean to be a member of our Co-op?

What rewards do members get?

Ready, set, go!

How do you set up new members using a temporary card?

Community

What are the local causes your store supports?

How were the local causes selected?

Ready, set, go!

Shop floor

What type of customers visit your store?

What times of the day is your store busiest?

On average how much money does your store make each week?

Walk around your shop floor with your Store Manager or another colleague imagining that you're a customer. Talk to them about anything you think could be improved on your shift or in the future. Write a couple of key points down afterwards to summarise what you talked about with them.

Ready, set, go!

Service

How can you provide great service on the shop floor?

How can you provide great service when you're on the checkout?

How can you help to manage queues in your store?

What do customers think about your store?

Ready, set, go!

News and Mags

Showcase the News and Mags section to your Store Manager or another colleague and describe how it shows 'what good looks like'. Write a couple of key points down afterwards to summarise what you talked about with them.

Bakery (if trained)

Showcase your Bakery department to your Store Manager or another colleague after you've been working in it. Describe 'what good looks like' in the Bakery. Write couple of key points down afterwards to summarise what you talked about with them.

Store Manager sign off

Once you've completed the questions above sit down with your Store Manager who will check them for you. They should then sign below to confirm that they have checked these and signed off your induction.

Store Manager name: _____

Store Manager signature: _____

Date: _____



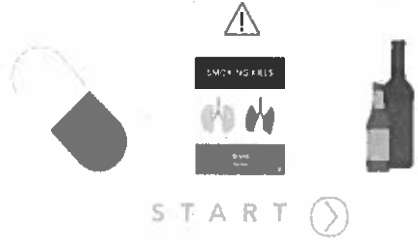
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Version: 1.6 (23.07.18)



Welcome to Age Matters

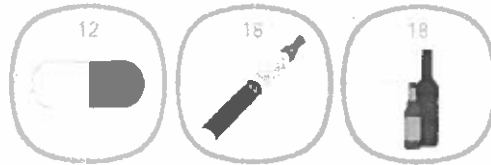


Operational I&D



Test your memory

How well do you know your age-restricted products? We've listed some in the squares below - see if you can tell yourself the age for each before clicking in the shapes (left to right) to reveal the answers.



The minimum age to purchase DVD/Video and Computer games varies by product. Please check the age guidelines on the product.





The Bigger Picture – The impact of selling products to under age people

The Toolkit – What tools are there to help you

How old do I look? – Challenge 25, the when and how

Just say no – Refusing a sale

The co-operative food Full Time 245 Admin 1.0

Preview - Age Matters Level 1 2017 v4.0

← < 88 > →

Checks are ramping up

Recently there has been an increased emphasis on stores that sell Knives, Hair Dyes and Solvents. Click the squircles to reveal more info:

For stores that sell kitchen knives, due to police and community concerns over knife crime we will see increased test purchases on these.

The law has recently changed on solvents - there is now no minimum age for restricting their sale. You need to use your best judgement - refuse the sale if you believe a customer is buying with the intention of using them to get high. Have you read the Solvents factsheet which explains more? This can be found in the Age Restricted Sales area of CITRUS Policy.

Stores that sell these must read and understand the new associated document. This can also be found in the Age Restricted Sales area of CITRUS policy.

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Preview - Age Matters Level 1 2017 v4.0

← < 88 > →

Challenge 25 - What does it mean?

You're told to abide by 'Challenge 25' - but what does that actually mean? Hover over your choice from below (read them carefully!):

If you think a customer buying alcohol or other related products is under the age of 25, you are advised to ask for ID to see if they are old enough to do so.

If you think a customer buying alcohol or other related products is under the age of 25, you should inform a colleague that you are selling an age-related product.

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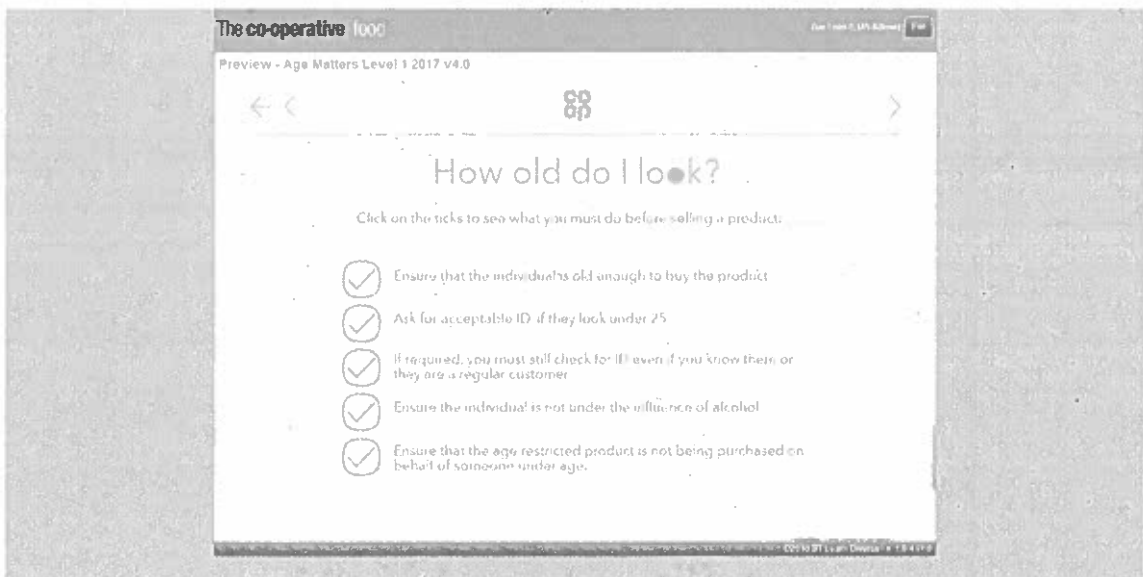


Hover overs

Challenge 25 Badge

Age restricted Point of Sale

Customer facing till screen





How old do I look?

