

**To:** Licensing and Gambling Acts Casework Sub-Committee

**Date:** 14 June 2021

**Report of:** Head of Regulatory Services and Community Safety

**Title of Report:** KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery - Application for a New Premises Licence: KP Wholesale Drinks Ltd, Unit A Taurus, Peterley Road, Oxford, OX4 2TZ

**Application Ref:** 21/00936/PREM

Summary and recommendations	
<b>Purpose of report:</b>	To inform the determination of KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery's application for a new Premises Licence
<b>Corporate Priority:</b>	A vibrant and sustainable economy
<b>Recommendation(s):</b> That the Licensing and Gambling Acts Sub-Committee resolves to:	
1. determine KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery's application taking into account the details in this report and any representations made at this Sub-Committee meeting.	

Appendices	
Appendix 1	Application form for a new Premises Licence
Appendix 2	Representations from Interested Parties
Appendix 3	Location plan

## Introduction and background

1. This report is made to the Licensing & Gambling Acts Casework Sub- Committee so it may determine in accordance with its powers and the Licensing Act 2003 whether to grant a new Premises Licence to KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery

## Application Summary

2. An application for the grant of a Premises Licence has been submitted by KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery. A summary of the licensable activities applied for and the time proposed for these activities can be found detailed below:

### **Supply of Alcohol (Off Sales only):**

Sunday to Saturday 20:00 hours until 06:00 hours the following day

3. Both the application and the steps that the applicant intends to take to promote the licensing objectives (as set out in the operating schedule) can be found at

### **Appendix One**

## Relevant Representations

4. Valid representations have been received from the Responsible Authorities as detailed in the table below. Copies of these representations are attached at **Appendix Two.**

<b>Responsible Authority</b>	<b>Response</b>	<b>Licensing Objective(s)</b>
Thames Valley Police	Objection	Crime and Disorder, Public Safety, Protection of Children from Harm
Fire and Rescue Service	No Adverse Comments	
Environmental Health	No Representation	
Health and Safety	No Representation	
Planning	No Representation	
Trading Standards	No Representation	
Child Safeguarding	No Representation	
Licensing Authority	No Representation	

5. No valid representations were received from Interested Parties.

## Location

6. A map is attached at **Appendix Three** showing the general location of the applicant's premises, and the proximity to the premises of those who have raised objections to the application.

## Statement of Licensing Policy

7. The Sub-Committee is referred to the Council's Statement of Licensing Policy\*. In particular, the following paragraphs have a bearing upon the application:

Relevant Policy Matters	Section	Policy
Hours for off sales of alcohol	5.5.1 to 5.5.2	LH8
Prevention of alcohol consumption by minors	6.2	CH5
Supply of alcohol for consumption off the premises	7.5.20 to 7.5.21	PP11
Public Safety	8.2.1 to 8.2.3	OS4
Crime and Disorder	8.3.1	OS7

8. A copy of the Statement of Licensing Policy may be obtained from the Council Offices or found online at:

[https://www.oxford.gov.uk/downloads/file/1303/statement\\_of\\_licensing\\_policy](https://www.oxford.gov.uk/downloads/file/1303/statement_of_licensing_policy)

## Home Office Statutory Guidance

9. Members are also referred to the statutory guidance issued by the Home Office. Of particular relevance to this application are the following matters:

Relevant Sections	Relevant Paragraph
Crime and Disorder	2.1 to 2.6
Protection of Children From Harm	2.22 to 2.32
Age Verification	10.46 to 10.50

10. A copy of the Home Office Statutory Guidance may be found online at:  
**<https://www.gov.uk/government/publications/explanatory-memorandum-revised-guidance-issued-under-s-182-of-licensing-act-2003>**

## Other Relevant Considerations

11. The Sub-Committee is reminded of its responsibilities under the Crime and Disorder Act 1998 (to co-operate in the reduction of crime and disorder in Oxford) and the Human Rights Act (which guarantees the right to a fair hearing for all parties in the determination of their civil rights, and also provides for the protection of property, which may include licences in existence, and the protection of private and family life) when considering the fair balance between the interests of the applicant and the rights of local residents. Any decision taken by the Sub-Committee must be necessary and proportionate to the objectives being pursued.
12. Members are reminded that whenever they make a decision under the Licensing Act 2003, they have a duty to act with a view to promoting the licensing objectives.

13. When considering any representations, only those issues relating to the four licensing objectives should be considered and appropriate weight given to the importance and relevance of each representation.
14. In making its decision, Members must also have regard to the Home Office statutory guidance issued under section 182 of the Licensing Act 2003 and the Council's own Statement of Licensing Policy.
15. The Sub-Committee must take such of the following steps as it considers appropriate for the promotion of the licensing objectives:
  - a) Grant the licence in accordance with the application.**
  - b) Modify the conditions of the operating schedule by altering or omitting or adding to them.**
  - c) Exclude or restrict from the scope of the licence any of the licensable activities to which the application relates.**
  - d) Reject the whole of the application.**

The Sub-Committee may also grant the licence subject to different conditions for different parts of the premises or the different licensable activities.

16. Members are asked to note that they may not modify the conditions or reject whole or part of the application merely because they consider it desirable to do so. It must be appropriate to do so in order to promote the licensing objectives. Any such step must relate to a relevant representation made.
17. If Members grant the application, the details of the operating schedule will be incorporated into the licence as conditions. The licence will also be subject to certain mandatory conditions.
18. Members should note that the applicant or persons making representations have the right of appeal against the decision made by the Sub-Committee.

