

Manchester City Council

**Application for a premises licence to be granted
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 Mohammed Zubair

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

Part 1 – Premises Details

Postal address of premises or, if none, ordnance survey map reference or description			
Dixy Chicken 5A Wilbraham Road Fallowfield			
Post town	Manchester	Post code	M14 6JS

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£10,000 (Band B)

Part 2 - Applicant Details

Please state whether you are applying for a premises licence as

Please tick yes

- | | | |
|---|-------------------------------------|-----------------------------|
| a) an individual or individuals * | <input checked="" type="checkbox"/> | please complete section (A) |
| b) a person other than an individual * | | |
| i. as a limited company | <input type="checkbox"/> | please complete section (B) |
| ii. as a partnership | <input type="checkbox"/> | please complete section (B) |
| iii. as an unincorporated association or | <input type="checkbox"/> | please complete section (B) |
| iv. other (for example a statutory corporation) | <input type="checkbox"/> | please complete section (B) |
| c) a recognised club | <input type="checkbox"/> | please complete section (B) |
| d) a charity | <input type="checkbox"/> | please complete section (B) |
| e) the proprietor of an educational establishment | <input type="checkbox"/> | please complete section (B) |
| f) a health service body | <input type="checkbox"/> | please complete section (B) |
| g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital | <input type="checkbox"/> | please complete section (B) |

- ga a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England ☐ please complete section (B)
- h) the chief officer of police of a police force in England and Wales ☐ please complete section (B)

* If you are applying as a person described in (a) or (b) please confirm:

Please tick yes

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or ☒
- I am making the application pursuant to a
 - statutory function or ☐
 - a function discharged by virtue of Her Majesty's prerogative ☐

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr <input checked="" type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname Zubair			First names Mohammed		
Date of Birth [REDACTED]			I am <input checked="" type="checkbox"/> Please tick yes		
18 years old or over					
Nationality [REDACTED]					
Current residential address if different from premises address		[REDACTED]			
Post Town	[REDACTED]			Postcode	[REDACTED]
Daytime contact telephone number			[REDACTED]		
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 9-digit 'share code' provided to the applicant by that service (please see note 15 for information)					

SECOND INDIVIDUAL APPLICANT (if applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
Date of Birth old or over			I am 18 years <input type="checkbox"/> Please tick yes		
Nationality					
Current residential address if different from premises address					
Post Town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 9-digit 'share code' provided to the applicant by that service (please see note 15 for information)					

(B) OTHER APPLICANTS

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name Click here to enter Full Name
Address Premises Licence Company Address
Registered number (where applicable)
Description of applicant (for example, partnership, company, unincorporated association etc.)
Telephone number (if any)
E-mail address (optional)

Part 3 Operating Schedule

When do you want the premises licence to start?

Day	Month	Year
A	S	A
P		

If you wish the licence to be valid only for a limited period, when do you want it to end?

Day	Month	Year

A

Please give a general description of the premises (please read guidance note1)
The premises are an established food operator, operation over the ground floor with a small customer seating area internally and provision for takeaway by collection or delivery, as well a kitchen and back of house areas. Please see licensing plan for reference.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

N/A

What licensable activities do you intend to carry on from the premises?

(Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2)

Please tick all that apply

- a) plays (if ticking yes, fill in box A) ☐
- b) films (if ticking yes, fill in box B) ☐
- c) indoor sporting events (if ticking yes, fill in box C) ☐
- d) boxing or wrestling entertainment (if ticking yes, fill in box D) ☐
- e) live music (if ticking yes, fill in box E) ☐
- f) recorded music (if ticking yes, fill in box F) ☐
- g) performances of dance (if ticking yes, fill in box G) ☐
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) ☐

Provision of late night refreshment (if ticking yes, fill in box I)

☒

Supply of alcohol (if ticking yes, fill in box J)

☐

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 7)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 4)		
Tue					
Wed			<u>State any seasonal variations for performing plays</u> (please read guidance note 5)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat					
Sun					

B

Films Standard days and timings (please read guidance note 7)			<u>Will the exhibition of films take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<u>Please give further details here</u> (please read guidance note 4)		
Tue					
Wed			<u>State any seasonal variations for the exhibition of films</u> (please read guidance note 5)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sat					
Sun					