From time to time the police and other enforcement officers will conduct test purchases to check our systems and procedures work in preventing under age sales. Therefore it is vital that the Challenge 25 policy is being used.

If you are notified you have failed a Test Purchase (FIP), then you must notify your manager immediately.

Please remember that the same process for following Challenge 25 will need to apply when supervising a self checkout (AST). Before you authorise the purchase you need to be confident that they are old enough to purchase the product.



How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it.

Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.



Compare the customer to the ID. Does the person presenting the ID actually resemble the picture?

Or does he resemble the picture too closely?

Here's what to look for:

- If the customer is wearing exactly the same clothing and hairstyle as the photo on the ID, be suspicious. The ID might have been made hours before.
- Look for slight differences in facial features. People often present the IDs of close family members as their own.

Look for signs of anxiety, if the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.



How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it. Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.



Ask the customer for information from the ID such as their date of birth. If he or she has stolen someone else's ID, they might not remember smaller details.

If the customer cannot give their personal information without hesitation then it may be a fake or stolen ID.

If in doubt ask for additional photo ID. A lot of fake IDs are legitimate IDs that were lost, stolen or transferred. If that's the case the customer won't have any additional ID as backup.

Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.



How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Please note that any of the above identification can only be accepted if there is a photo included

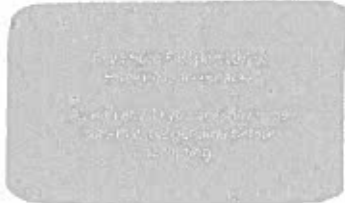


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How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Any photo Driving License, provisional included (UK or Foreign) is acceptable as long as you are sure that it is genuine.



Please note that any of the above identification can only be accepted if there is a photo included.

The co-operative food Call 01223 316100

Preview - Age Matters Level 1 2017 v4.0

88

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:







Please note that any of the above identification can only be accepted if there is a photo included.

The co-operative food Call 01223 316100

Preview - Age Matters Level 1 2017 v4.0

88

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:







Proof of Age Cards which feature the PASS logo are **not an acceptable form of ID. Please note that any of the above identification can only be accepted if there is a photo included.**

Please note that any of the above identification can only be accepted if there is a photo included.

The co-operative food On Level 1's Banner

Preview - Age Matters Level 1 2017 v4.0

← < > →

How old do I look?

Whenever you come across an age-related sale and you are unsure of the person's age, you must ask for ID.
The till will always prompt you when selling age-related products.

Hover over the images below to see which IDs can be accepted in our stores:







Additionally in Northern
Ireland, Electoral Identity
Cards are accepted

Please note that any of the above identification can only be accepted if there is a photo included.

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The co-operative food On Level 1's Banner

Preview - Age Matters Level 1 2017 v4.0

← < > →

The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.

Hover over each picture below to find out more:
You...

1. On the spot fine of £90 (Scotland £200)
2. Potential disciplinary process and job at risk
3. Taken into custody, fingerprinted and DNA swab taken
4. Court proceedings, with an unlimited fine, formal caution or imprisonment.

Remember to always ask for an acceptable form of ID. The challenge 25 Policy is there to protect you.








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The Bigger Picture

There are many responsibilities to under age selling.

Failing to uphold your responsibilities can have serious consequences to you and your store.

Hover over each picture below to find out more:

The Customer:

1. An unlimited fine if caught buying a restricted product for someone under age
2. Embarrassment
3. Possible criminal record
4. Could impact career prospects



The Bigger Picture

There are many responsibilities to under age selling.

Failing to uphold your responsibilities can have serious consequences to you and your store.

Hover over each picture below to find out more:

The Store:

1. Licence could be suspended or revoked
2. Right to sell selected or any restricted products could be removed
3. Loss of sales
4. The incident could also be reported in the media, resulting in bad press and poor local reputation.





The Bigger Picture

There are many responsibilities to underpin age selling.

Failing to uphold your responsibilities can have serious consequences to you and your store.

Hover over each picture below to find out more:

The Wider Community:

1. Alcohol abuse accounts for 47% of violent crimes committed each year.
2. 33,000 people die from excessive drinking each year.
3. There is 1 death a week from solvent abuse.



The Bigger Picture



The People in Our Community



When selling restricted products, we also need to pay attention to **who** we are selling to.

