Statutory Licensing Sub-Committee

19th September 2023

Application for the Review of a Premises Licence



Ordinary Decision

Report of Alan Patrickson Corporate Director of Neighbourhoods and Climate Change

Councillor John Shuttleworth, Cabinet Portfolio Holder for Rural Communities and Highways

Electoral division(s) affected:

Crook North, Tow Law

Purpose of the Report

- The Sub-Committee is asked to consider and determine an application to review the premises licence in respect of Your Local Store, 81A High Street, Tow Law, Bishop Auckland. DL13 4DP.
- 2 A plan showing the location of the premises is attached at Appendix 2.

Executive summary

- On 27th July 2023, an application was received from the Local Weights and Measures Authority (Responsible Authority) asking for a review of the premises licence (licence number DCCC/PLA0225) for Your Local Store, 81A High Street, Tow Law, Bishop Auckland. DL13 4DP.
- During the consultation period the Licensing Authority received three responses in support of the review application from the Durham Public Health Authority, the Durham Safeguarding Children Partnership and the Durham Licensing Enforcement Authority.
- The Licensing Authority also received two representations in support of the premises licence holder from Other persons, namely Councillor Anne Reed and A Ravi.
- 6 Home Office Immigration Enforcement, the Fire Safety Authority, Durham Constabulary and the Planning Authority all responded to the consultation with no representations.

Recommendation(s)

- 7 The Sub-Committee is asked to determine the review application with a view to promoting the licensing objectives.
- 8 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) Durham County Council's Statement of Licensing Policy the relevant parts of the policy are attached at Appendix 8;
 - (d) The Guidance issued to local authorities under Section 182 of the Licensing Act 2003 (as amended December 2022). The relevant parts of the guidance are attached at Appendix 9.

Background

9 Background information

Applicant	Local Weights and Measures Authority		
Type of Application:	Date received:	Consultation ended:	
Review of a Premises Licence	27 th July 2023	24 th August 2023	
Current Premises Licence Holder and Designated Premises Supervisor	Mr Sivaguru Ravichan	dran	

The premises licence in respect of Your Local Store, 81A High Street, Tow Law, Bishop Auckland. DL13 4DP currently permits the following licensable activity:

Licensable Activity	Days & Hours
Sale of Alcohol (off sales)	Monday to Sunday: 06:00 – 22:00 hrs
Opening Hours	Monday to Sunday: 06:00 – 22:00 hrs

11 A copy of the premises licence is attached at Appendix 3.

Details of the application

- The review application submitted by the Local Weights and Measures Authority was received on 27th July 2023.
- The application is deemed by the Licensing Authority to be relevant, and the application was advertised in accordance with the regulations.
- 14 The application for review relates to the following licensing objectives:
 - The Prevention of Crime and Disorder
 - The Protection of Children from Harm
- 15 A copy of the review application is attached at Appendix 4.

The Representations

- During the consultation period, the Licensing Authority received three responses in support of the review application from the following Responsible Authorities:
 - Durham Public Health Authority
 - Durham Safeguarding Children Partnership
 - Durham Licensing Enforcement Authority

Copies of these representations are attached at Appendix 5.

- 17 Two representations in support of the premises licence holder were received from the following Other persons:
 - Councillor Anne Reed
 - A Ravi

Copies of these representations are attached at Appendix 6.

Home Office Immigration Enforcement, the Fire Safety Authority,
Durham Constabulary and the Planning Authority all responded to the
consultation with no representations.

Copies of these responses are attached at Appendix 7.

The Parties

- 19 The Parties to the hearing will be:
 - Ms Tracey Johnson, Durham County Council Local Weights and Measures Authority (On behalf of the Applicants)
 - Mr Sivaguru Ravichandran (Premises Licence holder and DPS)
 - Ms Fiona Mawson, Durham Public Health Authority (Responsible Authority)
 - Durham Safeguarding Children Partnership (Responsible Authority)
 - Mr Ian Dargue, Durham Licensing Enforcement Authority (Responsible Authority)
 - Councillor Anne Reed (Other Person)
 - A Ravi (Other Person)

Options

- The options open to the Sub-Committee are:
 - (a) To take no further action;
 - (b) To modify or add conditions to the licence;
 - (c) Exclude a licensable activity from the licence;
 - (d) Remove the Designated Premises Supervisor;
 - (e) Suspend the licence for a period (not exceeding three months);
 - (f) Revoke the licence.

Main implications

Legal Implications

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

See Appendix 1.

Consultation

The review application was subject to a 28 day consultation.

See Appendix 1

Conclusion

The Sub-Committee is asked to determine the application for the review of the premises licence for Your Local Store, 81A High Street, Tow Law, Bishop Auckland. DL13 4DP.

Background papers

- Durham County Council's Statement of Licensing Policy
- Guidance issued under Section 182 of the Licensing Act 2003 (as amended December 2022)

Other useful documents

None

Contact: Helen Johnson Tel: 03000 265101

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

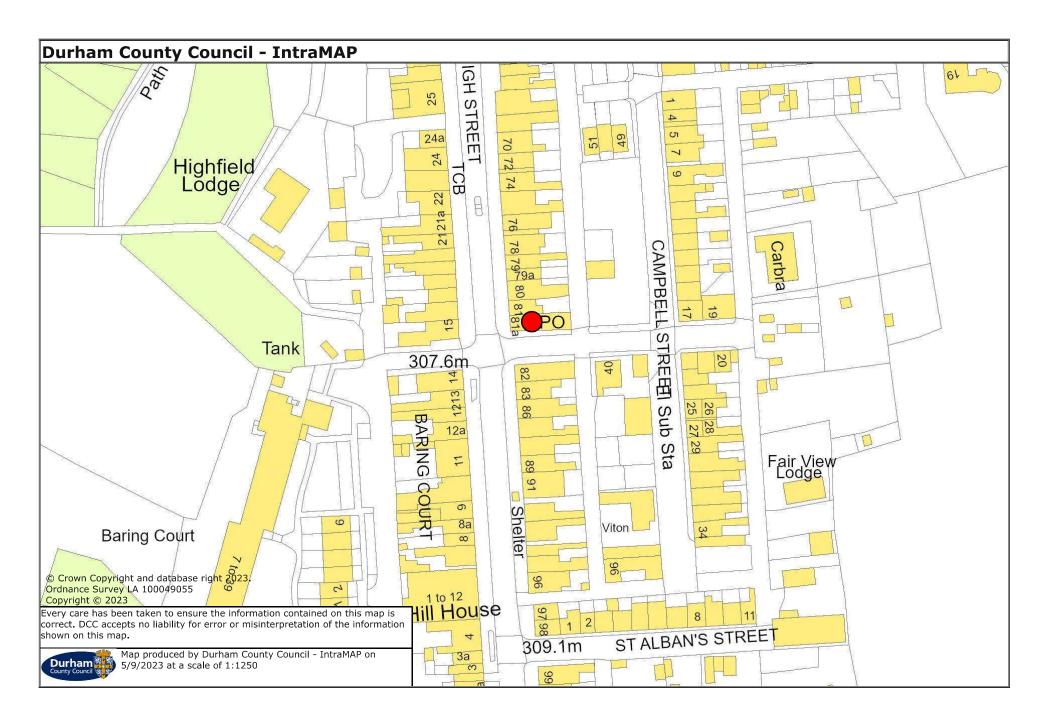
The Responsible Authorities were consulted on the application.

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

Notice of the application was displayed at the Council's Head Office at County Hall. Durham.