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**Please note in the table below the version number of your report that was finally cleared at each stage**

<b>Report Stage</b>	<b>Version Number</b>
<b>First Draft:</b> <i>Cleared by Manager</i>	26.05.2021
<b>Second Draft:</b> <i>Cleared by Legal</i>	01.06.2021

## 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/We **KP Wholesale Drinks Ltd**

*(Insert name(s) of applicant)*

**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 <b>KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery</b> <b>Unit A, Taurus Peterley Road</b> <b>Horspath Estate</b> <b>Oxford</b> <b>OX4 2TZ</b>			
Post town	<b>Oxford</b>	Postcode	<b>OX4 2TZ</b>

Telephone number at premises (if any)	<b>[REDACTED]</b>
Non-domestic rateable value of premises	<b>£ 27,500</b>

### Part 2 - Applicant details

Please state whether you are applying for a premises licence as **Please tick as appropriate**

- |    |  |                                     |                             |
|----|--|-------------------------------------|-----------------------------|
| a) | an individual or individuals *                       | <input type="checkbox"/>            | please complete section (A) |
| b) | a person other than an individual *                  |                                     |                             |
|    | i as a limited company/limited liability partnership | <input checked="" type="checkbox"/> | please complete section (B) |
|    | ii as a partnership (other than limited liability)   | <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 ☐ please complete section (B)
- f) a health service body ☐ 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 in Wales ☐ 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 (by ticking yes to one box below):

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 type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
<b>Surname</b>			<b>First names</b>		
<b>Date of birth</b>			I am 18 years old or over <input type="checkbox"/> Please tick yes		
<b>Nationality</b>					
Current residential address if different from premises address					
Post town				Postcode	
<b>Daytime contact telephone number</b>					
<b>E-mail address (optional)</b>					
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)	
<b>Surname</b>			<b>First names</b>		
<b>Date of birth</b>			I am 18 years old or over <input type="checkbox"/> Please tick yes		
<b>Nationality</b>					
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)					
Current residential address if different from premises address					
Post town				Postcode	
<b>Daytime contact telephone number</b>					
<b>E-mail address (optional)</b>					

**(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.

<b>Name</b>	<b>KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery</b>
<b>Address</b>	<b>KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery 34 BRINDLEY ROAD OLD TRAFFORD MANCHESTER M16 9HQ</b>
<b>Registered number (where applicable)</b>	<b>12905763</b>
<b>Description of applicant (for example, partnership, company, unincorporated association etc.)</b>	<b>LIMITED COMPANY</b>



Telephone number (if any)	<div style="background-color: black; width: 100px; height: 1.2em;"></div>
E-mail address (optional)	<div style="background-color: black; width: 200px; height: 1.2em;"></div>

### Part 3 Operating Schedule

When do you want the premises licence to start?

DD	MM	YYYY
01	12	2020

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

DD	MM	YYYY

Please give a general description of the premises (please read guidance note 1)

**WE HAVE THREE BRANCHES REGISTERED PREMISES LICENSE AT WEMBLEY, TOWERHAMLET AND OLD TRADFFORD .**  
**DUE TO THE DEMAND IN THIS AREA, WE ARE OPENING NEW BRANCH HERE.**  
**THE PREMISES WILL BE USED FOR ONLY STORING AND SELLING THE ALCOHOL ONLINE AND DELIVERED TO CUSTOMERS ADDRESSES.**  
**THE CUSTOMERS CAN ONLY ORDER VIA ONLINE AND PAY VIA ONLINE PORTAL.**  
**NO CUSTOMER WILL BE VISITING TO THE PREMISES AND THE ALCOHOL WILL NOT BE CONSUMED AT THE PREMISES.**

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

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

(please see sections 1 and 14 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)	<input type="checkbox"/>
b) films (if ticking yes, fill in box B)	<input type="checkbox"/>
c) indoor sporting events (if ticking yes, fill in box C)	<input type="checkbox"/>
d) boxing or wrestling entertainment (if ticking yes, fill in box D)	<input type="checkbox"/>
e) live music (if ticking yes, fill in box E)	<input type="checkbox"/>
f) recorded music (if ticking yes, fill in box F)	<input type="checkbox"/>
g) performances of dance (if ticking yes, fill in box G)	<input type="checkbox"/>
h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)	<input type="checkbox"/>

**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

<b>Plays</b> Standard days and timings (please read guidance note 7)			<b>Will the performance of a play take place indoors or outdoors or both – please tick</b> (please read guidance note 3)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
Day	Start	Finish			Both	<input type="checkbox"/>
Mon			<b>Please give further details here</b> (please read guidance note 4)			
Tue						
Wed			<b>State any seasonal variations for performing plays</b> (please read guidance note 5)			
Thur						
Fri			<b>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</b> (please read guidance note 6)			
Sat						
Sun						

## B

<b>Films</b> Standard days and timings (please read guidance note 7)			<b>Will the exhibition of films take place indoors or outdoors or both – please tick</b> (please read guidance note 3)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
Day	Start	Finish			Both	<input type="checkbox"/>
Mon			<b>Please give further details here</b> (please read guidance note 4)			
Tue						
Wed			<b>State any seasonal variations for the exhibition of films</b> (please read guidance note 5)			
Thur						
Fri			<b>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</b> (please read guidance note 6)			
Sat						
Sun						