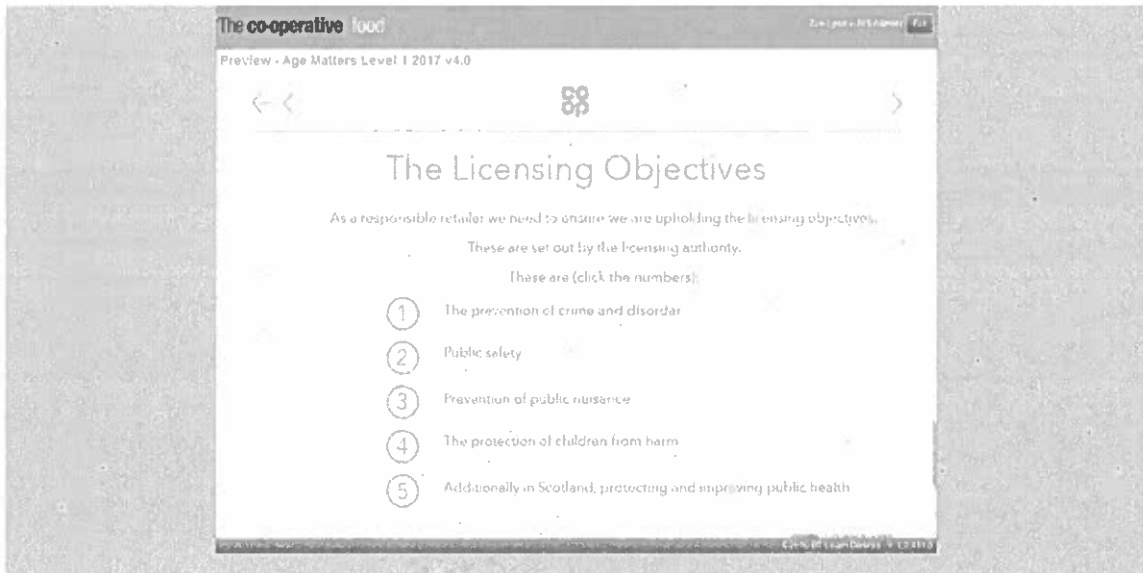
Not only do we need to ensure the customer is old enough to purchase the item, we also need to ensure they are not intoxicated. This can be seen in various physical elements, such as:

- Slurred speech
- Stumbling or swaying
- Flushed face
- Dropping things/difficulty picking them up
- Smell of alcohol on the person

The above elements could also be a sign of illness rather than intoxication. This can be a difficult call to make. There is no reason for us not to sell to someone who is unwell. However, we do have a responsibility to make sure they do not come to any harm. If you need more advice then speak to your manager.

This is a good example of thinking about and looking out for the people in your community.







Just say no - Proxy Sales

We can support the prevention of children from harmful licensing objectives by ensuring we are not selling any age related products to people underage. If you believe an age restricted product is being bought for someone underage you have a responsibility to refuse the sale. This is known as a proxy sale.

There are common things to look out for if you believe a proxy sale is taking place.

Click on the images to find out what these are:



Young people loitering outside the store, speaking to different customers.



Products that appeal to young people e.g. Alcopops, Vodka, cheap wines, cider and lager.



Purchases made using lots of small change.



Alcohol only sales.

Customers may also be unaware that purchasing alcohol for someone under age is an offence and they could be fined up to £5 000.



Just say no

In spite of the previous points it can be very difficult to know if a proxy sale is taking place. Lets take a look at 2 scenarios. Click the scenario you think could be the proxy sale.

Barbara comes in with four of her mates.
• Barbara has ID to show that he is 19.
• They're buying a 24 pack of beer.



This could be a proxy sale. It is unlikely that Barbara's going to drink all 24 bottles. As he came in with others we would need to ask if the beer was for them too. If so we would need to ID them also.

This doesn't look like a proxy sale. It is most likely that Barbara has bought the beer at home for herself to take home or maybe to a friend.

Barbara comes in to the shop with her two friends.
• They're buying a 24 pack of beer.
• She's carrying a 24 pack bottle of wine.







Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- A. I'm sorry, I can't help you.
- B. I can't give you any more, but I can help you with something else.
- C. I'm sorry, but I can't give you any more.
- D. I'm sorry, but I can't give you any more, but I can help you with something else.

Short but covers the necessary points and is professional.

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.



Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- A. I'm sorry, I can't help you.
- B. I can't give you any more, but I can help you with something else.
- C. I'm sorry, but I can't give you any more.
- D. I'm sorry, but I can't give you any more, but I can help you with something else.

This is good as it offers a full explanation in a clear and concise way.

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.



Just say no - Proxy Sales

When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:

- 1. I'm sorry, I can't help you.
- 2. I'm sorry, I can't help you.
- 3. I'm sorry, I can't help you.
- 4. I'm sorry, I can't help you.

Incorrect! This one we definitely wouldn't use, could come across as rude and unprofessional. Choose another option.

So when you need to ask someone for ID, use points B and C, and avoid the other 2!

Feel free to have a play around to word it slightly differently this isn't a script you have to say word for word.



Just say no

Click on the numbers to reveal the 7 behaviours which can help when refusing a sale:

1. **PROFESSIONAL**
It is so important to be professional at all times, especially when a customer isn't happy.
2. **EYE CONTACT**
Be nice, so easy right? Make sure you make eye contact with the customer when talking to them.
3. **RESPECT**
Always show respect to the customer. You can do this by letting them have their say and listening when they speak.
4. **CLEAR**
When you are speaking to the customer you need to be clear and concise at all times. This means being aware of how fast you are talking and ensuring that they can hear you.
5. **LISTEN**
It is quite a skill to really listen to what someone is saying, it is so much as listening to how they are saying it. This could really show what a customer is feeling or thinking.
6. **POSITIVE**
Always be positive and show this in your body language (tone of voice and eye contact).
7. **WARM**
Your tone of voice and body language should be warm and non-defensive.