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



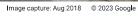
Google Maps 16 High St





Google Maps 16 High St







Google Maps 2 A68





Image capture: Aug 2018 © 2023 Google

Appendix 3: Premises Licence



LICENSING ACT 2003 PREMISES LICENCE

Premises Licence Number Granted Issued

DCCC/PLA0225
03 March 2015
03 March 2015

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description	Issuing Authority
YOUR LOCAL STORE 81A HIGH STREET TOW LAW BISHOP AUCKLAND DL13 4DP	DURHAM COUNTY COUNCIL EHCP LICENSING SERVICES PO BOX 617 DURHAM DH1 9HZ
Telephone number:	

Where the licence is time limited the dates

N/A

Licensable activities authorised by this licence

Sale by Retail of Alcohol

The opening hours of the premises (all times in 24hr format)

Monday Tuesday Wednesday Thursday Friday	06.00 - 22.00 06.00 - 22.00 06.00 - 22.00 06.00 - 22.00 06.00 - 22.00	Non standard/seasonal timings: N/A
Saturday	06.00 - 22.00	
Sunday	06.00 - 22.00	

Where the licence authorises the sale by retail of alcohol whether these are on and/or off sales OFF ALCOHOL SALES ONLY

The times the licence authorises the carrying out of licensable activities (all in 24hr format)

Sale by retail of Off Sales Only		
Monday Tuesday	06.00 - 22.00 06.00 - 22.00	Further details
Wednesday Thursday Friday Saturday Sunday	06.00 - 22.00 06.00 - 22.00 06.00 - 22.00 06.00 - 22.00 06.00 - 22.00	Non standard/seasonal timings:

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence			

Registered number of	holder, for example company number, charity number (where applicable)
Company no:	N/A
Charity no:	N/A

Name, address and telephone number of designated premises supervisor where the premises licence authorises the sale by retail of alcohol

MR SIVAGURU RAVICHANDRAN

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the sale by retail of alcohol

Annex 1 - Mandatory conditions

No supply of alcohol may be made at a time when no designated premises supervisor has been specified in the licence or at a time when the designated premises supervisor does not hold a personal licence or his or her licence has been suspended. Every supply of alcohol under this premises licence must be made or authorised by a person who holds a personal licence.

The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol -

The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either-

- (a) a holographic mark, or
- (b) an ultraviolet feature.

Minimum Price of Alcohol:

- 1 A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
- 2 For the purposes of the condition:
- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula -

P = D+(DxV)

Where -

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence
 - (i) the holder of the premises licence,
 - (ii) the designated premises supervisor (if any) in respect of such a licence, or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 3 Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 4 (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 - Conditions consistent with the premises Operating Schedule

General

We will hold the 4 objectives in high regard and will strive to keep staff fully trained on all of our policies and procedures. All training records will be made available to officers when requested.

The Prevention of Crime and Disorder

No serving of alcohol to any person who appears to be drunk.

Full initial staff training to be carried out by DPS to ensure no alcohol is sold to anyone underage and refresher training to be carried out every 6 months.

Training records to be kept for every member of staff and endorsed after every training session. The records will be made available to Officers and responsible authorities when requested to do so.

Public Safety

Fire exits and equipment clearly marked.

Aware of requirements regarding health and safety

First aid facilities will be available.

The Prevention of Public Nuisance

None

The Protection of Children from Harm

None

Annex 3 - Conditions attached after a hearing by the licensing authority

Conditions following Statuatory Licensing Sub Committee hearing on 3rd March 2015

CCTV of such quality as to allow facial recognition shall be installed and maintained and working at all times covering inside, all exits and the immediate vicinity of the outside of the premises. Recordings must be stored for a minimum of 28 days.

CCTV footage must be available and downloaded upon reasonable request by an officer of a Responsible Authority.

All staff will be trained to operate CCTV system, including the viewing and downloading of images from the same. Training on the operation of the CCTV system shall be refreshed regularly and records of such training maintained for inspection by officers from a responsible authority upon reasonable request.

All incidents occuring at the premises (including refusals) will be recorded in an incident book maintained by The Premises Licence holder or a nominated member of staff. The details which will be recorded in the incident book are: the time and date of the incident; the name or full description of any person(s) involved (including staff members), whether the incident was recorded on CCTV, and the signature of the person making the entry. The book will be available at all times for inspection by the Police and other Responsible Authorities upon reasonable request.

The premises will operate a documented Age Certification Policy (Challenge 25) where all patrons believed to be under the age of 25 who seek to purchase alcohol will be asked to provide proof of age in the form of a UK Driving Licence, Passport, Military ID card or photo identification which is endorsed with the government PASS holographic logo.

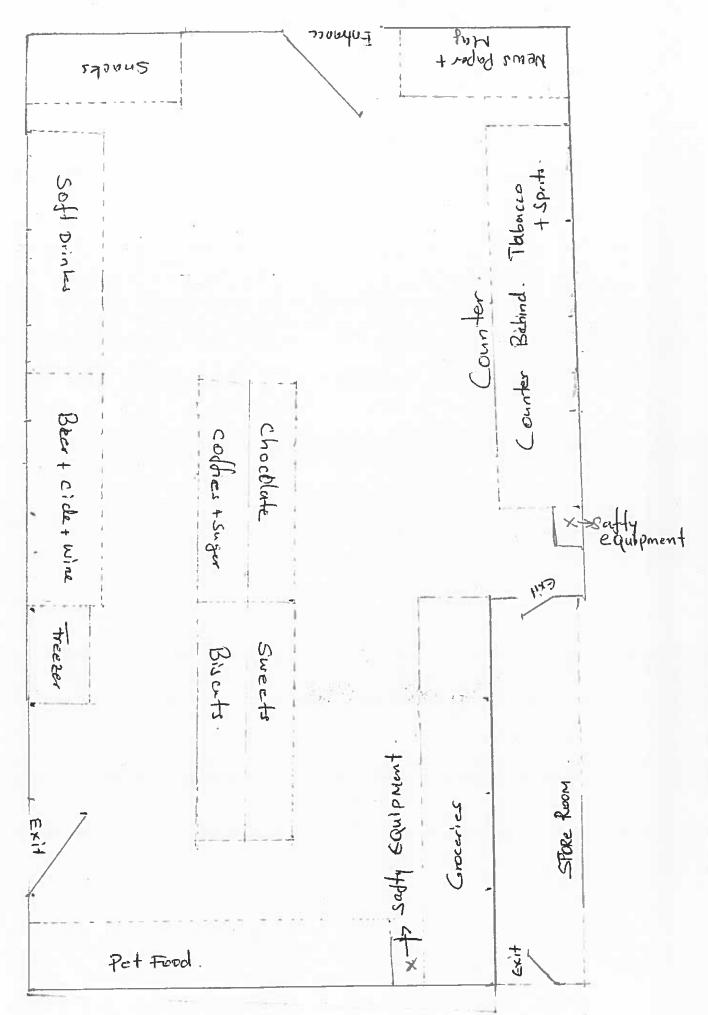
The premises licence holder will ensure that groups of people are discouraged from congregating outside the premises.

Signs shall be displayed within the premises encouraging customers toleave the premises quietly.