# C

<b>Indoor sporting events</b> Standard days and timings (please read guidance note 7)			<b><u>Please give further details</u></b> (please read guidance note 4)
Day	Start	Finish	
Mon			
Tue			<b><u>State any seasonal variations for indoor sporting events</u></b> (please read guidance note 5)
Wed			
Thur			<b><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></b> (please read guidance note 6)
Fri			
Sat			
Sun			

## D

<b>Boxing or wrestling entertainments</b> Standard days and timings (please read guidance note 7)			<b><u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input type="checkbox"/>
Mon			<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue					
Wed			<b><u>State any seasonal variations for boxing or wrestling entertainment</u></b> (please read guidance note 5)		
Thur					
Fri			<b><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></b> (please read guidance note 6)		
Sat					
Sun					

# E

<b>Live music</b> Standard days and timings (please read guidance note 7)			<b>Will the performance of live music take place indoors or outdoors or both – please tick</b> (please read guidance note 3)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
Day	Start	Finish			Both	<input type="checkbox"/>
Mon			<b>Please give further details here</b> (please read guidance note 4)			
Tue						
Wed			<b>State any seasonal variations for the performance of live music</b> (please read guidance note 5)			
Thur						
Fri			<b>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</b> (please read guidance note 6)			
Sat						
Sun						

# F

<b>Recorded music</b> Standard days and timings (please read guidance note 7)			<b>Will the playing of recorded music take place indoors or outdoors or both – please tick</b> (please read guidance note 3)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
Day	Start	Finish			Both	<input type="checkbox"/>
Mon			<b>Please give further details here</b> (please read guidance note 4)			
Tue						
Wed			<b>State any seasonal variations for the playing of recorded music</b> (please read guidance note 5)			
Thur						
Fri			<b>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</b> (please read guidance note 6)			
Sat						
Sun						



# G

<b>Performances of dance</b> Standard days and timings (please read guidance note 7)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input type="checkbox"/>
Mon			<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue					
Wed			<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 5)		
Thur					
Fri			<b><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></b> (please read guidance note 6)		
Sat					
Sun					

# H

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

# I

<b>Late night refreshment</b> Standard days and timings (please read guidance note 7)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input type="checkbox"/>
Mon			<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue					
Wed			<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 5)		
Thur					
Fri			<b><u>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</u></b> (please read guidance note 6)		
Sat					
Sun					

# J

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 7)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 8)	On the premises	<input type="checkbox"/>	
				Off the premises	<input checked="" type="checkbox"/>	
				Both	<input type="checkbox"/>	
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 5)  <div style="text-align: center;">n/a</div>			
Mon	20:00	00:00				
	00:00	06:00				
Tue	20:00	00:00				
	00:00	06:00				
Wed	20:00	00:00				
	00:00	06:00				
Thur	20:00	00:00				<b>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</b> (please read guidance note 6)  <div style="text-align: center;">n/a</div>
	00:00	06:00				
Fri	20:00	00:00				
	00:00	06:00				
Sat	20:00	00:00				
	00:00	06:00				
Sun	20:00	00:00				
	00:00	06:00				

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

<b>Name</b> Hiren Patel	
<b>Date of birth</b>	████████
<b>Address</b>	████████████████████ ██████████████████ ██████ ██████
<b>Postcode</b>	██████
<b>Personal licence number (if known)</b> ██████████	
<b>Issuing licensing authority (if known)</b> ████████████████████	

## 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).

No adult entertainment or other services for the public on this premises. No customer will be allowed to visit our premises for the purchase.

## L

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 7)			<b><u>State any seasonal variations</u></b> (please read guidance note 5)
Day	Start	Finish	<b><u>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</u></b> (please read guidance note 6)  <b>THE PREMISES WILL NOT BE OPEN FOR PUBLIC.</b> <b>WE WILL COLLECT THE ORDERS ONLINE ON OUR WEBSITE AND VIA OUR MOBILE APP AND DELIVEROO /UBER APP AND DO THE DELIVERY.</b>
Mon			
Tue			
Wed			
Thur			
Fri			
Sat			
Sun			

## M

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

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

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES
2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER.
3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER
4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY.
5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION

**b) The prevention of crime and disorder**

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES
2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER.
3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER
4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY.
5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION

**c) Public safety**

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES
2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER.
3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER
4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY.
5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION

**d) The prevention of public nuisance**

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES
2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER.
3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER
4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY.
5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION

**e) The protection of children from harm**

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES
2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER.
3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER
4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY.
5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION

**Checklist:****Please tick to indicate agreement**

- |  |                                     |
|--|-------------------------------------|
| • I have made or enclosed payment of the fee.  | <input checked="" type="checkbox"/> |
| • I have enclosed the plan of the premises.  | <input checked="" type="checkbox"/> |
| • I have sent copies of this application and the plan to responsible authorities and others where applicable.  | <input checked="" type="checkbox"/> |
| • I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.   | <input checked="" type="checkbox"/> |
| • I understand that I must now advertise my application.   | <input checked="" type="checkbox"/> |
| • I understand that if I do not comply with the above requirements my application will be rejected.  | <input checked="" type="checkbox"/> |
| • [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). | <input checked="" type="checkbox"/> |


**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)



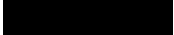
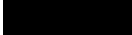
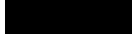
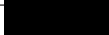


**Signature of applicant or applicant's solicitor or other duly authorised agent** (see guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