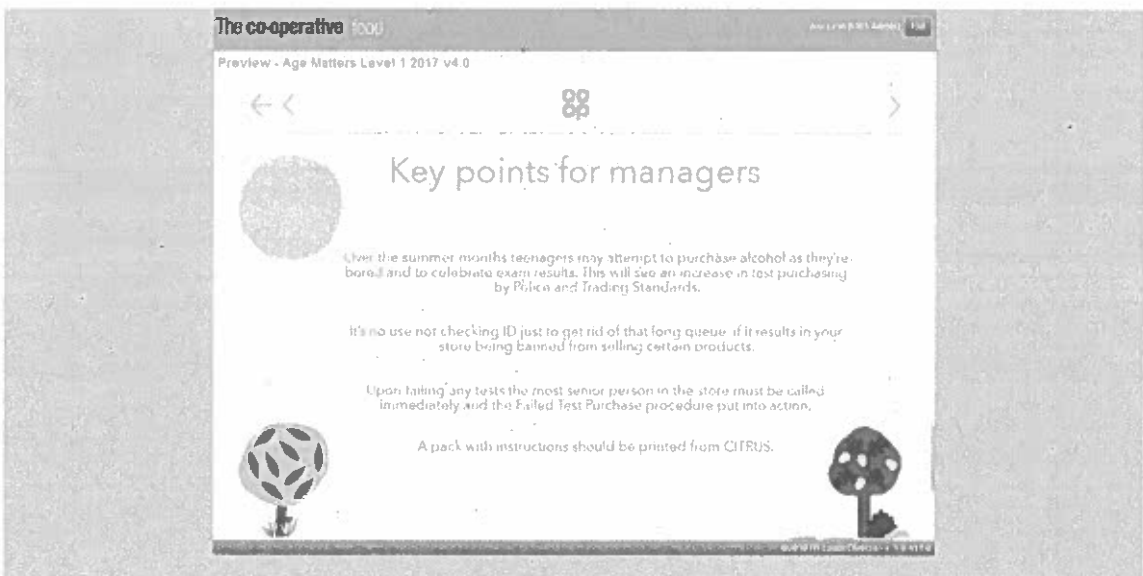


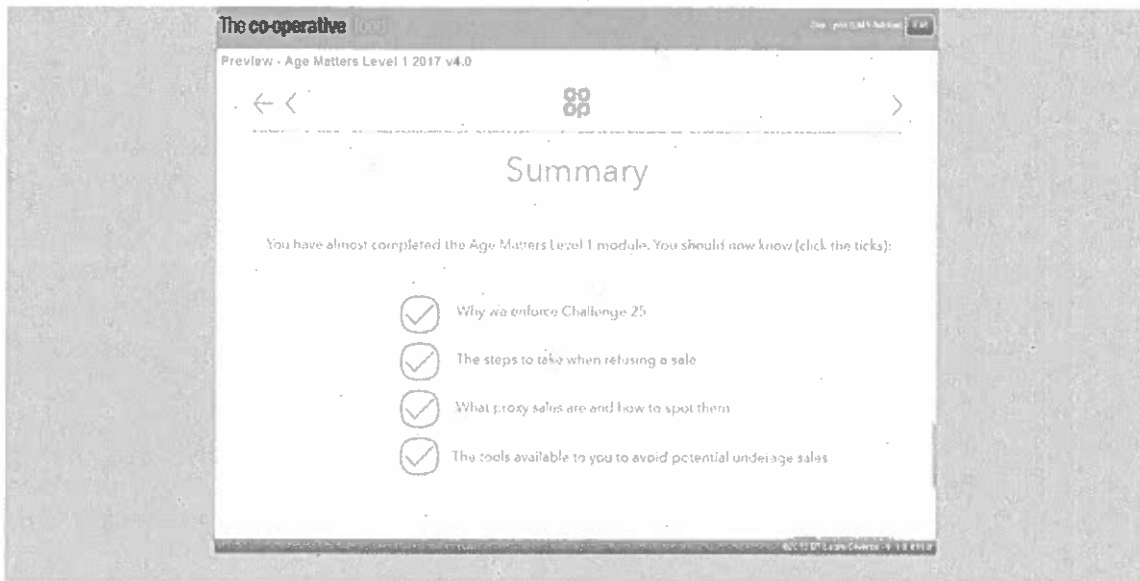
Customer Facing Till Screen

Challenge 25 badge

Age restricted Point of Sale

CITRUS Policies





Appendix 4: Proposed conditions following mediation with Durham Constabulary

Proposed Additional Conditions from Durham Constabulary

1. The premises licence holder shall install and maintain a CCTV system giving coverage of all areas, including the entry and exit, to which the public have access.
2. CCTV coverage shall enable frontal identification of customers entering the premises in any light conditions.
3. The CCTV system shall continuously record whilst the premises are open to the public.
4. All CCTV recordings shall be stored for a minimum of 28 days.
5. CCTV recordings shall be made available for viewing immediately upon the receipt of a request made by the Police or an authorised officer of the Council.
6. A staff member who is conversant with the operation of the CCTV system shall be at the premises at all times when the premises are open to the public and shall be able to facilitate viewing of the footage upon receipt of a request from the Police or an authorised officer of the Council.
7. CCTV recordings shall be made available in an easily downloadable format within 48 hours of the receipt of a request made by the Police or an authorised officer of the Council.