C

Indoor sporting events Standard days and timings (please read guidance note 7)			<u>Please give further details</u> (please read guidance note 4)
Day	Start	Finish	
Mon			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 5)
Tue			
Wed			
Thur			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 6)
Fri			
Sat			
Sun			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 7)			<u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 3)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)			
Mon			<u>State any seasonal variations for boxing or wrestling entertainment</u> (please read guidance note 5)			
Tue						
Wed						
Thur			<u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u> (please read guidance note 6)			
Fri						
Sat						
Sun						

E

Live music Standard days and timings (please read guidance note 7)			<u>Will the performance of live music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)		
Mon					
Tue					
Wed			<u>State any seasonal variations for the performance of live music</u> (please read guidance note 5)		
Thur					
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sun					

F

Recorded music Standard days and timings (please read guidance note 7)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)		
Mon					
Tue					
Wed			<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)		
Thur					
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
Sun					

G

Performances of dance Standard days and timings (please read guidance note 7)			<u>Will the performance of dance take place indoors or outdoors or both – please tick</u> (please read guidance note 3)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Day	Start	Finish				
Mon			<u>Please give further details here</u> (please read guidance note 4)			
Tue						
Wed			<u>State any seasonal variations for the performance of dance</u> (please read guidance note 5)			
Thur						
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u> (please read guidance note 6)			
Sat						
Sun						

H

Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 7)			<u>Please give a description of the type of entertainment you will be providing</u>			
Day	Start	Finish	<u>Will this entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 3)		Indoors	<input type="checkbox"/>
Mon					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Tue			<u>Please give further details here</u> (please read guidance note 4)			
Wed						
Thur			<u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u> (please read guidance note 5)			
Fri						
Sat			<u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u> (please read guidance note 6)			
Sun						

I

Late night refreshment Standard days and timings (please read guidance note 7)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 4) Provision of hot food and hot drinks including for consumption on premises and via takeaway/ home delivery		
Mon	23:00	01:30			
Tue	23:00	01:30	State any seasonal variations for the provision of late night refreshment (please read guidance note 5)		
Wed	23:00	01:30			
Thur	23:00	01:30	Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list (please read guidance note 6)		
Fri	23:00	03:00			
Sat	23:00	03:00			
Sun	23:00	01:30			

J

Supply of alcohol Standard days and timings (please read guidance note 7)			Will the supply of alcohol be for consumption (Please tick box) (please read guidance note 8)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 5)		
Mon					
Tue			Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list (please read guidance note 6)		
Wed					
Thur					
Fri					
Sat					
Sun					

State the name and details of the individual whom you wish to specify on the licence as premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name N/A - Not required as no alcohol to be sold	
Date of birth	
Address	
Postcode	
Personal Licence number (if known)	
Issuing licensing authority (if known)	

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9)

None.

L

Hours premises are open to the public Standard days and timings (please read guidance note 7)			State any seasonal variations (please read guidance note 5)
Day	Start	Finish	
Mon	11:00	02:00	Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 6)
Tue	11:00	02:00	
Wed	11:00	02:00	
Thur	11:00	02:00	
Fri	11:00	03:00	
Sat	11:00	03:00	
Sun	11:00	02:00	

M Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e) (please read guidance note 10)

[The information provided in this box is for information purposes only and is not intended to form part of the premises licence or to be converted into conditions on the licence if granted.]

The applicant is an experienced Dixy Chicken franchisee and has been operating this established food venue for over three years and previously managed another Dixy Chicken site in Manchester. He understands the issues of the local area. The premises has a small customer seating area internally and provision for takeaway by collection or delivery.

Given the current economic climate, to continue to be viable and remain competitive, the applicant is seeking to trade later to proposed hours within the application. These are minimum trading hours necessary for the business to remain viable given nearby premises trade to similar or later hours including premises next door which is permitted to trade to 3am every day.

We have given consideration to Manchester City Council's Statement of Licensing Policy. We have considered the application alongside the policy and the local area. We submit that this licence, if granted, will not undermine the licensing objectives or add to/ increase issues in the local area given the following factors:

- We note the previous Cumulative Impact Policy in place for Fallowfield that applied to new licence grants is not in effect (and cannot be re-instated until a consultation (yet to take place), review of updated evidence and responses is completed). As a result, the presumption to refuse a grant of a premises licence is not engaged. Instead, the onus is on those making representations to demonstrate (with real evidence) that grant of the premises licence will undermine the promotion of the licensing objectives. Given the reasons below we are confident the licensing objectives will be promoted and not be undermined if the licence is granted.*
- Even if a cumulative impact policy was in force, the individual circumstances of this application would be an exception and justify departing from the Policy given factors stated below. These factors include the applicants trading model and robust measures offered to mitigate impact upon the area and that hours sought are not unprecedented in the area, as a result there is no evidence to suggest this premises trading to the hours sought will add to cumulative impact in the area. The Council have granted a licence for late night refreshment premises in the area whilst the Cumulative Impact Policy was in force and exception to policy has previously been established and it would be inconsistent to refuse to grant this licence, given the merits of this application and measures offered to ensure promotion of the licensing objectives.*
- The applicant's trading model & experience. This is a small premises customer capacity-wise with a small customer seating area internally and provision for takeaway by collection or delivery. No alcohol will be sold, the premises will not add to alcohol related issues in the area. The applicant is a Dixy Chicken franchisee who has previously managed a late licensed Dixy Chicken site within Manchester which demonstrates the applicants experience in running licensed premises and promoting the four licensing objectives.*
- There have been no nuisance or disorder related enforcement issues or formal complaints of note arising out of the operation of the premises under this operator. Given good management and additional measures that will be in place, there is no*

evidence to suggest there will an increase in nuisance or disorder in the area if the premises operates later.

- The robust conditions proposed alongside customer and nuisance management strategy. The applicant understands the issues of the local area and hence robust measures have been offered to mitigate against those issues to ensure promotion of the licensing objectives if the licence is granted. The local issues (and previous Cumulative Impact policy) is primarily based around concerns associated with alcohol related crime, disorder, antisocial behavior and public nuisance and related nuisance such as litter/noise on use of late night takeaways. These concerns are mitigated against as a result of the suite of robust licence conditions and management policies the applicant shall have in place, such as the customer & premises nuisance management strategy, including mitigating nuisance as a result of customer noise and litter. Given the operating style, experience of applicant and robust measures that will apply there is no evidence to suggest that the applicant trading to similar hours to those other licensed premises nearby will add to existing issues in the area or increase cumulative impact.*
- Prior to submission of the application, we undertook initial consultation with police licensing and have offered robust conditions and internal policies as a result of that consultation.*
- The hours sought would not be unprecedented in the area and are earlier than some other licensed premises nearby. The premises next door "Burger Box" is permitted to trade to 3am every day for late night refreshment, and other premises nearby trade to similar or later hours, including one which was granted a licence more recently. There is no evidence issues in the area/cumulative impact will be increased by the grant of this licence as it will not lead to more visitors to the area but instead give existing visitors the option to be served at Dixy chicken, who would otherwise go elsewhere – likely to a premises with less robust licence conditions and measures in place to manage customers and mitigate nuisance and disorder.*
- Instead, in this specific case, grant of the application will promote the licensing objectives and reduce impact of nuisance or disorder upon the area. The conditions and measures offered (such as litter removal, nuisance and outside area management) are likely to assist in reducing the issues and potential for nuisance in the immediate area and particularly outside the premises. Permitting this premises to provide hot food and accommodate some of the existing customers queuing at other premises next door and nearby will reduce queuing and congestion in the area and is likely to result in those customers getting orders quicker and moving from the area more swiftly, resulting in reducing and shortening the impact of nuisance or disorder upon the area.*

Therefore, considering the above factors and principles established in case law, the submission is made that in this case the premises can demonstrate comprehensively that, should the licence application be granted, it will promote the licensing objectives and will not add to existing issues in the area or increase cumulative impact. The operator is familiar with the issues of the local area and will continue to ensure that they do not add to any existing problems and there is no likelihood of risks posed by this application by permitting this premises to trade to later hours sought.

b) The prevention of crime and disorder

See box a) above. In addition, the following conditions are proposed in the event that the application sought is granted:-

1. A CCTV system with recording equipment shall be installed. All recordings used in conjunction with CCTV shall:
 - a. be of evidential quality
 - b. Cover the point of sale, and entrance and exit
 - c. indicate the time and date
 - d. be retained for a period of at minimum of 28 days
 - e. Sufficient staff will be trained to use the system
 - f. The original images will be made available for inspection/ viewable copies provided upon the request of Police officers or authorised local authority officers as soon as is reasonably practicable in accordance with the Data Protection legislation.
2. An incident log (which may be electronic) shall be kept at the premises including details of any incidents of disorder, damage to property and personal injury at the premises. This log shall be made available on request for inspection and copying to the police or an authorised officer of the licensing authority and all such books shall be retained at the premises for at least 12 months.
3. A refusal log (which may be electronic) shall be kept at the premises including details of any instances where admission or service is refused including relevant details of refusal such as basis of the refusal, person making the decision to refuse; and date and time of the refusal. This log shall be made available on request for inspection and copying to the police or an authorised officer of the licensing authority and all such books shall be retained at the premises for at least 12 months.
4. Staff will be provided training in relation to the licensing objectives that are commensurate with their duties. This will include the individuals responsibilities and customer & premises management strategy to mitigate against nuisance and disorder as a result of operation of the premises.