<b>Declaration</b>	<ul style="list-style-type: none"><li>• [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).</li><li>• 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</li></ul>
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	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	<b>17/03/2021</b>
Capacity	<b>DIRECTOR</b>

**For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> 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	 <div style="font-size: small; margin-top: 2px;">             Digitally signed by Arun mehta              DN: cn=Arun mehta, o, ou, email=omfooduk1@gmail.com,              c=GB              Date: 2021.03.17 15:49:31 Z           </div>
Date	<b>17/03/2021</b>
Capacity	<b>DIRECTOR</b>

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)			
			
			
			
			
Post town		Postcode	
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			
			



To The Licensing Authority- Oxford City Council

**Subject: KP Wholesale Drinks Ltd T/A 24/7 Alcohol Delivery (21/00936/PREM)**

Thames Valley Police have recently received an application from **KP Wholesale Drinks Ltd**, trading as **24/7 Alcohol delivery** to carry out a business operation involving remote online ordering and delivery of alcohol between the hours of 20:00 and 06:00 each day, operating out of a lock up unit in the Cowley area of the City.

The applicant stated in their application that they have a number of existing premises licences elsewhere nationally operating this model.

The application outlines in section M some steps to promote the four licensing objectives. These will be explored in detail within the main objection below, however in summary they list only a handful of steps and do not deal with many of the more pressing issues staff will be expected to manage. The wording of those steps is also somewhat vague being more intention than prescribed steps as to how these intentions will be met.

Based on the proposed hours and the very limited and vaguely worded conditions put forward, Thames Valley Police identified significant concerns with the business model. We contacted the applicant and made some requested changes that would ensure that any grant was much more in keeping with the licensing objectives, will help them manage the challenges they will face, whilst ensuring that the tranquillity of life in Oxford City is maintained. These changes consisted of a much more appropriate raft of conditions in line with the business model as well as more socially responsible hours for the sale and delivery of alcohol.

The audited email trail of this process may be found attached with this report.

The final response back from the applicant suggest that potentially there is some sort of agreement to the conditions, but that curtailing the hours of sale and delivery is not acceptable to them.

The raft of conditions can only go so far in addressing our concerns and key to this matter is also the hours applied as well. As such the police are still of the view that the application should not be granted without significant modification and this has lead us to refer the matter to the licensing authority to consider our concerns and decide the matter on behalf of both parties.

----- Objection -----

Whilst much focus is always given to the plight stemming from the more conventional licensed premises such as the pub, bars and clubs, these formats have one key advantage in that their customers are directly within their control and staff are able to fully risk assess each customer AND their friends before each drink is served. There has however been a growing trend over the last 10 years for off sales of alcohol by way of remote ordering (be it a phone, website etc) and direct home delivery.

This type of business model means that the end consumers\* are completely removed from the process until the very last moment (the point of delivery) at which moment a delivery person (whether that is a member of staff directly employed by the licence holder or a third party courier) will find themselves in a very vulnerable position on a doorstep, removed from any support, expected to make a proper risk assessment of whether the alcohol should be given over to the persons in that house and robustly do the right thing no matter how difficult that may be in a situation where there is every opportunity to still carry on and complete the transaction even if there is an issue without it potentially ever being reported to the authorities.

\*we say consumers as whilst there are offences for selling to a drunk or an underage person by the premises in question and further offences committed by a third party of buying alcohol on behalf of a drunk or a child, we are more concerned about the premises' general duties regarding socially responsible alcohol provision under the four licensing objectives. So for instances when faced with an alcohol fuelled raucous house party the person presenting themselves at the door may well not be at a specific level of intoxication that would negate them taking receipt of the order but what of the person in the hallway being sick behind them?

Matters are of course only compounded when the business model seeks to trade late night/early morning. This is a time when predominantly the market will consist of house parties that having been in full sway for a number of hours and are now running low on alcohol or those that have been out drinking alcohol already for a number of hours in the night time economy and wish to continue their drinking back in their house.

There is no practical way a business of this nature will come to the authorities respective attentions if there is an issue with compliance or a failure to promote the licensing objectives, nor can it be realistically investigated or held to account by either the police or the council's own licensing officers should they ever receive a complaint.

This lack of impact on the authorities through 'hidden harm' however is no reason to say that a licence should be granted. Harm and risk is still harm and risk and where there is an opportunity to ensure a risky business model is given, a proper robust framework to operate within it should, or be refused as a last option.

We have over the years since these types of businesses started operating in the Thames Valley region sadly noted that the risks do not stop with the straightforward matters linked to the alcohol. This type of operation with these hours we have found on occasion provides an opportunity for other criminality such as drug dealing to house parties along with tier alcohol order or as an opportunity to interact with drunk and vulnerable children at house parties, leading to grooming opportunities for child sexual exploitation. As such being, a delivery driver has proven to be tempting lure for certain individuals.

Whilst we are not suggesting it to be the case here of course, proper vetting and close monitoring of delivery staff is a duty of the licence holder that needs to be seriously considered and addressed.

It is also important to remember that it is impact from the business. The licensing objectives are kept very broad to ensure they act as a 'catch all' for all other related matters outside of the criminal offences. So for instance, it is ***the prevention of crime and disorder*** not ***the prevention of alcohol related crime and disorder***. Matters therefore such as robbery mitigation of the drivers is one area that is a problem for the police and is a matter the licence holder must have steps for.