Appendix 5: Representation

Grasmere Terrace,
Murton,
Seaham,
County Durham,
SR7 9NU.
12.11.19

To whom it may concern:

Dear Sir/Madam,

With reference to the proposed building of the new Co-op on the old Victoria Club site – Unit 1A, Church Street, Murton, SR7 9SX – I am deeply concerned about the time scale which the shop has requested to be allowed to sell alcohol.

I live in Grasmere Terrace, right behind the proposed site. For a shop to be allowed to sell alcohol from 6am until 11pm, 7 days a week would inevitably create, traffic, noise and disruption for surrounding residents. Surely lesser hours would suffice – who would want or need to buy alcohol at 11 o'clock at night? Even the current Murton Co-op does not operate from so early until this late at night.

I strongly believe that we have enough problems in Murton already and a local store being licensed to sell alcohol on a daily basis for such extended hours would simply add to these problems and cause more anti-social behaviour. Please consider these views.

Thank you.

Yours faithfully,

Mrs J H H Walker

Appendix 6: Responses from Responsible Authorities

From: Sean Barry
Sent: 11 November 2019 15:02
To: Mary-Anne Hunter
Cc: AHS Licensing
Subject: RE: NEW PREMISES APPLICATION RECEIVED - CO-OP MURTON

Good Morning / Afternoon

I have received a new licence application for the establishment: Co-op, Unit 1 A, Murton Vic Development, Church Street Murton, SR7 9NX

I have no comments or objections to make on behalf of County Durham Public Health.

My Ref: PH/2019/136

Thanks
Sean

From: Mary-Anne Hunter
Sent: 31 October 2019 15:37
To:
Subject: NEW PREMISES APPLICATION RECEIVED - CO-OP MURTON

The following application has been received/accepted by Durham County Council and is attached.

Les/Enforcement - can you check that the blue notice is on display correctly.

1
Application Type - Application for a new Premises Licence
Applicant: - Co-operative Group Food Limited
Premises – Co-op, Unit 1 A, Murton Vic Development, Church Street Murton, SR7 9NX
Date of Application – 31st October 2019 Last date for representations – 28 November 2019

Please note the last date for representations

If anyone has any comments to make in regards to the application i.e. additional conditions / changes in times can you please contact Helen Johnson, Licensing Team Leader either by email on helen.johnson2@durham.gov.uk or telephone 03000 265101. Helen will look to see if any other responsible authority has any similar concerns and will look to arrange a meeting with the applicant to discuss further.

**Mary – Anne Hunter
Licensing Officer
Community Protection Service
Regeneration and Local Services
Durham County Council
Annand House
Meadowfield**

From: Stephen Winship

Sent: 08 November 2019 15:02

To: Helen Johnson - Licensing Team Leader (N'hoods)

Subject: Co-op, Unit 1 A, Murton Vic Development, Church Street Murton, SR7 9NXT

Good Morning / Afternoon,

My Ref: SW/2019/140

I represent the Durham Safeguarding Children Partnership (DSCP) which is a responsible authority under the Licensing Act. I have received a copy of your application for a premises licence for your premises at the Co-op, Unit 1 A, Murton Vic Development, Church Street Murton, SR7 9NXT

Having considered the steps you have recorded to promote the licensing objectives, in particular the protection of children, I have no comments or objections regarding your application.

Stephen Winship

Policy & Strategy Officer

Durham Safeguarding Children Partnership

Transformation & Partnerships

County Hall, Durham

DH1 5UJ

From: Lisa Morina
Sent: 04 November 2019 13:52
To: Mary-Anne Hunter
Subject: Co-op. Woods Terrace - CON28/19/03012

Mary-Anne

Proposed New premises licence
At Co-Op 20A Woods Terrace Murton Seaham SR7 9AG

I refer to the above premises licence.

I can confirm that the planning department have no objections to this license.

I trust this information is of assistance.

Thanks

Lisa

Lisa Morina
Planning Officer
Planning Development (Central East),
Room 4/86-102
County Hall, Durham
DH1 5UL

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Like us at facebook.com/durhamcouncil
Follow us on linkedin.com/company/durham-county-council
Follow us on Instagram [@durham_county_council](https://instagram.com/durham_county_council)





Chief Fire Officer: Stuart Errington

Fire and Rescue Service Headquarters,
Belmont Business Park, Durham, DH1 1TW

Date: 04 November 2019

This matter is being dealt with by: Stephen McLaughlan Ext:

Our Ref: 2E50850590

Your Ref:

RXA.CXS.AS.COO238.715

Mary – Anne Hunter
Licensing Officer
Community Protection Service
Regeneration and Local Services
Durham County Council
Annand House
Durham, DH7 8RS

Dear Sir / Madam

Licensing Act 2003
Regulatory Reform (Fire Safety) Order 2005
Co-op, 1A Church Street, Murton, SR7 9NX

I acknowledge your application dated 1 November 2019 for a Premises Licence under The Licensing Act 2003 in respect of the above named premises.

No representations will be made to the Licensing Authority subject to the responsible person for the above premises ensuring compliance with the requirements of the Regulatory Reform (Fire Safety) Order 2005. A suitable and sufficient fire safety risk assessment must be carried out in order to comply with the above Order.