c) Public safety

See box a) above. The applicant is aware of their obligation to promote public safety and measures in place in-line ensure compliance with relevant health and safety legislation, and no further measures are required.

d) The prevention of public nuisance

See box a) and b) above. In addition, the following conditions are proposed in the event that the application sought is granted:-

5. A contact telephone number of the premises duty manager to be available to local residents to report any concerns arising as a result of the operation of the premises (including nuisance).
6. The Customer & Premises Nuisance Management Strategy shall be operated at the premises and Driver Code of Conduct policy shall be in place for deliveries to ensure reasonable measures are in place to prevent nuisance to neighbours.
7. After 11pm, the DPS/Duty Manager or nominated member of staff shall monitor the area immediately outside the premises with regard to litter and where necessary remind customers using the premises to place any litter such as takeaway packaging and wrappers in the waste bin provided. Signage shall be displayed outside the premises reminding customers to keep the outside area clear of litter and use waste bins provided.
8. After 11pm, the area immediately outside the premises shall be monitored by the DPS/Duty Manager or nominated member of staff (or door staff if on duty) and where necessary customers shall be reminded to have regard to the needs of local residents

and to refrain from shouting and anti-social behaviour and on receipt of their order to leave quietly when dispersing from the premises.

9. Clear legible notices will be displayed at the outside of the premises:
 - i. requesting customers (and delivery drivers) waiting for their order/ smoking outside to respect the needs of local residents and use the area quietly and to refrain from shouting and anti-social behaviour etc that could create a nuisance.
 - ii. requesting customers (and delivery drivers) to leave the premises quietly and swiftly once they have their order and to be mindful of local residents and refrain from congregating outside the venue, shouting and anti-social behaviour that could create a nuisance on dispersal.
 - iii. reminding customers to keep the outside area clear of litter and use waste bins provided.
10. All takeaway packaging and wrapping shall be clearly marked with the company logo/ branding.
11. Designated waste bins/ receptacles shall be in place outside the premises to enable the tidy disposal of commercial waste and litter
12. At the close of business every day, staff shall carry out a litter pick and litter on premises and in external area in the immediate vicinity of the premises shall be swept/ cleared of litter and sweepings collected and disposed in suitable waste bins.
13. Arrangements for the storage and disposal of refuse will not cause a nuisance.
14. The collection and disposal of Commercial waste from the premises not be take place between 22:00 - 07:00.
15. Deliveries of goods and produce to the premises shall be restricted between 07:00 hours and 22:00 hours.

e) The protection of children from harm

See box a), b) and d) above.

Please tick yes

- I have made or enclosed payment of the fee or ☒
- I have not made or enclosed payment of the fee because the application has been made in relation to the introduction of the late night levy ☐
- I have enclosed the plan of the premises ☒
- I have sent copies of this application and the plan to responsible authorities and others where applicable ☒
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable ☒
- I understand that I must now advertise my application ☒
- I understand that if I do not comply with the above requirements my application will be rejected ☒
- ***[Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships]*** I have included documents demonstrating my ☐



entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15).

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Part 4 – Signatures (please read guidance note 11)

Signature of applicant or applicant's solicitor or other duly authorised agent (See guidance note 11). **If signing on behalf of the applicant please state in what capacity.**

Declaration	<ul style="list-style-type: none">• [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15)• The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
Signature	
Date	28/02/2023
Capacity	

For joint applications signature of 2nd applicant or 2nd applicant's solicitor or other authorised agent. (please read guidance note 13). **If signing on behalf of the applicant please state in what capacity.**

Signature	
Date	

Capacity	
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Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14) <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div>			
Post town	<div style="background-color: black; height: 15px; width: 100%;"></div>	Post code	<div style="background-color: black; height: 15px; width: 100%;"></div>
Telephone number (if any)	<div style="background-color: black; height: 15px; width: 100%;"></div>		
If you would prefer us to correspond with you by e-mail your e-mail address (optional) <div style="background-color: black; height: 15px; width: 100%;"></div>			