Annex 4 - Plans attached

Attached

Signature of Authorised Officer Head of Environment, Health and Consumer Protection



Appendix 4: Review application

DURHAM COUNTY COUNCIL, Licensing Services, PO Box 617, Durham. DH1 9HZ

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

I Durham County Council - Local Weights	and Measures Authority
(Insert name of applicant)	
apply for the review of a premises licence und	
premises certificate under section 87 of the Li	censing Act 2003 for the premises described in
Part 1 below (delete as applicable)	
Part 1 – Premises or club premises details	
Postal address of premises or, if none, ordnan	ce survey map reference or description
Your Local Store	
81A High Street	
Tow Law	
Post town Bishop Auckland	Post code (if known) DL13 4DP
PARTITION OF THE PARTY OF THE P	
Name of premises licence holder or club holdi	ng club premises certificate (if known)
MR SIVAGURU RAVICHANDRAN	
Number of premises licence or club premises	certificate (if known)
DCCC/PLA0225	
Verter and the second of the s	The state of the s
Part 2 - Applicant details	
I am	Diago dele Zana
	Please tick ✓ yes
1) an individual, body or business which is not a	responsible
authority (please read guidance note 1, and comp	
or (B) below)	

2) a responsible author	rity (please complete (C	C) below)		
3) a member of the clu (please complete (A) b	ub to which this applica pelow)	tion relates		
(A) DETAILS OF IN	DIVIDUAL APPLIC	ANT (fill in as appl	licable)	
Please tick ✓ yes				
Mr Mrs	☐ Miss ☐	Ms	Other title (for example, Rev)	
Surname	, v 3° x	First names		
4 U2 - 773 Salt - 773	e i o			
I am 18 years old or	over		Please tick ✓ y	es .
Current postal address if different from premises address				
Post town		Post Code		
Daytime contact tele	phone number		VE V. N	
E-mail address (optional)	y."		A * V	71
(B) DETAILS OF O	THER APPLICANT			
Name and address	8 0	,-		35 E.S
AL 6			6.9	
		_		92
			EL M	
Talanhana numbar (25	anu)	2		5 4
Telephone number (if	any)			
E-mail address (option	nal)			2

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address	
Owen Cleugh	
Public Protection Manager	
Community Protection	
Neighbourhoods and Climate Change	
EHCP (Trading Standards)	
PO Box 617	
Durham	
DH1 9HZ	
	Allegan a love fall extra context asked in
Telephone number (if any)	
E-mail address (optional)	
This application to review relates to the following	g licensing objective(s)
	Please tick one or more boxes ✓
1) the prevention of crime and disorder	
2) public safety	
3) the prevention of public nuisance	
4) the protection of children from harm	

Please state the ground(s) for review (please read guidance note 2) This review application is submitted in relation to the premises known as Your Local Store, situated at 81A High Street, Tow Law, Bishop Auckland, County Durham on the grounds of the prevention of crime and disorder and the protection of children from harm. On 10 February 2023 disposable electronic cigarettes were found on the premises that breached the regulations in relation to the maximum tank capacity for a disposable electronic cigarette that contains nicotine and a breach of the labelling requirements for such products.

Please provide as much information as possible to support the application (please read guidance note 3)

The premises was visited following intelligence being received that illegal vapes were in possession for supply from the premises. This premises was known to the authority to have previously had illegal electronic cigarettes and advice and guidance had been provided to the owner of the business on a couple of occasions.

Electronic cigarettes were seized from the premises that were manufactured for the American market therefore were not compliant with UK Regulations. The owner of the premises, Mr Sivaguru RAVICHANDRAN had received advice in relation to these products previously from this service and he had also been told about this at other premises that he owns.

Mr Sivaguru RAVICHANDRAN is DPS at 4 other premises in County Durham and I have concerns in relation to his ability to positively promote the licensing objectives of prevention of crime and disorder and the protection of children from harm.

The refusals book in operation at the premises was last used by a member of staff on 30th August 2016. There were no training records available to confirm if training had been carried out or refreshed with any member of staff in relation to age restricted products.

Ultimately, I do not believe that Mr Ravichandran can operate this premises effectively and positively promote the licensing objectives. Having management responsibility for 5 premises in County Durham in position as DPS is an unmanageable task and I will therefore seek to ask Committee that he is removed as DPS at this premises.

The licence conditions should also be updated to include:

- The Licensee, that is the person in whose name the Premises Licence is issued, and the Designated Premises Supervisor shall ensure that at all times when the premises are open for any licensable activity, there are sufficient competent staff on duty at the premises for the purpose of fulfilling the terms and conditions of the Licence and for promoting the Licensing Objectives.
- There shall be displayed suitably worded signage of sufficient size and clarity
 at the point of entry to the premises and in a suitable location at any points of
 display and sale advising customers that underage sales of alcohol are illegal
 and that they may be asked to produce evidence of age.
- A refusals ledger shall be maintained on the premises to record refusals of all age restricted products and shall be made available to officers of the Local Authority or Durham Police upon request.
- Staff shall refuse to sell age restricted products to any adult who they suspect
 to be passing age restricted products to those underage (i.e. proxy sales).
 Details of these refusals should also be kept in the ledger.
- All staff shall be trained to prevent underage sales of all age restricted products. Training records are to be kept on the premises for all staff involved in sales of age restricted products and shall be made available to officers of the Local Authority or Durham Police upon request.

Prior to being allowed to sell alcohol, staff training must be carried out and properly documented in relation to the prevention of crime and disorder and the protection of children from harm, including; sales of alcohol and other age restricted products to those underage; sales of alcohol and other age restricted products to persons over 18 purchasing for those underage (proxy sales); sales of alcohol to drunks etc.

Have you made an application for review relating to premises before	o the	Please tick ✓ ye
If yes please state the date of that application	Day Month	n Year
If you have made representations before relating and when you made them	to the premises please st	ate what they were
	J.	

	Please	tick	1	yes
--	--------	------	---	-----

	m and enclosures to the responsible authorities der or club holding the club premises certificate,	
The state of the s	comply with the above requirements my	
A FALSE STATEMENT IN OR IN	CTION 158 OF THE LICENSING ACT 2003, N CONNECTION WITH THIS APPLICATION ENT MAY BE LIABLE ON SUMMARY CO	N. THOSE
Part 3 - Signatures (please read gui	uidance note 4)	M. V.
	e's solicitor or other duly authorised agent (ple If of the applicant please state in what capacity	
Signature		
Date 27/7/23.	sighte and Magazires	
Capacity Chief Inspector of We	eights and Measures	
Contact name (where not previously associated with this application (ple	ly given) and postal address for correspondence ease read guidance note 6)	e

Notes for Guidance

Telephone number (if any)

Post town

(optional)

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.

If you would prefer us to correspond with you using an e-mail address your e-mail address

- 2. The ground(s) for review must be based on one of the licensing objectives.
- 3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.

Post Code

- 4. The application form must be signed.
- 5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
- 6. This is the address which we shall use to correspond with you about this application.

Appendix 5: Representations in Support of the Review

Contact: Fiona Mawson

Direct Tel: Fax: email:

Our ref: PH/FM/23/0361





Durham County Council Licensing Services PO Box 617 Durham DH1 9HZ

07/08/2023

Dear Sir / Madam

Re - Your Local Store, 81A High Street, Tow Law DL13 4DP

I represent County Durham Public Health department within Durham County Council which is a responsible authority under the Licensing Act 2003. Due to information contained in this review Public Heath wish to record their support for a licensing review of the premises above.

Evidence presented in the application of review raises concerns about the protection of children from harm, in this case the sale of vapes to children.

Tobacco use is the leading cause of preventable death and disease globally. In England it leads to 64,000 deaths every year and it causes many more people to lose years of active life through smoking-related illnesses. Tobacco and its smoke contains a toxic cocktail of thousands of chemicals, many of which are known to cause cancer, heart disease and chronic obstructive pulmonary disease amongst other conditions. It is known that 2 out of 3 long term smokers will die from smoking unless they quit. Most smokers start as children – and regret doing so. We must do all we can to prevent the uptake of smoking by young people, including by preventing underage sales.

While nicotine vapes pose a fraction of the risks of smoking and are proven to be highly effective in helping smokers to quit using tobacco, vaping is not risk-free, and vaping is not for children. Underage sales laws exist to protect under 18's from starting to use any nicotine product, including vapes and tobacco.