This growing trend for this type of business has only been compounded in the last 15 months with the pandemic, which has seen pubs, and bars looking to also carry out remote order and off sales for delivery.

This has resulted in Thames Valley Police having to draw up guidance for anyone looking to start some form of ordering and or delivery service. This document was of course shared with the applicant to outline the expectations on them, the pitfalls they will face certainly in this authority area and to help steer them through where our concerns lay.

This is a fairly lengthy document and whilst it is probably not the level of detail the sub-committee would want to have to read, we have included it with this representation should they wish to have further context around the level of the issues from this area of business.

The areas of contention for the application at hand are therefore:

#### Hours

There will be we are sure an argument to be had that certain shift workers such as hospital nurses coming off the night shift may want to order in a bottle of vodka. Certainly, however between the hours of 23:00 and 06:00 the prevailing market will inevitably be for the problem end of the spectrum as referenced above.

The applicant on their email response to the police stated the exceptionally late hours were to ***'increase the efficiency of the delivery time and driver's per delivery time. From the past experience on the road, the traffic is very less during 20:00 to 06:00 anywhere in the UK. We would like to take the benefit of this less traffic and also help to reduce the daytime busy traffic on the road.'***

Whilst of course the environment is in crisis and the police support the City Council in their drive to reduce carbon emissions and traffic congestion we feel that this line of reasoning by the applicant is a somewhat questionable rational to justify alcohol delivery throughout the night rather than more responsible daytime or evening delivery, and certainly an earlier start time than the 8pm applied for to facilitate delivery staff being able to meet their orders in a timely fashion for an earlier terminal hour would provide ample time to meet any orders.

Our recommendation is that alcohol sales should be no later than 23:00 with last deliveries itself being no later than 23:30.

If this suggestion was adopted by the sub committee it would require obviously the sale of alcohol hours being modified, but as delivery is not in itself a licensable activity it would therefore also require a condition to be attached stating that:

TVP 19	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol there will be no deliveries comprising of alcohol made after 23:30
--------	--

Conditions:

As mentioned, the applicant listed a handful of proposed steps to promote the licensing objectives in section M. However, they are the same five points for each of the objectives, and fall far short of the sorts of steps expected in this authority area.

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES
2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER.
3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER
4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY.
5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION

In looking at the sorts of risks posed by remote ordering and home delivery (even with a more socially acceptable terminal hour) TVP identified the following conditions:

TVP 1	<p>Under premises 'off sales' function providing a remote ordering and home delivery ordering service, alcohol shall only be delivered to a residential or business address.</p> <p>The receiver of the alcohol must be able to prove to the person delivering the alcohol they are a resident or employee at the premises and must be inside the building or at the doorway of the business, house or flat.</p> <p>(i.e. Not standing in the entrance or the grounds/garden etc.) Alcohol shall not be delivered to a person who is in a public place i.e. in a street, a park etc.</p> <p>This requirement will be clearly displayed in any advertising and prior to the transaction being authorised at the point of sale. It will be confirmed in the receipt afterward for the customer's awareness</p>
TVP 2	All persons delivering alcohol must be aged 18 years or over
TVP 3	An employment register will be kept of all those staff that deliver alcohol. This register will document the full name, date of birth, and home address. This register will be made readily available to Thames Valley Police upon request (in line with and subject to relevant data protection legislation ) to aid in any investigations related to a delivery person whilst in execution of tier job role at the premises.

TVP 4	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service orders, delivery staff shall be readily identifiable as being a persons delivering on behalf of the premises (ie high visibility premises/courier branded vest etc) and to remove any helmet, mask or other head gear etc that might obscure their face when at the front door.
TVP 5.1	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service <b>delivery will be made by a member of staff employed directly by the premises and not by a third party (ie A taxi/private hire Driver, delivery service etc etc)</b>
TVP 6	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service for alcohol, all sales of alcohol will only be made by way of credit or debit card transaction (including that by way of third party proxy such as 'Paypal' etc)- no cash upon delivery.
TVP 7	<p>In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service for alcohol the premises will adopt a policy whereby any person attempting to buy or take delivery of alcohol who appears to be under 25 will be asked for photographic identification to prove their age. The only identification that will be accepted are passports, UK driving licences with a photograph or Photographic Card bearing the 'PASS' hologram the details of which correspond to the details of the customer that made the order.</p> <p>Failure to provide the requested identification will result in non delivery of the alcohol and a refund in respect of that part of the order which relates to the alcohol only.</p> <p>This requirement will be clearly displayed in all advertising related to this service, and will be clearly stated to the customer prior to the transaction being authorised at the point of sale. It will be reiterated in the receipt given with the delivery afterward for the</p>

	customer's awareness.
TVP 8	<p>In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service orders for alcohol The premises will maintain a daily register. The register will comprise of a bound printed paginated note book to prevent fraudulent amendment. It will document:</p> <ul style="list-style-type: none"> <li>• The person in charge of the premises for that day</li> <li>• The person authorising the sale of alcohol for that day if they are not the same as the above.</li> </ul> <p>It will also record every delivery made and will include:</p> <ul style="list-style-type: none"> <li>• The date and time of each delivery</li> <li>• The customer name and address to which the delivery was made</li> <li>• Any request made for proof of age/ID by the delivery person</li> <li>• What was provided</li> <li>• Any refusals and the reason for that refusal</li> <li>• Any further action or outcome from this (ie refund given subsequently / this address/person now barred etc)</li> </ul> <p>The register will be maintained for a minimum rolling period of 24 months and will be readily made available to Thames Valley Police, or the Licensing Authority upon request.</p>
TVP 9	<p>All staff/third party agency involved in the delivering of alcohol orders shall receive full training in:</p>

