

Appendix 5

Scott Lawrence

From: Licensing
Sent: 18 January 2024 20:33
To:
Subject: RE: complaint for a licensing application

Good Evening,

Thank your email concerning the above Premises Licence application.

You will recall that the applicant previously applied for a licence on 29th August 2023. The proposed hours for licensable activity was 8:30am – 11pm.

Due to a number of objections from residents and the Responsible Authorities, the application was withdrawn.

Following the withdrawal of the application, discussions took place between the applicants agent and Licensing, which resulted in a meeting being held on 11th January 2024 via Microsoft Teams.

The applicant and his agent attended the meeting, in addition to officers from Licensing, Trading Standards, Public Health and Northumbria Police.

At the meeting we discussed the previous concerns that were raised on the initial application and we asked for reassurances from the applicant that we would not encounter any issues. We found out that the applicant wishes to sell his current business to solely focus on running the shop at Ethel Terrace.

The applicant and his agent agreed to change the hours for the sale of alcohol to be 8.30am – 10pm (1 hour less than the previous application). The applicant has also agreed to a number of conditions, which resulted in all parties agreeing to the proposed hours and conditions. The conditions are as follows:

- 1) The premises licence holder and 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 preventing crime and disorder.
- 2) A comprehensive recordable CCTV system will be installed and maintained covering the trade areas whilst encompassing all ingress and egress to the premises. The system must continually record whilst the premises is open for licensable activities and during all times when customers remain at the premises. The system must be capable of providing pictures of evidential quality, in particular facial recognition. All recordings must be stored for a minimum period of 31 days with date and time. Recordings must be made available immediately upon the request of a Police or Authorised Officer.
- 3) A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open to the public. This staff member shall be able to show Police or authorised officer recent data or footage with the absolute minimum of delay when requested.
- 4) There will be a minimum of one personal licence holder present in the store at all times that the premises are open for trade.

- 5) There shall be no sale of single cans of beer, lager, cider or perry from the premises. The aforementioned restriction shall not apply to premium products such as craft or speciality beer, lager or cider.
- 6) A diary log shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by the police or an authorised office of the licensing authority at all time whilst the premises are open.
- 7) An incident register will be maintained at the premises and made available to the authorities on request.
The incident log will record the following:
- a) all crimes reported to the venue
 - b) any complaints received
 - c) any incidents of disorder and any visit by a relevant authority or emergency service
 - d) any other relevant incidents to be recorded,
- 8) The premises licence holder and designated premises supervisor shall cooperate with any crime prevention initiatives which are promoted by the Licensing Authority or Northumbria Police.
- 9) The licence holder shall consider any request from Northumbria Police to withdraw any brand of alcohol drinks or size of bottle of alcohol. Such request must only be made by the police acting reasonably and based on proper evidence that the sale of such products is detrimental to licensing objectives. The request may only be made by an officer having the rank of Chief Inspector or higher.
- 10) The premises will train its staff on how to identify, deal with and refuse service of alcohol and solvents (sniffable products) to street drinkers.
Such training will be documented and include:
- a) what to look for in identifying street drinkers;
 - b) identifying known street drinkers and associates using intelligence kept and collect at the premises and in association with partner agencies;
 - c) the law;
 - d) how to refuse a sale;
 - e) conflict situations and management support, and
 - f) a scenario based questionnaire.
- 11) The premises will operate and retain a record of persons banned from purchasing alcohol from the premises, which will form part of the staff training and shall include those persons considered to be street drinkers or known associates. Such information shall be supplied from partner agencies and through the store's own records, including CCTV and staff knowledge.
- 12) The premises will not stock, display or sell any lager, beer, cider or perry products with an ABV content above 5.5%. The restriction shall not apply to premium products such as craft or speciality beer, lager or cider.
- 13) All staff will receive training in regards to their responsibilities in accordance with the Licensing Act 2003 and the promotion of the licensing objectives including Challenge 25, Identifying customers who appear to be intoxicated and identifying proxy sales to children. Staff shall receive documented refresher training at least once every 6 months. All training records are to be signed by the designated premises supervisor and trainer. No staff will work at the premises until relevant training compliance is met. All training

Documents are to be retained and made readily available to responsible authorities upon Request.