Vapes, also known as e-cigarettes, are regulated in the UK through legislation relating to quality, safety, age of sale and advertising. For example, to be legally sold in the UK, nicotine containing e-cigarettes must contain 20 mg/ml or less of nicotine (equivalent to

Adult & Health Services

Durham County Council, County Hall, Durham DH1 5UG Main Telephone 03000 26 0000 www.durham.gov.uk

Page 2 of 2

2% or less) and carry the health warning 'This product contains nicotine which is a highly addictive substance.' It is illegal to sell e-cigarettes and vaping products containing nicotine, or tobacco, to under-18s. We work closely with our Trading Standards colleagues to support compliance with regulations and to take enforcement action when necessary and reduce the amount of non-compliant products available for sale. We will continue to advocate for tighter e-cigarette regulations where needed, ensuring the right balance is taken around protecting young people and supporting smokers to quit.

The use of age verification policies, refusal register and the supervision and training of staff on licensed premises can make a significant contribution in ensuring that licensed premises do not sell age restricted products, including tobacco and vapes, to children and young people. Sales to those under 18 are illegal and we recommend licensees using Challenge 25 policies for all age restricted sales.

Public Health believe the role of the premises licence holder and designated premises supervisor are positions of responsibility. Given the information in the review Public Health would have no confidence at this time that the premises in question can be considered as a responsible licence premises.

Therefore, on behalf of Public Health, I would support the application to review the premises licence.

Yours sincerely

Amanda Haabi

Amanda Healy
Director of Public Health

From: DSCP Secure

Sent: 10 August 2023 11:44

To: Tracey Johnson >; EHCP ; Fire Authority Home Office >; AHS Licensing

; Planning ; Police

>; Public Health

Subject: RE: Review application - Your Local Store, 81A High Street, Tow Law. DL13 4DP

Dear Tracey,

Thank you for your email.

The information highlighted raises significant concerns regarding the ability to promote the licencing objectives in particular to the protection of children from harm therefore we support the review application and all of the suggested recommendations made.

With best wishes,

Tracy

Tracy Maratty

Administration Officer
Durham Safeguarding Childrens Partnership
Durham County Council
Room 4/129
County Hall
Durham
DH1 5UG
Telephone
Email



dscpsecure@durham.gov.uk www.durham-scp.org.uk

www.durham.gov.uk

Follow us on Twitter @durhamcouncil Like us at facebook.com/durhamcouncil Follow us on linkedin.com/company/durham-county-council Follow us on Instagram @durham_county_council From: Ian Dargue

Sent: 14 August 2023 09:44

To: Yvonne Raine

Subject: Review application - Your Local Store, 81A High Street, Tow Law. DL13 4DP

To Whom it may concern,

I carried out a routine visit to the above premises on the 19th May 2023. During the visit serious breaches of the premises licence were highlighted.

The breaches are listed below:

- Full initial staff training to be carried out by DPS to ensure no alcohol is sold to anyone underage and refresher training to be carried out every 6 months.
- Training records to be kept for every member of staff and endorsed after every training session. The records will be made available to Officers and responsible authorities when requested to do so.
- Fire exits and equipment clearly marked.
- First aid facilities will be available
- All staff will be trained to operate CCTV system, including the viewing and downloading of images from the same. Training on the operation of the CCTV system shall be refreshed regularly and records

of such training maintained for inspection by officers from a responsible authority upon reasonable request

A waring letter was sent to Mr Ravichandran on the 31st May 2023 (copy attached) the warning letter requested that Mr Ravichandran contact me to confirm compliance with the licensing conditions. To Date I have received no contact from Mr Ravichandran.

A follow up visit was carried out on the 4th August 2023, none of the above issues had been addressed.

The inspection of the premises highlighted significant concerns regarding the ability to promote the licensing objectives and I have no confidence in the management of the premises. Therefore I support the review application and would request revocation of the premises licence.

Mr Ravichandran is also the licence holder and DPS at Local Store 1-3 East Bridge Street, Crook, when I carried out an inspection on the 4th August, this inspection also highlighted breaches of the premises licence which further demonstrates a lack of confidence in the overall management of Mr Ravichandran's licensed premises.

Kind Regards

lan

Ian Dargue

Senior Licensing Enforcement Officer Community Protection Service

Neighbourhood and Climate Change Durham County Council PO Box 617 Durham DH1 9HZ

Mobile: Email Contact: Mr Ian Dargue

Direct Tel: email:

Our ref: IN065244



Mr Sivaguru Ravichandran Premier - Your Local Food and Wine 1-3 East Bridge Street Crook DL15 9BJ

31 May 2023

Dear Mr Ravichandran

Licensing Act 2003

Premises Licence Premier - Tow Law Convenience Store81a High Street, Tow Law, Bishop Auckland, DL13 4DP

On 19th May 2023 I visited the above premises with PCSO Paul Conroy from Durham Constabulary

At the time of the inspection you were not complying with the conditions of your licence as follows:

- Full initial staff training to be carried out by DPS to ensure no alcohol is sold to anyone underage and refresher training to be carried out every 6 months.
- Training records to be kept for every member of staff and endorsed after every training session. The records will be made available to Officers and responsible authorities when requested to do so.
- Fire exits and equipment clearly marked.
- First aid facilities will be available
- All staff will be trained to operate CCTV system, including the viewing and downloading of images from the same. Training on the operation of the CCTV system shall be refreshed regularly and records of such training maintained for inspection by officers from a responsible authority upon reasonable request

Neighbourhood and Climate Change

Durham County Council, Community Protection, Licensing Services, PO Box 617, Durham, DH1 9HZ

Main Telephone

www.durham.gov.uk

Please note that by virtue of Section 136 (1) of the Licensing Act 2003 a person commits an offence if he/she carries on or attempts to carry on a licensable activity otherwise than in accordance with the licence conditions. This offence, upon conviction, can carry a fine of up to £20,000 and/or 6 months imprisonment.

I would be grateful if you would contact me within the next 14 days to confirm that these matters have now been rectified. Failure to rectify these matters will leave me no alternative other than to consider issuing legal proceedings against you.

Should you have any queries regarding this matter please do not hesitate to contact me.

Yours faithfully

Mr Ian Dargue Senior Licensing Enforcement Officer

Appendix 6: Representations in Support of the Licence Holder

From: Cllr Anne Reed Sent: 09 August 2023 16:43

To: Yvonne Raine <

Subject: Review application for premises licence 1 - 3 Bridge Street, Crook

Good afternoon Yvonne

Following our conversation with regards to the application to review the premises licence at 1-3 Bridge Street , Crook . I had a conversation with the business owner 'Ravi Siva' and have since decided to provide a representation which is attached to this email . Please would you give this consideration when members review the premises licence and make their decision on this case .

Thank you

Kind regards

Anne

County Councillor for the Crook Division

Serving Crook, Howden Le Wear, Helmington Row, High Grange, North Bitchburn & Fir Tree Chair of Children & Young Peoples Overview & Scrutiny Committee

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From: Cllr Anne Reed < Sent: 10 August 2023 09:20

To: Yvonne Raine <

Subject: Re: Review application for premises licence 1 - 3 Bridge Street , Crook

Good morning Yvonne

I would like my representation to be taken forward for all 3 application reviews please.

Many thanks

Kind regards

Anne

Cllr Anne Reed

County Councillor for the Crook Division

Serving Crook, Howden Le Wear, Helmington Row, High Grange, North Bitchburn & Fir Tree Chair of Children & Young Peoples Overview & Scrutiny Committee
Tel

Dear Sir or Madam

Re: Application for the Review of a Premises Licence (to address concerns relating to the Protection of Children from Harm objective) at Local Store, <u>1-3 East Bridge Street</u>, <u>Crook</u>. DL15 9BJ

I write in respect of the above application which is up for review. I understand that test purchases were carried out at the above store which resulted in a failure. Bearing this in mind, I wish to provide a character reference for the business owner who is known as Ravi Siva.