	<ul style="list-style-type: none"> <li>• challenge 25 policy</li> <li>• approved forms of identification,</li> <li>• fake and fraudulent proof of age/ID</li> <li>• the company's policy of non-delivery/refusals and refund</li> <li>• conflict resolution</li> </ul> <p>A record of all training will be kept, which staff/third party agency will sign and date each time they receive this training to confirm they have had, fully understand its content and will adhere to the training.</p> <p>Copies of the content of this training and the staff/third party agency training confirmation records will be made readily available to the Licensing Authority or Thames Valley Police upon request.</p> <p>Where subsequent issues related to the training is brought to the premises licence holder's attention by either the Licensing Authority and/or responsible authorities named in the Licensing Act, the premises licence holder will make amendments as directed by that authority</p>
TVP 10	<p>In the event the premises under its 'off sales' function provides a remote ordering/home delivery ordering service for alcohol When an order is taken for delivery to a customer, upon delivery all customers shall sign a delivery note which will contain:</p> <ul style="list-style-type: none"> <li>i. A list of the individual items delivered;</li> <li>ii. The delivery address;</li> <li>iii. The method of payment;</li> <li>iv. The name of the person ordering and receiving the alcohol;</li> <li>v. The date and time of delivery;</li> <li>vi. If proof of age was asked for, confirmation of the type of proof of age document presented and accepted;</li> <li>vii. The name or designated employee ID number of the employee that made the delivery.</li> </ul>

TVP 11	In the event the premises under its 'off sales' function provides a remote ordering/home delivery ordering service for alcohol all vehicles used in the delivery of alcohol will have a means of tracking (GPS etc) by the premises and a means of contacting either the premises or the emergency services (i.e. mobile phone). These will be in full working order at all times whilst the vehicle is being utilized for delivery, and delivery staff will understand how to operate them as required for the job role.
TVP 12	In the event the premises under its 'off sales' function provides a remote ordering/home delivery ordering service for alcohol all staff involved in the delivery of alcohol to the public will have taken an accredited course in dispute resolution training.
TVP 14	In the event the premises under its 'off sales' function provides a home delivery and or remote ordering service, customers placing a remote order including alcohol shall be required to confirm that they are over the age of 18 at the time of making payment.
TVP 15	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service orders of or orders including alcohol will be delivered no later than 30 minutes after the terminal hour for the sale of alcohol
TVP 17	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol Where a customer ordering alcohol for delivery is found to be ordering irresponsibly (i.e. is underage, excessively intoxicated, abusive, violent etc ) the premises shall operate a refusals registers when future orders by that customer are declined.
TVP 18	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol any member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will have and operate whilst completing the delivery body worn video (BWV) which records both video (images) and audio footage.</p> <p>The member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will :</p> <ul style="list-style-type: none"> <li>• understand how to properly operate the BWV,</li> </ul>



	<ul style="list-style-type: none"> <li>• they will ensure it is properly operational before leaving the premises.</li> <li>• In the event of disorder, verbal abuse, threat of or actual physical violence, antisocial behaviour or any other behaviour that the member of staff/agent feels threatened or in fear they will activate the camera.</li> </ul> <p>The premises will ensure that footage is downloaded to a central hard drive and retained for a rolling period of 31 days.</p> <p>The premises will have a member of staff working at all times whilst the licence is in operation that is able to operate the system and in particular is able to provide copies of any footage requested by The Police.</p> <p>The premises will have a means of copying any footage to another medium as evidence if requested by the Police</p> <p>The premises will have a system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed</p>
TVP 19	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol any vehicle used by a member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will have and operate whilst completing the delivery a dash camera or other such video recording</p> <p>The member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will :</p> <ul style="list-style-type: none"> <li>• understand how to properly operate the dash camera,</li> <li>• they will ensure it is properly operational before leaving the premises.</li> <li>• It will be in operation whilst the vehicle is out on delivery</li> </ul>

	<p>The premises will ensure that footage is downloaded to a central hard drive and retained for a rolling period of 31 days.</p> <p>The premises will have a member of staff working at all times whilst the licence is in operation that is able to operate the system and in particular is able to provide copies of any footage requested by The Police.</p> <p>The premises will have a means of copying any footage to another medium as evidence if requested by the Police</p> <p>The premises will have a system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed</p>
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----- Conclusion -----

In processing this application there have been some question marks raised.

When the application was first served on the Council's licensing department it was initially rejected as the plans required further clarification. Based on the type of business and the hours, the council officer also suggested that a pre-application consultation was carried out by the business with the authorities and certainly with the police before formally submitting the application again.

This advice was sadly dismissed by the applicant and this matter has now come to an impasse.

It should also be noted that whilst the applicant made reliance on having other similar licensed business nationally elsewhere:

Please give a general description of the premises (please read guidance note 1)

**WE HAVE THREE BRANCHES REGISTERED PREMISES LICENSE AT WEMBLEY, TOWERHAMLET AND OLD TRADFFORD .  
DUE TO THE DEMAND IN THIS AREA, WE ARE OPENING NEW BRANCH HERE.  
THE PREMISES WILL BE USED FOR ONLY STORING AND SELLING THE ALCOHOL**

A statement that was phrased in such a way leading the authorities to believe that there was a proven track record, when back ground checks with our opposites in those areas were carried out it now transpires that two of the premise's actually fall within Cambridge and Surrey and all three

were only approved by their respective licensing authorities at the end of April or the beginning of May of this year. This (according to Oxford City Council) was after the Oxford application was served.