For further guidance please refer to <https://www.gov.uk/workplace-fire-safety-your-responsibilities/fire-safety-advice-documents> which provides information about the Regulatory Reform (Fire Safety) Order 2005.

Should you require any further information please do not hesitate to contact me on the telephone number or e-mail address shown above or visit our website www.ddfire.gov.uk and follow the link to Fire safety at work.

Yours faithfully

Stephen McLaughlan
Fire Safety Section



From: Mark Anslow
Sent: 28 November 2019 13:22
To: Mary-Anne Hunter
Subject: RE: NEW PREMISES APPLICATION RECEIVED - CO-OP MURTON

MEMO



To: Ms Mary-Anne Hunter
Licensing Services

From: Mr Mark Anslow
Regeneration and Local Services

Date: 28 November 2019

Re: **Licensing Application New Premises Licence**
Co-operative Food Group, Murton Vic Development Unit 1A
Church Street Murton SR7 9NX

With reference to the above licensing application received on 4 November 2019.

I have assessed the application with reference to the public nuisance licensing objective and would confirm that I do wish to make any objection/comments.

Regards

Mark Anslow
Development Assessment Team Leader
Community Protection Service
Regeneration and Local Services
Durham County Council
Annand House
Meadowfield
Durham
DH7 8RS

Appendix 7: Statement of Licensing Policy

7.1 The Prevention of Crime and Disorder - Licensed premises, especially those offering late night / early morning entertainment, alcohol and refreshment can, if not properly managed, become a source of public nuisance, generating crime and disorder problems. **The council expects** all licensed premises to be properly managed at all times to prevent this from happening and will focus attention on standards of management practice at licensed premises when carrying out its administrative and enforcement functions.

The council encourages, and will look positively on, the provision by licensees of comprehensive and documented staff training. Documented staff training conducted in respect of:

- Preventing underage sales
- Minimising drunkenness
- Managing and resolving conflict
- Emergency procedures
- Compliance with the licence conditions
- Relevant obligations and offences under the Licensing Act, particularly those associated with the sale of alcohol
- Identification and refusal of underage sales
- Use of accredited training courses and recognised industry qualifications (e.g. BII)

The council expects every holder of a premises licence, club premises certificate or temporary event notice to be responsible for minimising the impact of crime, disorder and anti-social behaviour by their patrons both on and within the immediate vicinity of their premises, including for example on the pavement, in a beer garden, a marquee, in a smoking shelter etc.

The council expects all applicants to demonstrate, in their operating schedules, that suitable and sufficient measures, ranging from the design and layout of the premises through to the daily operation of the business, have been identified and will be implemented and maintained with the intention of preventing crime and disorder.

The council recommends that procedures to deal with drunken customers, violence and anti-social behaviour, in and outside premises, and the provision of closed-circuit television in certain premises should be considered by applicants, licencees and event organisers when addressing this issue.

The council encourages personal licence holders to actively participate in established "Pubwatch" schemes, where issues relating to crime and disorder can be addressed. **The council encourages** involvement in the "Best Bar None" initiative which enables premises to demonstrate good safe operating procedures. Such schemes have been very successful in reducing the negative impact of alcohol across a range of circumstances.

The council recognises and promotes effective and responsible management of all licensed and authorised premises through competent, efficient and regular instruction, recorded training, supervision of staff and the adoption of good practice,

such as 'Challenge 25'. These are amongst the most important control measures for the achievement of all Licensing Objectives.

The council will take a positive view of anyone who invests in appropriate training, and nationally accredited qualifications tailored to the licensing sector. Training records should be kept available for inspection by relevant enforcement agencies as a matter of good practice.

It is important that qualified and competent people are present who can discuss any problems or matters of concern arising from the licensable activities at or near to the premises with officers from DCC Licensing Services and Police.

The council also considers it to be good practice if the DPS or premises licence holder is present in the licensed area of the premises:

- Between 22:00 hours and closing time, when the premises is one that regularly opens after midnight for both regulated entertainment and the sale or supply of alcohol for consumption on the premises
- At all times when the premises are a "vertical drinking establishment" where little or no seating is provided
- At times where there is a substantial increase in customers i.e. for televised major sporting events etc.

Maximum occupancy: When its discretion is invoked, the council will only impose a maximum number of people that can attend premises or an event where there is a clear and justifiable need in respect of that premises or event. Any such decision will be based on the nature and style of the operation.

The council will consider information provided by the applicant and any other body (the Council's Building Control Section, Environmental Health Section and the Durham and Darlington Fire and Rescue Service) before setting a maximum number. Applicants will be expected to detail the arrangements that would be put in place e.g. provision of door staff to ensure that the permitted number of people attending the premises or event will not be exceeded.

Security: Whenever security operatives/door supervisors are employed at licensed premises to carry out security functions they must be licensed by the Security Industry Authority (SIA). If a licensee directly employs security operatives, they will need to be licensed by the SIA as a supervisor/manager. The numbers of licensed door supervisors, both male and female, required at any premises will be dependent upon the nature of the activities licensed and the characteristics and capacity of the establishment as well as the hours of trading.

Toughened/Safety Glass: Licensed venues that provide the sale or supply of alcohol for consumption on the premises should consider the introduction of toughened/safety glass. This policy expectation applies especially to any premises associated with a higher risk for potential crime and disorder. This will be particularly

relevant for high-volume vertical drinking establishments and those premises open beyond midnight in areas where there is a high concentration of venues.

