



Licensing & Out of Hours Compliance Team - Representation

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Premise Details

Application Ref No	M/258436
Name of Premises	Quick Commerce Ltd
Address	Arch 11, Sheffield Street, M1 2NA

Representation

Outline your representation regarding the above application below. This representation should describe the likely effect of the grant of the licence/certificate on the licensing objectives and on the vicinity of the premises.

The Licensing and Out of Hours (LOOH) team have assessed the likely impact of the grant of this application taking into account a number of factors, including the nature of the area in which the premises is located and any potential risk the granting of this licence could lead to undermining the four licensing objectives.

Officers are not satisfied that the conditions offered are sufficient to uphold the four licensing objectives. LOOH therefore recommend the following conditions should be attached to the Premises licence (this includes rewritten conditions offered by the applicant)

In reaching this decision we have considered Manchester City Councils Statement of Licensing Policy 2021 – 2026 specifically Section 9 Alcohol Delivery Services.

A.) Prevention of Crime and Disorder

The applicant has proposed conditions 1 – 6 that relate to a CCTV system and condition 7 that relates to an incident log.

I propose for these conditions to be removed and replaced with the following conditions:

- The premises shall install and maintain a digital colour CCTV system. CCTV shall continually record, and the recording shall be kept available and unedited for a minimum of 28 days with the date and time stamping.
- A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public and must be able to produce / download / burn CCTV images upon request by a police officer or an authorised officer of the licensing authority.

- CCTV footage must be in a format so it can be played back on a standard personal computer or standard DVD player. Where the recording is on a removable medium (i.e. compact disc, flash card etc.), a secure storage system to store those recording mediums shall be provided.
- An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:
 - a) any complaints received
 - b) any incidents of crime or disorder
 - c) any faults in the CCTV system
 - d) any visit by a relevant authority or emergency service

C.) The Prevention of Public Nuisance

The applicant has proposed condition 4 which states:

'Riders will be instructed not to loiter in the vicinity of residential premises'

I propose to replace this condition with the following conditions:

- Delivery staff shall conduct the delivery in a manner that will not cause a noise disturbance to the occupiers of any residential properties surrounding the delivery address. This includes the avoidance of slamming doors, playing loud music, shouting, overrevving engines and sounding horns to signal their arrival. The driver shall turn the engine off immediately upon arrival at the delivery address and will park considerably without causing any obstruction to the highway.
- All deliveries of alcohol shall only be delivered to a premises address with a valid postcode and will only be delivered directly to that property and not to a public place.
- Customers must be instructed when placing the order that they will not be able to collect the order from the vehicle. All deliveries will only be made directly to the property address and customers will not be permitted to take orders from the vehicle.
- Alcohol can only be ordered for delivery to the person placing the order and all purchases shall be made by debit or credit card only.
- Customers will be reminded at the point of sale that it is a criminal offence for a person under 18 to purchase or attempt to purchase alcohol and that it is also an offence to purchase alcohol on behalf of a person under 18.

- Alcohol delivery will be refused if delivery staff consider the person receiving the delivery to be underage or under the influence of alcohol or drugs.
- The premises licence holder shall provide the following information in writing to the licensing authority before any sale of alcohol is carried out: a) The trading name of any company that will operate under the licence b) Any telephone numbers that will be used to accept orders c) The URL/website address and any mobile applications that will be used to accept orders. Any change to this information must be notified to the licensing authority within seven days.
- Any promotional material and/or any website home page used as part of the business operating under this licence will clearly state the premises licence number. For the avoidance of doubt, this includes flyers, leaflets and business cards promoting the business.
- The Designated Premises Supervisor shall ensure that a written notice of authority is kept at the premises for all staff who sell and deliver alcohol. The notice shall be made available for inspection upon request of the police or an authorised officer of the licensing authority and all staff selling alcohol must be in possession of formal identification to verify their identity against the notice.

D.) The protection of children from harm

The applicant has proposed conditions 1, 2 & 4 in relation to age verification and training for staff.

I propose for conditions 1, 2 & 4 to be replaced with the following conditions:

- Staff shall be provided with comprehensive training in underage sales; recognising signs of drunkenness; conflict management; how to refuse service; complying with the licence conditions; and obligations and offences under the Licensing Act that apply to the sale of alcohol.
- Staff training will include the Challenge 25 policy and its operation. Staff will be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18.
- Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than 12 monthly intervals. Training will be given to a new member of staff before they commence paid employment. Training records shall be made available for inspection upon request by a police officer or an authorised officer of Manchester City Council.

- An alcohol sales refusal register shall be maintained to include details of all alcohol sales refused, the date and time of the refusal, the member of staff who made the refusal and the reason for refusal. The refusals register shall be made available to an authorised officer of a responsible authority on request.
- The premises will implement age-verification procedures at both the point of sale and the delivery of alcohol. The Challenge 25 age verification policy shall be implemented at the point of delivery with delivery staff trained to ask customers whom they believe to appear under the age of 25 to produce photographic identification.
- Proof of age shall only comprise a passport, photo card driving licence, an EU/EEA national ID card or similar document, an HM Forces warrant card, or a card bearing the PASS hologram.

LOOH believe these conditions are proportionate and necessary to uphold the four licensing objectives.

Recommendation: Approve with Conditions (Outlined Above)