14) Alcohol shall only be displayed in the areas designated and indicated by green hatching on the plan annexed to this licence.

15) No persons carrying open vessels shall be served at any time and such persons will be asked to leave the premises immediately.

16) If the general public congregating outside of the premises are causing anti-social behaviour, the management shall request that they leave, and if the problem persists the Police shall be called to support.

17) 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 sale advising customers that underage sales of alcohol are illegal and that they may be asked to produce evidence of age.

18) A 'Challenge 25' policy shall be implemented and maintained, including staff training to prevent underage sales, and ensuring that all members of staff at the premises shall seek credible photographic proof of age evidence from any person who appears to be under the age of 25 and who is seeking to purchase age restricted products and shall refuse to sell such products to anyone who appears to be under the age of 25 unless that person provides credible photographic proof of age evidence. Such credible evidence, which shall include a photograph of the customer, will either be a passport, photographic driving licence, or Proof of Age card carrying a 'PASS' logo.

19) The premises will operate a till prompt system (EPOS) which will run in accordance with Challenge 25. The system shall be in operation at all times the premises are open to the public.

20) 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 shall be recorded, and records kept on the premises.

21) Any customer will be banned from the premises if they are identified as attempting to purchase alcohol on behalf of persons under 18 and persons who are already prohibited from entering the store.

22) Notices will be displayed at the entrance/exit to the premises asking customers to leave the store quietly and respect local residents.

23) The premises will display posters informing customers of any Public Space Protection Order (PSPO) in place.

24) Additional external lighting and CCTV will be provided outside of the frontage of the premises.

25) Alcohol sales and general shop sales will take place at the dedicated counters as shown on the plan attached to this licence. The post office counters will always remain separated from the counters of the main function of the premises which is that of a shop.

26) The premises will not display any alcohol at the front of the store.

Due to the Responsible Authorities being satisfied with the proposal, they will not object to the application.

With the above information in mind, would it be possible to review your position and confirm if you wish to object to the application.

Should you or any party still wish to objection to the application, the objection must meet the criteria as being "relevant" under the Licensing Act 2003 under the 4 licensing objectives (stated below).

Prevention of crime and disorder
Public safety
Prevention of public nuisance
Protection of children from harm

Please note that any relevant objections received by interested parties would need to be considered before the Licensing Sub-Committee for determination and all objectors will be required to attend the hearing to explain their representation.

I hope this information has been useful but should you wish to discuss this matter further, please do not hesitate to contact me.

Regards

Licensing
Sunderland City Council
City Development Directorate
www.sunderland.gov.uk

**Sunderland
City Council**

From:

Sent: Thursday, January 18, 2024 7:10 PM

To: Licensing

Subject: complaint for a licensing application

*****This message originates from outside your organisation. Do not provide login or password details. Do not click on links or attachments unless you are sure of their authenticity. If in doubt review the guidance at [Report Phishing](#)*****

Hi This email is regarding Licence application for Castletown Post Office, 35 Ethel Terrace, Sunderland, SR5 3BQ --im led to believe this has gained permission to be turned into a VERY MUCH NOT NEEDED off-licence you can accept this as complaint and a feeling of very much Let down you can say a kick in the teeth from whoever has approved it with not one bit of thought for myself and all the Local residents in which im righting this email for --it looks like none of the pre mentioned about it being a new easy target for shop lifters in which the authority's are aware of -- and it becoming very unpleasant place the the older post office users paying bills and doing there banking not forgetting drawing there pensions --it will become a place for the thieves just like the other local shops are having a bad time with lately "talk about closing the stable door once the horse has bolted" --IF anyone that has approved this did visit this shop will seen how small this shop is and just enough room for a que to the post office counter it is operating a one way system that is divided down the middle as there is a hole in the floor covered with a mat the que gets out the door at busy times --what will happen when cheap drink is offered --larger que's more unruly underaged drinkers causing more upset for the residents adding to more anti social behaviour that happens more

especially when the warmer weather comes around ---I hope this decision can be reconsidered again with all the above taken into consideration --im including the Three Castle ward councillors as im sure they will also back this
Thank you for your Time ---- speaking on behave of the local residents of Castletown