I was was rather shocked to hear that a test purchase carried out had failed, given the fact that Ravi is proactive in ensuring that his staff are vigilant when serving their customers. I can only surmise that this has been an unintentional error on the part of the staff member, hopefully with further training and support this type of incident will not be repeated.

I have known Ravi Siva for a number of years, in his capacity as a shop owner and as a resident of Crook. Ravi is a local businessman who has been an active member of our local community, a godsend during Covid. There has been several instances where Ravi has been instrumental at helping others and at a time of great need. For example during Covid when he kindly donated a huge amount of food products for a Project namely 'The Meals Orchard' where hot meals were prepared and delivered to the elderly, the vulnerable and the families experiencing poverty. Ravi's kindness enabled thousands of meals to be donated over a period of nine months. Ravi continues to help the community by providing free loaves of bread, pints of milk and sweets for the children on a monthly basis – all free of charge.

At Easter time a Primary School in our area was asking for donations of Chocolate eggs for each of the pupils that attend the school. Ravi being the kind hearted man that he is, decided to donate 180 Easter eggs to the school so that every child went home with a considerable sized Easter egg.

Ravi is well in tune with the people, he actively listens to what the people want and need .A fine example was when the post office closed its doors in Crook, the community appealed to keep a post office service operating in Crook. Ravi Siva was the only businessman who stepped forward and took on the post office franchise at a substantial cost to himself. In addition, he decided to provide a mobile post office service which visits many of the villages in our area who are also without a post office.

Recently the community of Crook voiced their opinion about the post office being moved to a location which would be easier to access. At the moment the post office is housed inside the Premier shop in Bridge Street, Crook. This shop and post office is situated in a location which is difficult to access especially in adverse weather conditions. Ravi listened to the people and is now in the process of relocating this service into his new shop which is situated in close proximity to the town centre and in a level paved area with the possibility of wheelchair access being installed. May I add that this relocation will come at another substantial cost to Ravi-but it's what the people want and need.

These are just a few instances where Ravi Siva is one of the very few businessman in the Crook area to have stepped forward to help the people at times of great need, he truly is a community spirited, considerate and generous individual who does not look for recognition, instead just wants to help others less fortunate than himself. Ravi has built up a good reputation in the area, the community are so grateful for his kindness, his help has been greatly received, especially at a time when people are struggling to feed their families and pay their bills.

I ask you to look favourably on Ravi Siva, I'm sure Ravi will be keen to work with the professionals at Durham County Council and will take onboard the advice provided so that mistakes are minimised and that he can continue to be a big part of our community.

Thank you for taking the time to read this.

Kindest regards

Cllr Anne Reed County Councillor for the Crook Division Tel: From: Abi R

Sent: 18 August 2023 16:53

To: AHS Licensing <

Subject: [EXTERNAL]: Apology letter

Dear sir / Madam

This is **ABIRAMI R**. And am working for **YOURS LOCAL FOOD AND WINE LTD, TOWLAW, DL134DP.** I Sincerely apologize for my mistake which I sold the electronic vape to the customer which is not meant to be sell. It was the starting period of my work, and I wasn't aware that we shouldn't sell. It was placed in the store room and mentioned as not to sell. But it was purely my mistake, that I am so careless. Now, my job is not in a secure place if anything happen, I can't afford to lose my job. I promise it will never happen again. I hope I will be forgiven.

Thank you Yours Sincerely Abirami. R

Appendix 7: Consultation Responses

From: ISD Alcohol Licensing **Sent:** 28 July 2023 12:30

To: Tracey JohnsonEHCP>; FireAuthority; ISD Alcohol Licensing ; AHS

Licensing < >; Planning >; Police

>; Public Health < >; DSCP

Secure

Subject: [EXTERNAL]:RE: Review application - Your Local Store, 81A High Street, Tow Law. DL13 4DP

Good afternoon,

Having searched our databases, we can find no record of any Immigration offences in relation to the above premises, therefore Immigration Enforcement will not be making any representations at this time.

Regards

Phil Thomas

The Alcohol and LNR Licensing Team Interventions Sanctions and Compliance Immigration Enforcement Home Office 15th Floor Long Corridor Lunar House 40, Wellesley Road Croydon CR9 2BY

Skype -

From: Amy Davison < Sent: 07 August 2023 15:09

To: Yvonne Raine <

Subject: [EXTERNAL]:LICENSING -: Licensing Act 2003 - Review application - Your Local Store, 81A

High Street, Tow Law. DL13 4DP

Hello

I acknowledge your application dated 31 July 2023 for a Variation to 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.

Many thanks,

Amy Davison Business Fire Safety Officer

County Durham and Darlington Fire and Rescue Service

Mobile: Email:

www.ddfire.gov.uk



From: Licensed Economy Team Sent: 11 August 2023 14:05

To: Yvonne Raine < **Cc:** AHS Licensing

Subject: [EXTERNAL]:RE: Licensing Act 2003 - Review application - Your Local Store, 81A High Street,

Tow Law. DL13 4DP

Good afternoon,

Thank you for providing your submission on the above premises. Having reviewed or systems, we can find no recent record of any relevant criminal offences in relation to the above premises, therefore Durham Police will not be making any representations at this time.

Thank you,

Alan Newcombe PC 1291 Durham Constabulary Licensing economy team Annand House Meadowfield From: Hilary Sperring Sent: 24 August 2023 16:34

To: AHS Licensing

Subject: CON28/23/01906 Application for the review of a premises licence 81A High Street, Tow

Law, Bishop Auckland DL13 4DP

Dear Yvonne,

CON28/23/01906 Application for the review of a premises licence 81A High Street, Tow Law, Bishop Auckland DL13 4DP

Thank you very much for your recent consultation in respect of the above.

I would advise that I have no comments or objections to offer to the consultation from a planning perspective.

Please note the information provided within this correspondence contains informal officer advice made for guidance purposes only and cannot prejudge any future decision of the Local Planning Authority.

If you have any queries or require any further information please do not hesitate to contact me.

Kind Regards,

Hilary

Hilary Sperring
Planning Officer
Development Management (Planning West)
Durham County Council
County Hall
Durham
DH1 5UQ

Telephone: Mobile: Email:

For urgent queries please contact

Appendix 8: Statement of Licensing Policy

3.10 Review of a premises licence or club premises certificate - At any stage during the life of an authorisation, any premises that has a premises licence or club premises certificate may have that licence reviewed by any of the named responsible authorities or by a person defined in the Act as 'any other person' e.g. residents, councilors, MPs etc. At any time following the grant of a licence or Club Premises Certificate, any person or responsible authority may apply for a review of it.

The Police may also submit a summary review if there is a premises associated with serious crime and disorder. When the council instigates a review, it will ensure that there is a clear separation of functions between the officer acting as the licensing authority and the officer acting as a responsible authority.

Applications for review must relate to one or more of the licensing objectives and must not (where the review is submitted by any person who is not a responsible authority) be considered as frivolous, vexatious or repetitious by the licensing authority. Where an application for a review is frivolous vexatious or repetitious, or where an application for a review is considered not relevant to the licensing objectives, the council will reject it.

The council expects responsible authorities and other parties to give early notice to licence holders of any concerns about issues identified at premises and of the need for improvement. It is expected that requests for a review of any licence will be sought only if such notice has failed to resolve the matter or problem. It is always worth considering other options before requesting a review of a licence, including:

- Talking to those who manage the premises to let them know about the problem and give them the opportunity to address the issues;
- Asking DCC Licensing Services to talk to those who manage the premises on your behalf; or
- Talking to the relevant "responsible authority" e.g. environmental health in relation to noise nuisance, or the police in relation to crime and disorder, about the problem.

A review application is also subject to a similar consultation period to that of a new licence or variation, during which relevant representations may be submitted. The Act provides strict guidelines, timescales and procedures for review applications and hearings and the council will deal with every review application in accordance with these rules. Further details on review applications can be found in Appendix IV of this policy.

