

From: Northwood Watford
Sent: 07 December 2017 16:11
To: Austen Young
Subject: RE: Licensing - 274A St Albans Road, Watford, WD24 6PE

Dear Mr Austen,

Many thanks for your detailed email.

In principle, a mediation meeting is agreeable – what is unclear to me is the necessity to attend a hearing if a mediation meeting resolves all? I guess there are processes to follow?

Essentially, the concern is increase in litter and glass breakage on pavement as well as public nuisance/antisocial behaviour.

Reassuringly, your email indicates a number of measures you/the police have requested the applicant to monitor customers and place prominent notices within the premises. As you've mentioned we were not aware of these measures. Once implemented, these measures should provide effective monitoring but please also indicate measures to be put in place that can prevent litter/glass and public nuisance? If reassurances can be given on prevention, then we have no objections at all.

Kind regards,

On behalf of Northwood Estate Agents – Watford
278 St Albans Road, WD24 6PE

From: Austen Young
Sent: 05 December 2017 16:33
To: Northwood Watford
Subject: RE: Licensing - 274A St Albans Road, Watford, WD24 6PE

Dear Sirs

I acknowledge receipt of your email.

I wanted to update you on this application, because it is important that you are aware of the facts.

The Police and Environmental Health have agreed a number of conditions which will be attached to this licence should it be granted. There has been no change to the requested hours, and the application remains as detailed in my letter, with the hours request being 11:00-23:30 Monday to Sunday for the sale of alcohol, and 23:00-23:30 Monday to Sunday for the provision of late night refreshment.

The conditions that have been agreed are as follows:

- The (PLH) Premises Licence holder or DPS (Designated Premises Supervisor) shall ensure that orders for alcohol are dispatched to bona fide addresses only.
- The PLH shall advertise their age verification policy and inform customers before the sale is completed that age and identity verification may be required at delivery in accordance with the PLH's age verification policy.
- The PLH or DPS shall ensure that no alcohol is left with any person who is under the age of 18, or who cannot verify their age in accordance with the PLH's age verification policy. Where a

customer can not verify that they are 18 years old or older, the order shall be returned to the licensed premises.

- The premises shall install and maintain a comprehensive CCTV system to the satisfaction of Hertfordshire Constabulary. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping.
- The Premises Licence Holder or DPS shall make available, data or footage recorded on the CCTV system relating to crime and disorder to a Police Officer or Authorised Licensing Officer within 24hrs of the written consent being submitted to the Premises Licence Holder or DPS at all times in accordance with ICO requirements. During any absence of the Licence Holder or DPS a nominated person shall make available, data or footage recorded on the CCTV system relating to crime and disorder to a police officer or authorised licensing officer within 24hours of the written consent being submitted to the nominated person at all times in accordance with ICO requirements.
- Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
- A 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 officer of the licensing authority at all times whilst the premises is open.
- The licensee shall comply with all reasonable crime prevention and/or public safety measures that may be required by the Licensing Authority and/or the Environmental Health Officer and/or Hertfordshire Constabulary and which are consistent with the premises operating schedule.
- The Challenge 21 scheme shall operate at the premises. Any person who appears to be under 21 years of age and purchasing alcohol shall produce an acceptable form of identification (passport, driving licence and PASS accredited card).
- All sales of alcohol for consumption off the premises shall be in sealed containers only.
- In addition to any other training, the premises licence holder shall ensure all staff are trained to prevent underage sales.
- Clearly visible signage is to be displayed at points of sale indicating it is illegal to sell alcohol to people under the age of 18.
- Customers will not be permitted to drink outside the premises save for in any seated area authorised under a pavement licence.
- An incident log shall be kept at the premises for at least 6 months, and made available on request to an authorised officer of the licensing authority or the Police.
- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
- The provision of late night refreshment shall be limited to either food consumed on the premises or food supplied for takeaway or delivery to a remote location which must be wrapped or packed in such a way so that it is supplied not for immediate consumption.

In addition to these conditions, the application also contained details of how the premises would operate in their original application (known as an operating schedule). Any steps mentioned in the operating schedule can be made conditions of any licence. The details of this operating schedule are public record, and so I attach this operating schedule for your information. While some of this information has been replicated in the agreed conditions, I wanted to make you aware of the background of this application.

I am wary that you may not have had access to this information before now.

I would be grateful if you could advise me whether or not the conditions agreed with the Police and Environmental Health address the concerns laid out in your email below. Likewise, if you have any ideas of any other conditions that you would like to see on this licence, either based upon the conditions above, or the operating schedule, or ones that you would like to see, please do let me know, and I can pass this onto the applicant and their agent for comment.

I must advise that, because you have made an objection, I will now be required to take steps to arrange a hearing to determine this application. You will be invited to this hearing to present your objection, and the applicant will also be invited to attend. I have also had to pass your objection to the applicant, as mentioned in my letter and accompanying leaflet. I will be back in contact to advise of the date and time of this hearing.

Although we are taking steps to arrange a hearing, in any application where objections are received, we always offer a form of mediation, whereby objectors and licence applicants can meet to discuss their concerns informally, outside of a hearing. I note that you mention that you use this business, and want them to do well, and so I wonder if you would be willing to attend such a meeting. You and the applicant (and their agent) would be invited to attend, and a member of the licensing team would be in attendance as well. If you would be interested in meeting to discuss the application, please do let me know, along with your dates and times to avoid. We would normally arrange such a meeting to take place at the site in question, so I trust that this would not be an issue.

Apologies for the length of this email, but as mentioned back at the beginning, I wanted to make sure you were aware of the facts of this application.

Please do not hesitate to contact me should you have any queries.

Regards

Austen

Austen Young
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