As we have had to make yet further enquires with these further forces that were not initially mentioned, we are still trying to ascertain if there were any relevant issues with the application processes there as well.

The only results we were able to gain were from GMP who were able to find a premise's licence linked to the address stipulated which has been trading for a longer period of time than the rest. In speaking with our opposites we gather that there have been a number of issues with the premises on a couple of occasions trading without a DPS which is concerning and very serious. I have asked for written confirmation and further details from GMP to confirm this should they be relevant for us to make reliance on and/or the subcommittee have questions of this.

There are many business models that the licensing act 2003 could in theory permit. For instance a nightclub to trade 24/7. However all matters are ***judged on their own merits and held against the licensing objectives and what is appropriate to their promotion*** (the test laid out in the Government's section 182 guidance on the Licensing Act) so whilst the act does not automatically negate something, it should not be granted to the detriment of it being safe and responsible.

In plain speaking, we feel this application both in terms of its intended customer base and how it intends to operate falls far short of this.

There are of course a number of options open to the sub-committee in deciding this matter, ranging from granting the application as applied for, amending it (whether it is solely on the basis of the police's recommendations or another version of the sub-committee's own construction) or not to grant the licence at all.

Being keen to try and support business growth in Oxford, despite some reservations on how receptive the applicant has been to both the Licensing Authority officers and the police, we advocate that the middle way is the best route and we ask that the committee take our views and suggestions into consideration when formulating their decision.

----- End-----

**Remote Sales & Home Delivery of Alcohol (Off Sales)  
Guidance**

A premises licence under the Licensing Act 2003 permits and regulates a number of different business activities.

Amongst these is both the sale of alcohol as well as what is termed late night refreshment (LNR) which is the sale of hot food and/or (hot) soft drinks any time between the hours of 23:00 and 05:00 the following day.

These activities require a licence because if they are not carried out in a responsible fashion the detrimental effects can be far reaching not only for the customer, but the premises' staff, third party agents working on behalf of the premises, the local residents to the area the business in question chooses to locate itself in as well services such as ambulance, police, A&E etc.

Remote ordering, whether that is over the phone, online or other medium for take away food has been a long established business model and has for the most part has been both lucrative and not problematic.

There is however a growing trend that where a premises licence permits sales of alcohol for offsite consumption, whether that is a pub or bar as well as of course an off licence shop, to now include an ability for customers to also place remote orders for alcohol to be collected or delivered.

Whilst we appreciate these remote sales are a good way to generate income, they are exceptionally problematic when it comes to the licensing act. This is because the end user is removed from the whole physical process of the sale, until the very end of the completion of the transaction (delivery). This makes it difficult for the premises to verify that the person is indeed suitable under the requirements of the Licensing Act to be sold those restricted products until the very end of that process.

However even at the late juncture of giving over the products when a member of staff or a third party delivery person acting on behalf of your premises is then stood at the customer's door and has the opportunity to still prevent the completion of a possible irresponsible alcohol sale, being faced with the difficult decision, the person making that delivery might feel intimidated or simply believe that it's easier not to do the right thing rather than the hassle of refusing the completion of the transaction.

Referring back to the beginning this is one of the reasons why the sale of alcohol requires a specific permission from the authorities and is so tightly regulated.

As such, if this is now an area of the licensed trade you are looking to explore, it is important to ensure that you have due diligence throughout the whole process and robust and effective refusals procedures at the point of delivery to ensure that alcohol is not given over to someone it should not.

Whether that delivery is made by:

- i. a member of staff directly employed by the premises and as such there is a direct employer/employee relationship with a contract of employment, direct line management with training and disciplinary procedures for non adherence to that that job role,
- or
- ii. via a third party courier/delivery service where an agent acting on your behalf collects and delivers for you

There is a legal framework in place to ensure that each sale is conducted responsibly i.e. preventing sales to drunks and sales to children. As the premises licence holder (PLH) you, and your designated premises supervisor (DPS) are the ones ultimately accountable under the law for the operation of that licence and the actions of anyone associated with it.

With the growth of home delivery alcohol we have found that not all the trade have properly considered the likely risks and implemented proper steps to ensure this is mitigated as far as is possible.

The legal framework regarding all matters associated with licensing fall under three main headings.

Firstly there are of course the various criminal offences contained within the licensing act 2003 regarding intoxication and children:

S141	Sale of alcohol to a person that is drunk
S146	Sale of alcohol to children
S147	Allowing a sale of alcohol to a child
S151	Delivering alcohol to children

Secondly there potentially will be conditions of your premises licence placing control measures on you and those associated with the operation of the licence regarding age verification and mitigating the opportunity for sales to those that are drunk.

These maybe under the national mandatory conditions set by central government or there may also be further ones contained in subsequent annexes of the licence's operating schedule.

The Law states that failure to meet these conditions means that the premises is actually operating without a licence.

This is means the business commits the criminal offence of:

S136	Unlicensed activity
------	---------------------

Finally there is a duty place on all licensed premises and those acting on its behalf by the licensing act to *'promote the four licensing objectives'*.

These are:

*The prevention of crime and disorder*

*The promotion of public safety*

*The prevention of public nuisance and*

*The protection of children from harm*

There is no order of importance and each objective is afforded equal weight.