At a review, the council may take the following steps (if any) where such steps are considered appropriate for the promotion of the licensing objectives:

- a) Modify the conditions of the licence
- b) Exclude a licensable activity from the scope of the licence
- c) Remove the designated premises supervisor
- d) Suspend the licence for a period not exceeding three months
- e) Revoke the licence.

In cases where there is evidence that the crime prevention objective is being undermined, revocation of the licence will be seriously considered by the authority, even in the first instance.

There is a right of appeal to the Magistrates' Court against the decision of the licensing sub-committee, and if an appeal is lodged by the licence-holder, the original decision of the licensing authority will not take effect until the appeal is determined or withdrawn. There is an exception to this in the case of a summary review brought only by the police.

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.

7.4 Protection of Children from Harm - the protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). The Secretary of State's Guidance to the Licensing Act 2003 also makes clear that the authority must also consider the need to protect children from sexual exploitation when undertaking licensing functions.

While the Act does not prohibit children from having free access to any licensed premises, the council recognises that limitations may have to be considered where it appears necessary to protect children from physical, moral or psychological harm and the effects of alcohol on parenting. Applicants must be clear in their operating schedules about the activities and times at which the events would take place to help determine when it is not appropriate for children to enter the premises.

Consideration should also be given to the proximity of premises to schools and youth clubs so that applicants take appropriate steps to ensure that advertising relating to their premises or relating to events at their premises, is not displayed at a time when children are likely to be near the premises.

The council will expect applicants, when preparing an operating schedule or club operating schedule, to set out the steps to be taken to protect children from harm when on the premises. The council will also expect any licence holder who wishes to hold events for children to provide it, and the Police, with a detailed risk assessment of that event including how the event will be managed, staffing levels for the event and how any child will be prevented from being exposed to any harm.

The council will give considerable weight to representations about child protection matters particularly from the Local Safeguarding Children's Board who act as the responsible authority under the Act for matters relating to child protection. In addition to the responsible authority whose functions relate directly to child protection, the Director of Public Health may also have access to relevant evidence to inform such representations.

These representations may include, amongst other things, the use of health data about the harms that alcohol can cause to underage drinkers. Where a responsible authority, or other person, presents evidence to the council, linking specific premises with harms to children (such as ambulance data or emergency department attendances by persons under 18 years old with alcohol- related illnesses or injuries), this evidence will be considered. The council will also consider what action is appropriate to ensure this licensing objective is effectively enforced.

In relation to applications for the grant of a licence in areas where evidence is presented, on high levels of alcohol-related harms in persons aged under 18, the council will also consider what conditions may be appropriate to ensure that this objective is promoted effectively.

The council will judge the merits of each separate application before deciding whether to impose conditions limiting the access of children to individual premises where it is necessary to prevent physical, moral or psychological harm.

The council will expect all licence holders or premises, that wish to allow children on to their premises, to ensure that access is restricted where appropriate. This could include ensuring that all children are accompanied and that they do not have access to, or sight of, alcohol. The council will consider the following when dealing with a licence application where children may have limited access:

- Limitations on the hours when children may be present.
- Limitations or exclusion when certain activities are taking place.
- Requirements for an accompanying adult to be present.
- Full exclusion of people under 18 from the premises when certain licensable activities are taking place (e.g. entertainment of a sexual nature).
- Limitations on the parts of premises to which children might be given access.
- Any other limitations appropriate to the application and according with the four licensing objectives.

The council recommends that retailers of alcohol ensure that their staff are properly trained in all aspects of responsible retailing, including the sale of alcohol and age restricted sales. The Council fully endorses and promotes knowledge of and adherence to Challenge 25 within the retail business sector.

Further advice and information on age restricted sales and training can be found by contacting Durham County Council's Trading Standards service at trading.standards@durham.gov.uk

The council will work closely with the Police and the Council's Trading Standards service to ensure the appropriate enforcement of the law, especially relating to the sale and supply of alcohol to children. We know alcohol is harmful to the health of children and young people whose minds and bodies are still developing.

Alcohol must not be served to persons under the age of 18, except in limited circumstances allowed by the law, and then only after verifying a person's proof of age e.g. 16 and 17-year-olds may drink beer, wine or cider with a table meal in relevant premises, where accompanied by an adult aged 18 years or over. The currently accepted verifications for proof of age are a passport, a photo card driving licence or a proof of age scheme such as Challenge 25.

The council is aware of a young person's vulnerability to alcohol and events, which are aimed at children under the age of 18 years on licensed premises, will not be supported by the council unless the applicant can demonstrate that all safeguards for children have been addressed (such as the removal of alcohol advertising).

The council, Durham Constabulary Harm Reduction Unit and the Local Safeguarding Children Board have produced a "good practice guide" for an event catering for under-18's and mixed events of under and over 18's. This guide is highly recommended by the council and should be adhered to by licence holders and event organisers. The guide is reproduced in Appendix I.

Recorded staff training programs, the use of a refusals register, in-store signage and limited access to alcoholic drink can all reduce the likelihood of illegal sales and proxy sales and are encouraged by the council.

Access to Cinemas: The 2003 Act requires that any premises showing films must ensure that children are not able to view age restricted films (as classified by the British Board of Film Classification). **The council will expect** any licence holder or applicant who intends to show films to outline suitably robust measures on how they will protect children from exposure to this potential harm. The authority may impose suitable conditions if it believes it is required for the promotion of the four licensing objectives.

The Act provides that it is mandatory for Licensing Authorities to include a condition in all premises licences and club certificates authorising the exhibition of film, for the admission of children to the exhibition of any film to be restricted in accordance with the recommendations given to films either by the British Board of Film Classification or by the council itself.

Should the council need to adopt its own system of film classification the information regarding such classifications will be published on the council's website.

Children and Public Entertainment: Many children go to see and/or take part in entertainment arranged especially for them. For example, children's film shows and dance or drama school productions, and additional arrangements may be required to safeguard them while at the premises. Where many children are likely to be present on any licensed premises, for example a children's pantomime, disco/rave or similar event, the authority expects all children to be supervised by an appropriate number of adults and to ensure that the venues put measures in place to prevent any child being exposed to harm.

Where entertainment requiring a licence is specifically presented for children, the council will normally expect the presence of at least one member of staff from the Licensed premises for every 50 children present to ensure their safety and protection from harm and to control their access and egress from the premises. The council will require those caring for or supervising children to have undergone an appropriate criminal record check with the Disclosure and Barring Service.

Venue operators may also apply their own admissions policy to their premises. If a venue has carried out a risk assessment that deems it appropriate to exclude children or young persons from their premises, then that is a matter for them.

The council will expect all venue operators to risk assess their venues accordingly against the nature of the licensable activities they intend to carry out. This could include, for example, allowing accompanied children into a premise up until a certain time and then excluding them for the rest of the time the premises are open.

Regarding this licensing objective, the council considers Durham County Council Safeguarding Children Board to be the competent authority for matters relating to the protection of children from harm. A protocol exists between Durham Local Safeguarding Children Board and Durham Constabulary. All safeguarding concerns identified because of premises, personal applications and all variations to licences are covered by this protocol.

Applicants are advised to seek advice from the Local Safeguarding Children Board and incorporate any recommendations in their Operating Schedule before submitting their applications.

The council strongly recommends that events, involving persons under the age of 18 years and persons over 18 years, do not take place unless there are sufficient and robust control measures in place. Experience has shown that mixed age events are extremely difficult to control and manage and they have led to persons under the age of 18 being exposed to alcohol and entertainment late into the night.

It is the council's view that mixed age events should not take place within the late-night economy, particularly at venues that are alcohol and entertainment-led and which are operating late at night. It is the council's view that these mixed aged events can have an adverse impact on a young persons wellbeing as well exposing them to unacceptable levels of harms associated with the night time economy.