The council and several of its partners have signed a collective new pledge as part of an ongoing campaign to eradicate single use plastics. The agreement commits all signatories to significantly reduce, and work towards ultimately removing, the use of unnecessary single use plastics from their operations. If alternatives to normal glass are used, the use of suitable alternatives, including non-single use plastics, is encouraged.

Drugs/Knives/Weapons: The council will expect licensees to take all reasonable steps to prevent the presence of drugs on licensed premises and to take appropriate steps to prevent drugs changing hands or consumed within the premises to prevent tragedies and harm because of drug misuse.

The council will expect licensees to be familiar with the Home Office Drug Strategy booklet entitled Safer Clubbing (ISBN 1840827807) or other subsequent editions. The council also expects that licence holders will also take steps to prevent the presence of knives and other weapons on their premises and that a log be kept of all drug, knife and weapon incidents. Licence holders should also consider arranging training for their staff on drugs, knives and weapons and to have policies for dealing with the possession of drugs, knives and weapons and the supply of drugs.

In addition to the information provided above, **Table 1 in Appendix VI** provides recommendations, suggestions and examples for how to prevent the specific crime/disorder outlined. This table is not exhaustive, and every applicant must consider the specific situation, location and circumstances associated with their premises, activities, clientele and workforce when identifying hazards, assessing risks and identifying controls.

7.3 Prevention of Public Nuisance - Licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working or sleeping near the premises.

The concerns relate, amongst other things, to litter, light pollution, noxious odours and noise nuisance resulting from music, human voices, ventilation equipment and vehicles. The **council will expect** applicants to demonstrate that suitable and sufficient measures have been identified, and will be implemented and maintained, with the intention of preventing public nuisance relevant to the individual style, location and characteristics of the premises and events.

If an external structure or area is to be used by customers, whether for consumption of alcohol or for smoking, the **applicant will be expected** to offer measures designed to minimise its impact on residents in respect of both public nuisance and crime and disorder. These measures may include a restriction on hours that areas / structures will be used or appropriate signage requesting customers to consider residents and monitoring of such areas by staff.

The placement of tables and chairs outside of licensed premises may give rise to public nuisance including noise and litter. When tables and chairs are situated on the public highway, relevant authorisations will often be required from the Highways Authority. Enquiries concerning such consents should be made to the Council's Highway's Section (see Appendix III). In predominantly commercial areas, such as shopping centres, the use of tables and chairs outside may be allowed however, the **council will normally expect** them to be removed before the premises close, and any resulting litter/debris cleared away.

Applicants should consider reducing potential noise nuisance by, for example (this list is not exhaustive):

- Assessment of likely noise levels in the premises
- Assessment of likely noise levels if outdoor drinking is allowed
- The sound insulation the building would provide (e.g. double glazing, double doors / lobbies to entrances, windows used for ventilation)
- The distance and direction to the nearest noise sensitive premises.
- Likely noise sources outside of the premises (e.g. emptying bottle bins, taxis, unruly customers leaving the premises)
- Dispersal of patrons – where necessary the council will expect a dispersal policy for patrons at the end of the evening. The policy will specify such issues as alterations to the style and volume of music played, public address announcements and use of appropriate signage at exits
- Ways to limit noise / disorder from patrons leaving the premises

The extent to which the above matters will need to be addressed will be dependent on the nature of the area where the premises are situated, the type of premises concerned, the licensable activities to be provided, operational procedures and the needs of the local community.

Applicants are advised to seek advice from Durham County Council's Environmental Health team and incorporate any recommendations in their operating schedule before submitting their applications.

Takeaways and fast-food outlets - The council expects takeaways and late-night refreshment premises to take reasonable steps in clearing litter from outside their premises and along the pavement in either direction as necessary, whilst the premises are open and at the end of the working day. These premises should maintain clean, dirt or grease free frontages. Such premises should also display notices advising customers of the location of bins and patrons should be encouraged to use the bins made available.

Important note: The council considers that it will be inappropriate to grant a premises licence permitting the sale of alcohol at premises which are principally used for selling hot food for consumption off the premises (“takeaway” premises).

Takeaway premises are often open late at night and in the early hours of the morning. They can be associated with disorder as people under the influence of alcohol may congregate outside takeaways after leaving or in some cases having been ejected from late-night licensed premises.

Takeaways operate within the night time economy but without the same framework around them, e.g. pubwatch, use of security staff etc. In addition, alcohol sold from takeaways could readily be consumed in public spaces and may not be subject to the same controls associated with other types of licensed premises.

From a health perspective, obesity levels are rising nationally and locally; without action the health of the population will continue to suffer. Responsible licensees can support the ‘Working toward a healthy weight in County Durham’ goals and the council would see the following steps as a contribution to reducing health harms and health inequalities:

- Menu to display calories per portion information for all food offers.
- Menu to offer at least one clear and stated, 'healthy option' and to be priced competitively.
- Menu to display recommended daily calorie limits for adults (For women the recommended limit is 2,000 calories a day for men it's 2,500).
- Menu to offer smaller / half portions.
- Salt and pepper available upon request rather than always on the table

In addition to the information provided above, **Table 3 in Appendix IV** provides recommendations, suggestions and examples of how to prevent the specific nuisance type outlined. This table is not exhaustive, and every applicant must consider the specific situation, location and circumstances associated with their premises, activities, clientele and workforce when identifying hazards, assessing risks and identifying controls.