Notes for Guidance

1. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
2. In terms of specific regulated entertainments please note that:
 - Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
 - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
 - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
 - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
 - Live music: no licence permission is required for:
 - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b)

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Customer & Premises Nuisance Management Strategy

As a responsible operator of a well-established franchise the business strives to work closely with the community within which it operates. The operator is familiar with the issues of the local area and will continue to ensure that they do not add to any existing problems. As a result, this strategy has been developed to ensure measures are in place as to customer and premises management to prevent and minimise disorder, antisocial behavior and public nuisance such as litter/noise as a result of customer use of the premises. We aim to ensure the premises management and our staff use their best endeavours to manage noise both internally and externally to the best of our control and promote the four licensing objectives, including the prevention of public nuisance.

Alongside the conditions on the premises licence, the following customer and premises management strategy should be followed with regard to management of the premises and outside area in the immediate vicinity to ensure minimal impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour and disorder. It is recognised that whilst the business has no direct jurisdiction outside of the boundaries of the premises, we must continue to use our best endeavours to encourage customers in these areas to behave appropriately and that no nuisance is caused to neighbours by litter being allowed to accumulate. This management strategy is subject to review and shall be adapted as necessary to address problems and concerns as they are identified.

Customer Management & Premises Management

- *Alongside health & safety, food safety and basic emergency procedures, staff will be provided training in relation to the licensing objectives that are commensurate with their duties. This includes individual responsibilities and this customer & premises management strategy to ensure reasonable steps are taken to prevent nuisance & disorder from operation of the premises.*
- *Staff will be trained on use of the incident and refusal log in accordance with conditions of the premises licence and made aware of good practice on how to refuse service, deal with difficult customers and manage and recognise signs of drunkenness/ those under the influence of drugs.*
- *The Duty Manager will risk assess management processes on high peak nights where the premises trade later to ensure appropriate measures are in place to mitigate against nuisance (including to risk assess need for door supervisors where appropriate on high-risk nights/events).*
- *It is the responsibility of the DPS/Duty Manager to ensure reasonable steps are taken to prevent nuisance caused to neighbours as a result of customer behaviour and to effectively monitor and manage customers inside the premises and in the immediate vicinity of the premises.*
- *Persons who are drunk and disorderly, abusive or appear to be under the influence of drugs will be refused service and told to leave the premises.*
- *CCTV will cover the internal customer area of the premises and the external area in the immediate vicinity of the premises to allow for monitoring of customers and behaviour where appropriate particularly on high peak nights/ later trading hours.*
- *The premises duty manager shall ensure they are contactable on the telephone number made available to local residents during trading hours and to promptly deal with and escalate as appropriate any complaints raised (including nuisance) as to the operation of the premises.*
- *Staff delivering orders shall be made aware of the business's Driver Code of Conduct to ensure they take reasonable steps to ensure they do not cause a nuisance to neighbours.*
- *Doors and windows to be kept closed (except for access, egress and emergencies) where appropriate when trading late on high peak nights to prevent noise breakout and nuisance.*
- *Customers will be encouraged to wait inside the premises whilst waiting for orders where appropriate and subject to capacity to reduce potential nuisance being causing to neighbours.*

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Customer & Premises Nuisance Management Strategy

Immediate vicinity of premises

- It is the responsibility of the DPS/Duty Manager or member of staff (or door staff if on duty) nominated by the DPS/Duty Manager to ensure that customers who have stepped outside to smoke/ waiting for an order are managed carefully and noise levels monitored to ensure they are not causing a noise nuisance.
- From 11pm, the area immediately outside the premises shall be monitored by the DPS/Duty Manager or nominated member of staff (or door staff if on duty). Any loud or inappropriate behaviour that is likely to cause a nuisance will be dealt with immediately and where necessary customers shall be reminded to respect local residents and to refrain from shouting and anti-social behaviour and on receipt of their order to leave quietly when dispersing from the premises.
- Customers who misbehave will be refused service and told to leave the premises after fair warning.
- The duty manager shall ensure clear legible notices are displayed outside near premises entrance:
 - 1) requesting customers/ delivery drivers waiting for their order/ smoking outside to respect the needs of local residents and use the area quietly and to refrain from shouting and anti-social behaviour etc that could create a nuisance.
 - 2) requesting customers/ delivery drivers to leave the premises quietly and swiftly once they have their order and to be mindful of local residents and refrain from congregating outside the venue, shouting and anti-social behaviour that could create nuisance on dispersal.
 - 3) reminding customers to keep the outside area clear of litter and use waste bins provided.