In addition to the information above, **Table 4 in Appendix VI** provides recommendations, suggestions and examples of how to protect children from each of the dangers outlined. This table is not exhaustive, and every applicant must consider the specific situation, location and circumstances associated with their premises, activities, cliental and workforce when identifying hazards, assessing risks and identifying controls.

Appendix 9: Section 182 Guidance

11. Reviews

The review process

- 11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.
- 11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.
- 11.3 An application for review may be made electronically, provided that the licensing authority agrees and the applicant submits a subsequent hard copy of the application, if the licensing authority requires one. The licensing authority may also agree in advance that the application need not be given in hard copy. However, these applications are outside the formal electronic application process and may not be submitted via GOV.UK or the licensing authority's electronic facility. The applicant must give notice of the review application to the responsible authorities and holder of the licence or certificate. The licensing authority is required to advertise a review application.
- 11.4 In addition, the licensing authority must review a licence if the premises to which it relates was made the subject of a closure order by the police based on nuisance or disorder and the magistrates' court has sent the authority the relevant notice of its determination, or if the police have made an application for summary review on the basis that premises are associated with serious crime and/or disorder.
- 11.5 Any responsible authority under the 2003 Act may apply for a review of a premises licence or club premises certificate. Therefore, the relevant licensing authority may apply for a review if it is concerned about licensed activities at premises and wants to intervene early without waiting for representations from other persons. However, it is not expected that licensing authorities should normally act as responsible authorities in applying for reviews on behalf of other persons, such as local residents or community groups. These individuals or groups are entitled to apply for a review for a licence or certificate in their own right if they have grounds to do so. It is also reasonable for licensing authorities to expect other responsible authorities to intervene where the basis for the intervention falls within the remit of that other authority. For example, the police should take appropriate steps where the basis for the review is concern about crime and disorder or the sexual exploitation of children. Likewise, where there are concerns about noise nuisance, it is reasonable to expect the local authority exercising environmental health functions for the area in which the premises are situated to make the application for review.
- 11.6 Where the relevant licensing authority does act as a responsible authority and applies for a review, it is important that a separation of responsibilities is still achieved in this process to ensure procedural fairness and eliminate conflicts of interest. As outlined previously in Chapter 9 of this Guidance, the distinct functions of acting as licensing authority and responsible authority should be exercised by different officials to ensure a separation of responsibilities. Further information on how licensing authorities should

achieve this separation of responsibilities can be found in Chapter 9, paragraphs 9.13 to 9.19 of this Guidance.

- 11.7 In every case, any application for a review must relate to particular premises in respect of which there is a premises licence or club premises certificate and must be relevant to the promotion of one or more of the licensing objectives. Following the grant or variation of a licence or certificate, a complaint regarding a general issue in the local area relating to the licensing objectives, such as a general (crime and disorder) situation in a town centre, should generally not be regarded as relevant unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time, could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 11.8 Where a licensing authority receives a geographic cluster of complaints, consideration may be given as whether these issues are the result of the cumulative impact of licensed premises within the area concerned. In such circumstances, the licensing authority may be asked to consider whether it would be appropriate to publish a cumulative impact assessment. Further guidance on cumulative impact assessments can be found in Chapter 14 of this Guidance.
- 11.9 Responsible authorities and other persons may make representations in respect of an application to review a premises licence or club premises certificate. They must be relevant (i.e., relate to one or more of the licensing objectives) and, in the case of other persons, must not be frivolous or vexatious. Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent hard copy, unless the licensing authority waives this requirement.
- 11.10 Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.
- 11.11 If the application for a review has been made by a person other than a responsible authority (for example, a local resident, residents' association, local business or trade association), before taking action the licensing authority must first consider whether the complaint being made is relevant, frivolous, vexatious or repetitious. Further guidance on determining whether a representation is frivolous or vexatious can be found in Chapter 9 of this Guidance (paragraphs 9.4 to 9.10).

Repetitious grounds of review

11.12 A repetitious ground is one that is identical or substantially similar to:

- a ground for review specified in an earlier application for review made in relation to the same premises licence or certificate which has already been determined; or
- representations considered by the licensing authority when the premises licence or certificate was granted; or
- representations which would have been made when the application for the premises licence was first made and which were excluded then by reason of the prior issue of a provisional statement; and, in addition to the above grounds, a reasonable interval has not elapsed since that earlier review or grant.
- 11.13 Licensing authorities are expected to be aware of the need to prevent attempts to review licences merely as a further means of challenging the grant of the licence following the failure of representations to persuade the licensing authority on an earlier occasion. It is for licensing authorities themselves to judge what should be regarded as a reasonable interval in these circumstances. However, it is recommended that more than one review originating from a person other than a responsible authority in relation to a particular premises should not be permitted within a 12 month period on similar grounds save in compelling circumstances or where it arises following a closure order or illegal working compliance order.
- 11.14 The exclusion of a complaint on the grounds that it is repetitious does not apply to responsible authorities which may make more than one application for a review of a licence or certificate within a 12 month period.
- 11.15 When a licensing authority receives an application for a review from a responsible authority or any other person, or in accordance with the closure procedures described in Part 8 of the 2003 Act (for example, closure orders), it must arrange a hearing. The arrangements for the hearing must follow the provisions set out in regulations. These regulations are published on the Government's legislation website (www.legislation.gov.uk). It is particularly important that the premises licence holder is made fully aware of any representations made in respect of the premises, any evidence supporting the representations and that the holder or the holder's legal representative has therefore been able to prepare a response.

Powers of a licensing authority on the determination of a review

- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promoting the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement either orally or in writing that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account

when considering what further action is appropriate. Similarly, licensing authorities may take into account any civil immigration penalties which a licence holder has been required to pay for employing an illegal worker.

- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:
 - modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
 - exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption)¹⁰;
 - remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
 - suspend the licence for a period not exceeding three months;
 - revoke the licence.
- 11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review.
- 11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.
- 11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.
- Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough

 $^{^{\}rm 10}$ See chapter 16 in relation to the licensing of live and recorded music.

action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

Reviews arising in connection with crime

- 11.24 A number of reviews may arise in connection with crime that is not directly connected with licensable activities. For example, reviews may arise because of drugs problems at the premises, money laundering by criminal gangs, the sale of contraband or stolen goods, the sale of firearms, or the sexual exploitation of children. Licensing authorities do not have the power to judge the criminality or otherwise of any issue. This is a matter for the courts. The licensing authority's role when determining such a review is not therefore to establish the guilt or innocence of any individual but to ensure the promotion of the crime prevention objective.
- 11.25 Reviews are part of the regulatory process introduced by the 2003 Act and they are not part of criminal law and procedure. There is, therefore, no reason why representations giving rise to a review of a premises licence need be delayed pending the outcome of any criminal proceedings. Some reviews will arise after the conviction in the criminal courts of certain individuals, but not all. In any case, it is for the licensing authority to determine whether the problems associated with the alleged crimes are taking place on the premises and affecting the promotion of the licensing objectives. Where a review follows a conviction, it would also not be for the licensing authority to attempt to go beyond any finding by the courts, which should be treated as a matter of undisputed evidence before them.
- 11.26 Where the licensing authority is conducting a review on the grounds that the premises have been used for criminal purposes, its role is solely to determine what steps should be taken in connection with the premises licence, for the promotion of the crime prevention objective. It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder and the staff working at the premises and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder.
- 11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:
 - for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
 - for the sale and distribution of illegal firearms;
 - for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
 - for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
 - for prostitution or the sale of unlawful pornography;
 - by organised groups of paedophiles to groom children;
 - as the base for the organisation of criminal activity, particularly by gangs;

- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- · for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.
- 11.28 It is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence even in the first instance should be seriously considered.