Appendix II Framework Hours: recommended terminal hours for the sale of alcohol and the provision of late-night refreshment for different types of premises

Category of Premises	Weekdays*	Weekends*	Bank Holidays*
Premises licensed for the sale or supply of alcohol for consumption on or off the premises e.g. pubs, social clubs and nightclubs	07.00 to 00.00	07.00 to 01.00	Good Friday Plus 1 Hour. For all other bank holidays, an additional hour be added to the terminal hour of the day preceding the bank holiday (i.e. if the Monday is the bank holiday, the Sunday is normal trading plus 1 hour)
Premises licensed for the sale of alcohol for consumption off the premises only e.g. off licences, supermarkets and garages	07.00 to 23.30	07.00 to 00.30	Good Friday Plus 1 Hour. For all other bank holidays, an additional hour be added to the terminal hour of the day preceding the bank holiday (i.e. if the Monday is the bank holiday, the Sunday is normal trading plus 1 hour)
Premises with licences not including the sale or supply of alcohol (community centres, village halls)	07.00 to 00.00	07.00 to 01.00	Good Friday Plus 1 Hour. For all other bank holidays, an additional hour be added to the terminal hour of the day preceding the bank holiday (i.e. if the Monday is the bank holiday, the Sunday is normal trading plus 1 hour)
Premises licensed primarily for late night refreshment e.g. takeaways	01.00	02.00	Good Friday Plus 1 Hour. For all other bank holidays, an additional hour be added to the terminal hour of the day preceding the bank holiday (i.e. if the Monday is the bank holiday, the Sunday is normal trading plus 1 hour)

* **NOTE:** For the purposes of this matrix, weekdays mean Monday to Thursday; Weekends include Friday night into Saturday Morning, Saturday night into Sunday morning and Sunday night into Monday morning; and Bank Holidays means Sunday night into Monday morning and Monday night into Tuesday morning.

Appendix 8: Section 182 Guidance

Crime and disorder

- 2.1 Licensing authorities should look to the police as the main source of advice on crime and disorder. They should also seek to involve the local Community Safety Partnership (CSP).
- 2.2 In the exercise of their functions, licensing authorities should seek to co-operate with the Security Industry Authority ("SIA") as far as possible and consider adding relevant conditions to licences where appropriate. The SIA also plays an important role in preventing crime and disorder by ensuring that door supervisors are properly licensed and, in partnership with police and other agencies, that security companies are not being used as fronts for serious and organised criminal activity. This may include making specific enquiries or visiting premises through intelligence led operations in conjunction with the police, local authorities and other partner agencies. Similarly, the provision of requirements for door supervision may be appropriate to ensure that people who are drunk, drug dealers or people carrying firearms do not enter the premises and ensuring that the police are kept informed.
- 2.3 Conditions should be targeted on deterrence and preventing crime and disorder including the prevention of illegal working in licensed premises (see paragraph 10.10). For example, where there is good reason to suppose that disorder may take place, the presence of closed-circuit television (CCTV) cameras both inside and immediately outside the premises can actively deter disorder, nuisance, anti-social behaviour and crime generally. Some licence holders may wish to have cameras on their premises for the prevention of crime directed against the business itself, its staff, or its customers. But any condition may require a broader approach, and it may be appropriate to ensure that the precise location of cameras is set out on plans to ensure that certain areas are properly covered and there is no subsequent dispute over the terms of the condition.
- 2.4 The inclusion of radio links and ring-round phone systems should be considered an appropriate condition for public houses, bars and nightclubs operating in city and town centre leisure areas with a high density of licensed premises. These systems allow managers of licensed premises to communicate instantly with the police and facilitate a rapid response to any disorder which may be endangering the customers and staff on the premises.
- 2.5 Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day to day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as

appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety.

- 2.6 The prevention of crime includes the prevention of immigration crime including the prevention of illegal working in licensed premises. Licensing authorities should work with Home Office Immigration Enforcement, as well as the police, in respect of these matters. Licence conditions that are considered appropriate for the prevention of illegal working in licensed premises might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check are retained at the licensed premises.

Public nuisance

- 2.15 The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter.
- 2.16 Public nuisance is given a statutory meaning in many pieces of legislation. It is however not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include in appropriate circumstances the reduction of the living and working amenity and environment of other persons living and working in the area of the licensed premises. Public nuisance may also arise as a result of the adverse effects of artificial light, dust, odour and insects or where its effect is prejudicial to health.
- 2.17 Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable (see chapter 16). Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.
- 2.18 As with all conditions, those relating to noise nuisance may not be appropriate in certain circumstances where provisions in other legislation adequately protect those living in the area of the premises. But as stated earlier in this Guidance, the approach of licensing authorities and responsible authorities should be one of prevention and when their powers are engaged, licensing authorities should be aware of the fact that other legislation may not adequately cover concerns raised in relevant representations and additional conditions may be appropriate.

- 2.19 Where applications have given rise to representations, any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a need for a licence for performances of live music between 11 pm and 8 am. In certain circumstances, conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave.
- 2.20 Measures to control light pollution will also require careful thought. Bright lighting outside premises which is considered appropriate to prevent crime and disorder may itself give rise to light pollution for some neighbours. Applicants, licensing authorities and responsible authorities will need to balance these issues.
- 2.21 Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night.