Winding down and dispersal

- Upon food counter closure and towards the end of the night, there will be increased movement and inspection through the premises by management to begin to encourage customers to move out of the premises in a quiet and orderly manner. The Duty Manager or nominated member of staff will monitor guests as they leave this will aid in "winding down" and assist in dispersal of customers, encouraging them to keep noise to a minimum and be considerate of residents by moving away from the immediate area.
- Upon close, the Duty Manager or nominated member of staff (or door staff if on duty) shall oversee the dispersal of guests, until all away from the immediate vicinity of the premises and, where necessary, ask customers to respect local neighbours and leave the area quietly and to avoid noisy behaviour that is likely to cause a nuisance or waiting outside the premises, or loitering or chatting outside the premises unnecessarily.
- Once the last customer has left the Duty Manager and/or nominated member of staff should conduct a thorough check of all internal areas to ensure no guests remain within the premises and the immediate external vicinity will be checked and cleared before securing the venue.

Litter

- It is the responsibility of the DPS/Duty Manager, working alongside management staff, to ensure reasonable steps are taken to ensure that no nuisance is caused to neighbours by litter being allowed to accumulate.
- After 11pm, the DPS/Duty Manager or nominated member of staff shall monitor the area immediately outside the premises with regard to litter and where necessary remind customers to place any litter such as takeaway packaging and wrappers in the waste bin provided. Signage outside will remind customers to keep the outside area clear of litter and use waste bins provided.
- At the close of business every day, staff shall carry out a litter pick and litter on premises and in external area in the immediate vicinity of the premises shall be swept/ cleared of litter and sweepings collected and disposed in suitable waste bins. And where necessary and practicable litter picking shall be carried out during trading hours to prevent the build-up of refuse.

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- The DPS/Duty Manager shall ensure sufficient waste bins/ receptacles waste receptacles shall be in place outside the premises to enable the tidy disposal of commercial waste and litter to reduce the potential for customers discarding litter in such way as may cause a nuisance.

Storage, Disposal of Refuse and Deliveries of goods

- Arrangements for the storage and disposal of refuse will not cause a nuisance. Staff shall ensure refuse is regularly removed and retained in vermin proof bins where appropriate.
- The collection and disposal of commercial waste from the premises shall not be take place between 22:00 - 07:00 to prevent collection during noise sensitive times.
- Deliveries of goods/ produce to the premises shall be restricted between 07:00 hours and 22:00 hours to prevent deliveries during noise sensitive times.

I hereby confirm I have read and understood the Customer & Premises Nuisance Management Strategy

Name	Signed	Date

Driver Code of Conduct

It is very important to us to work with staff delivering customer orders and our delivery partners to minimise disruption to residents and ensure compliance with our licence obligations.

All staff/ delivery partners delivering customer orders will be made aware of the driver code of conduct

Please follow all the procedures below at all times.

Minimising noise:

- All drivers should **switch off their engines** upon arrival, please ensure you do not over rev your engines upon arrival or departure from the premises.
- All drivers to **park their vehicle in appropriate locations/ parking spaces** when arriving to pick up customer orders and when parking on delivery to customer residence. All drivers to be aware of the local parking regulations and to abide by such laws and regulations.
- **Drivers to avoid waiting outside** the premises unnecessarily, or loitering or chatting outside the premises unnecessarily. No music to be played when arriving at the premises to pick up an order.
- delivery drivers waiting for their order who have stepped outside temporarily should respect the needs of local residents and use the area quietly and to refrain from shouting and anti-social behaviour etc that could create a nuisance.
- **delivery drivers shall leave the premises quietly and swiftly once they have their order** and to be mindful of local residents and refrain from congregating outside the venue, shouting and anti-social behaviour that could create nuisance or dispersal.

Safety:

- All drivers shall comply with all traffic laws, regulations, rules, policies and guidelines as well as this Code and any further guidelines that may be issued by the business

Local responsibility:

- All drivers shall **always exhibit good mannerism** as well as communicating politely with any and all neighbours and/or the general public.
- The business does not condone any form of violence or aggression. Delivery/collection partners must not exhibit aggressive behaviour, including getting into verbal disputes with anybody, using vulgarity or insinuation

Drivers must comply with the code of conduct to ensure continued working relationship with the business.