

BEFORE THE LICENSING SUB-COMMITTEE OF
CRAWLEY BOROUGH COUNCIL

REVIEW OF THE PREMISES LICENCE UNDER LICENSING ACT 2003

LICENCE NUMBER: 12/01161/LAPRE

FOR HEARING ON:

BOULEVARD NEWSAGENTS

62 THE BOULEVARD

WEST SUSSEX RH10 1XH

**SUPPORTING EVIDENCE SERVED ON BEHALF
OF THE PREMISES LICENCE HOLDER**

MRS JOTHI MUTHURAMAN

Introduction

Mrs Jothi Muthuraman - the premises licence holder has sought professional assistance in this matter very late in the Review process. They instructed Jay Patel of Virtual Biz Online Limited to represent them in this matter on 13 May 2015. During the initial meeting with Jay Patel, Mrs Mrs Jothi Muthuraman has clearly demonstrated her commitment to fully support the Licensing Objectives in the Licensing Act 2003 and wish to apologise for the problems at the Premises which has been highlighted by the Police & other responsible authorities

She wishes to inform the Licensing Sub-Committee that in the few days preceding the Hearing, she has agreed to the following immediate steps:-

- ✓ An approach to the Police and the local Council to address the points raised in the Review.
- ✓ The measures outlined below to resolve the training, compliance and CCTV issues.
- ✓ An ongoing programme of independent assessment of compliance and management at the Premises.

Premises Licence Holder's Proposals

A. Licence Holders proposes to accept the following Conditions that can be added to their current Premises Licence:

1. The licence holder shall appoint a third party suitably qualified and agreeable to the licensing authority to train management, Designated Premises Supervisor (DPS) and counter staff in all aspects related to the safe compliant operation of the premises.
2. The licence holder shall agree to participate in an independent assessment, before end of June 2015 to ensure all operating schedule conditions on the premises licence are met by benchmarking the results to an approved standard. The assessment report shall be submitted to the relevant licensing officers of Crawley Borough Council. Thereafter, the assessment will be carried out every 3 months for the next 12 months.
3. The premises shall prominently display the name of the manager or DPS or both with contact telephone number. This will be viewable from outside of the premises to enable local residents to call the number if any alcohol related public nuisance arises in the nearby area that is caused by street drinkers.
4. The premises shall ensure that a comprehensive register for any incidents or complaints is maintained. The following details shall be recorded:
 - Date and time
 - Location, for example inside or outside the premises
 - Brief summary of incident or complaint
 - Was there any injury, any loss or theft, any damage?
 - Description of any suspects – age, height, gender, clothing, etc
 - Were any Emergency Services Personnel called or attend
 - Crime Reference Number if the police attended the incident
 - Whether CCTV footage was supplied and copied for future reference

B. Licence Holder has agreed to commit to the following actions within 28 days after the Hearing Date (18 May 2015)

1. An application to remove and appoint a new DPS.
2. The new DPS applicant shall be assessed for his previous experience and shall receive further training to ensure he or she fully understands how to manage the DPS role and responsibilities.
3. All counter staff shall undergo refresher training that will cover;
 - Licensing Act 2003 Objectives and Awareness
 - How to apply Challenge 25 Policy
 - Conflict Management
 - How to ensure Fire and Public Safety
4. Manager and DPS shall receive guidance and documented support material on how to look out for illegal alcohol. The UV detection device shall be supplied and together this will support them to ensure all purchases of alcohol and tobacco have duty stamps that are valid and legal.
5. Manager and DPS shall receive guidance and documented support material to understand the legal requirement to sell alcohol at or above the cost of duty plus VAT on the premises. They will refer to Annex B - Duty plus VAT permitted prices (2014) table provided by the Home Office dated May 2014 to ensure future compliance for their legal requirement.
6. Following new signage shall be prominently displayed in the premises:
 - Illegal Alcohol (7 signs to look for) for both management and staff to detect any Counterfeit alcohol or Duty Diverted alcohol
 - Age Restricted Products Age Limits for Counter Staff to operate Challenge 25 policy
 - Are you Sober – to warn anyone that appears intoxicated will not be served alcohol in this store
 - CCTV Warning – system is in operation to provide public safety and to aid in the prosecution of any crime committed within the premises
 - Drunken or Disorderly Behaviour – will not be tolerated. They will be refused admission in the future and reported to the Police if necessary
7. CCTV system shall be checked, tested, updated if required and certified in accordance with the Premises Licence conditions by a qualified and approved CCTV engineer. Documented instructions on how operate the system shall be provided to ensure that any request for CCTV footage or images can be made available to the Police as soon as possible.
8. Record keeping documentation shall be place to record:
 - Refusal of alcohol to both underage and to anyone who is drunk or appears to be drunk
 - Regular CCTV system checks
 - Staff Training
 - Incidents
9. One additional member of staff shall be trained to an accredited and certified Level 2 Personal Licence Holder level.