Review of a premises licence following closure order or illegal working compliance order

- 11.29 Licensing authorities are subject to certain timescales, set out in the legislation, for the review of a premises licence following a closure order under section 80 of the Anti-social Behaviour, Crime and Policing Act 2014 or an illegal working compliance order under section 38 of and Schedule 6 to the Immigration Act 2016. The relevant time periods run concurrently and are as follows:
 - when the licensing authority receives notice that a magistrates' court has made a closure order it has 28 days to determine the licence review – the determination must be made before the expiry of the 28th day after the day on which the notice is received;
 - the hearing must be held within ten working days, the first of which is the day after the day the notice from the magistrates' court is received;
 - notice of the hearing must be given no later than five working days before the first hearing day (there must be five clear working days between the giving of the notice and the start of the hearing).

Review of a premises licence following persistent sales of alcohol to children

11.29 The Government recognises that the majority of licensed premises operate responsibly and undertake due diligence checks on those who appear to be under the age of 18 at the point of sale (or 21 and 25 where they operate a Challenge 21 or 25 scheme). Where these systems are in place, licensing authorities may wish to take a proportionate approach in cases where there have been two sales of alcohol within very quick succession of one another (e.g., where a new cashier has not followed policy and conformed with a store's age verification procedures). However, where persistent sales of alcohol to children have occurred at premises, and it is apparent that those managing the premises do not operate a responsible policy or have not exercised appropriate due diligence, responsible authorities should consider taking steps to ensure that a review of the licence is the norm in these circumstances. This is particularly the case where there has been a prosecution for the offence under section 147A or a closure notice has been given under section 169A of the 2003 Act. In determining the review, the licensing authority should consider revoking the licence if it considers this appropriate.

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 evidence of a right to work check, either physical or digital (e.g. a copy of any document checked as part of a right to work check or a clear copy of the online right to work check) are retained at the licensed premises.

Protection of children from harm

- 2.22 The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes not only protecting children from the harms associated directly with alcohol consumption but also wider harms such as exposure to strong language and sexual expletives (for example, in the context of exposure to certain films or adult entertainment). Licensing authorities must also consider the need to protect children from sexual exploitation when undertaking licensing functions.
- 2.23 The Government believes that it is completely unacceptable to sell alcohol to children. Conditions relating to the access of children where alcohol is sold and which are appropriate to protect them from harm should be carefully considered. Moreover, conditions restricting the access of children to premises should be strongly considered in circumstances where:
 - adult entertainment is provided;
 - a member or members of the current management have been convicted for serving alcohol to minors or with a reputation for allowing underage drinking (other than in the context of the exemption in the 2003 Act relating to 16 and 17 year olds consuming beer, wine and cider when accompanied by an adult during a table meal);
 - it is known that unaccompanied children have been allowed access;
 - there is a known association with drug taking or dealing; or
 - in some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises.
- 2.24 It is also possible that activities, such as adult entertainment, may take place at certain times on premises but not at other times. For example, premises may operate as a café bar during the day providing meals for families but also provide entertainment with a sexual content after 8.00pm. It is not possible to give an exhaustive list of what amounts

to entertainment or services of an adult or sexual nature. Applicants, responsible authorities and licensing authorities will need to consider this point carefully. This would broadly include topless bar staff, striptease, lap-, table- or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language.

- 2.25 Applicants must be clear in their operating schedules about the activities and times at which the events would take place to help determine when it is not appropriate for children to enter the premises. Consideration should also be given to the proximity of premises to schools and youth clubs so that applicants take appropriate steps to ensure that advertising relating to their premises, or relating to events at their premises, is not displayed at a time when children are likely to be near the premises.
- 2.26 Licensing authorities and responsible authorities should expect applicants, when preparing an operating schedule or club operating schedule, to set out the steps to be taken to protect children from harm when on the premises.
- 2.27 Conditions, where they are appropriate, should reflect the licensable activities taking place on the premises. In addition to the mandatory condition regarding age verification, other conditions relating to the protection of children from harm can include:
 - · restrictions on the hours when children may be present;
 - restrictions or exclusions on the presence of children under certain ages when particular specified activities are taking place;
 - restrictions on the parts of the premises to which children may have access;
 - age restrictions (below 18);
 - restrictions or exclusions when certain activities are taking place;
 - requirements for an accompanying adult (including for example, a combination of requirements which provide that children under a particular age must be accompanied by an adult); and
 - full exclusion of people under 18 from the premises when any licensable activities are taking place.
- 2.28 Please see also Chapter 10 for details about the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010.
- 2.29 Licensing authorities should give considerable weight to representations about child protection matters. In addition to the responsible authority whose functions relate directly to child protection, the Director of Public Health may also have access to relevant evidence to inform such representations. These representations may include, amongst other things, the use of health data about the harms that alcohol can cause to underage drinkers. Where a responsible authority, or other person, presents evidence to the licensing authority linking specific premises with harms to children (such as ambulance data or emergency department attendances by persons under 18 years old with alcohol- related illnesses or injuries) this evidence should be considered, and the licensing authority should also consider what action is appropriate to ensure this licensing objective is effectively enforced. In relation to applications for the grant of a licence in areas where evidence is presented on high levels of alcohol-related harms in persons aged under 18, it is recommended that the licensing authority considers what conditions may be appropriate to ensure that this objective is promoted effectively.

- 2.30 The 2003 Act provides that, where a premises licence or club premises certificate authorises the exhibition of a film, it must include a condition requiring the admission of children to films to be restricted in accordance with recommendations given either by a body designated under section 4 of the Video Recordings Act 1984 specified in the licence (the British Board of Film Classification is currently the only body which has been so designated) or by the licensing authority itself. Further details are given in Chapter 10.
- 2.31 Theatres may present a range of diverse activities and entertainment including, for example, variety shows incorporating adult entertainment. It is appropriate in these cases for a licensing authority to consider restricting the admission of children in such circumstances. Entertainments may also be presented at theatres specifically for children. It will be appropriate to consider whether a condition should be attached to a premises licence or club premises certificate which requires the presence of a sufficient number of adult staff on the premises to ensure the wellbeing of the children during any emergency.

Offences relating to the sale and supply of alcohol to children

2.32 Licensing authorities are expected to maintain close contact with the police, young offenders' teams and trading standards officers (who can carry out test purchases under section 154 of the 2003 Act) about the extent of unlawful sales and consumption of alcohol by minors and to be involved in the development of any strategies to control or prevent these unlawful activities and to pursue prosecutions. Licensing authorities, alongside the police, are prosecuting authorities for the purposes of these offences, except for the offences under section 147A (persistently selling alcohol to children). Where, as a matter of policy, warnings are given to retailers prior to any decision to prosecute in respect of an offence, it is important that each of the enforcement arms should be aware of the warnings each of them has given.

Table of relevant offences under the 2003 Act

Section	Offence	Prosecuting Authority
Section 145	Unaccompanied children prohibited from	Police and/or Licensing Authority
	certain premises	
Section 146	Sale of alcohol to children	Police, Licensing Authority and/or
		Local Weights and Measures
		Authority
Section 147	Allowing the sale of alcohol to children	Police, Licensing Authority and/or
		Local Weights and Measures
		Authority
Section 147A	Persistently selling alcohol to children	Police and/or Local Weights and
		Measures Authority
Section 149	Purchase of alcohol by or on behalf of	Police and/or Licensing Authority
	children	
Section 150	Consumption of alcohol by children	Police and/or Licensing Authority
Section 151	Delivering alcohol to children	Police and/or Licensing Authority
Section 152	Sending a child to obtain alcohol	Police and/or Licensing Authority
Section 153	Prohibition of unsupervised sales by	Police and/or Licensing Authority
	children	