The objectives are a *'catch all'* for anything that is not already covered by the offences of the act or the premises licence and its conditions regarding responsible alcohol sales. These are steps that one would reasonably expect a premises to have in place to deal matters inherent with the licensable activities stemming from the business operation from start to finish.

With the mounting trend of premises offering home remote ordering and/or delivery of alcohol it is our aim to try and work with the licensed trade as a whole, as well as on a one to one basis with individual premises to ensure that business growth is successful but is done in such a way that it is also safe and responsible. As such we have created the following advice to help steer a premises through the authorities expectations and to avoid some of the issues that we have encountered in this matter

It is not an exhaustive list as the matter is constantly evolving as technology provides new means to order remotely and each premises' size and operation means that one size does not fit all so the document does not cater for everything. There may be further steps not included here, that you have thought of, or through carrying out research online that , you believe would work well in you business on this matter

A good rule to thumb in any licensing matter is to always consult with the Licensing Authority and other responsible authorities such as a the police for further advice and a steer as to whether this is a matter they would be willing to support

#### i) Setting up the operation

Having decided on the business model, it is incumbent on you to then ensure that all staff involved in this area of the business are fully trained on what your expectations of them are. The better trained and educate they are on what the legal aspects involved are and what the potential fall out on them and/or the premises if they do not work to that expectation, the more likely they are to adhere to these requirements and not try to cut corners. This therefore needs to include what the law says regarding age restricted products, what the licence

conditions state, and what your specific expectations of them regarding age restricted products and what they are to do to meet these.

As such all staff involved at any point with sale and/or supply of alcohol must have been trained prior to being authorised to carry out that function.

It is strongly advised that training is contained within written packs. This is so staff may refer back to them should they have any subsequent questions if they are unsure on any matter. It also means that should a matter arise that the authorities have to investigate, then you can provide them with the exact content to what that member of staff should have done. This goes to helping to prove a due diligence defence and demonstrating to the authorities you take the matter seriously.

Further you should maintain training records for each member of staff on age restricted products/ home delivery etc that they sign and date upon completion of the training. This means that again you can demonstrate to the authorities that specific member of staff has had the training. It also means you are better placed as an employer to take disciplinary action if a staff member puts the licence at risk.

If you are uncertain as to the type of content that needs to be included, there is a wealth of information freely available on the internet as well as licensing consultants and training companies that can help.

Where you utilise a third party company/franchise to carry out the delivery process, ensure that you have ascertained what training staff have had on delivery of age restricted items. Ask to see their 'responsible delivery of age restricted products policy', ensure you are satisfied with it (after all they are providing you a service). Discuss with them the requirements of the premises licence to ensure they are able to comply with any conditions that might impact on them. Also explain your expectations on responsible delivery/supply of age restricted products and retain a copy for your files. Again if the authorities for instance are made aware of a delivery to a child they will want to see this as part of their investigation.

## ii) Advertising

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Highlighting this service to the public is of course key to it being successful. This is however also an early juncture to manage customer expectations of any requirements you may have around restricted products. This will hopefully deter those that are seeking to buy alcohol underage for example, or manage expectations when delivery staff arrive and have to refuse because the customer did not have the correct proof of age or is intoxicated.

Make it clear in any literature that customers will need to confirm they are over 18 years of age and that upon delivery the person that placed the order will need



to take receipt of the order and that they may be asked for credible photographic proof of identification (age) if they look younger than the permitted age. A challenge 25 policy is the trade standard. Advertising should also highlight that if they appear to be under age and are not able to prove otherwise, or that they are already excessively drunk then the delivery will be refused and a refund offered.

Again responsible advertising demonstrates your good intentions to the authorities.

### iii) The ordering process.

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This is your first contact with the customer and the first step in carrying out a responsible sale and supply of alcohol.

Ask yourself how will this order happen. IE phone, email, online ordering or other medium, and what steps can I implement to ensure it's done responsibly?

This is exceptionally tricky. You are looking to ascertain the person is indeed the right age, and is not overly intoxicated in circumstances where all too often the customer is so far removed as to make this impossible with any reliable accuracy.

However in terms of the contract of sale you need to ensure you are legally covered and that in forming that contract you the customer consents to the terms and conditions which includes being

Having a means of the customer signify they agree to these stipulations, whilst you will not be able to check at that point, does provide you with an additional layer of due diligence defence, both interims of licensing but also with regard to any deliveries that have to be refused as the cline has not conformed to the requirement of the contract.

An example of this is the need to enter your date of birth as you enter a website for age restricted products. Whilst there is nothing to stop a customer from make a fraudulent entry at the point, it is just that a fraudulent attempt to obtain goods and everything from that point onwards (until you have an opportunity to validate these matters) is based on that fraud.

If you are using a third party ordering and/or delivery service ask what their process is and what steps they have in place for age verification and prevention of delivering alcohol to drunks. Again ensure you are satisfied with it (after all they are providing you a service) and retain a copy for your files.

Keep a detailed record of any delivery orders that are processed. Not only is this good for you stock and accounting but if the authorities have cause to investigate a matter it is more often than not only reported in the weeks or months later.

Generally the authorities find that premises that do not have and retain such records for at least a rolling period of 6-12 months are usually unable to provide them with the required information should they need to scrutinise a particular order. The Licensing Authority and the police advise most licensed premises to keep a 'daily premises register'. Which logs certain matters that can occur at a premises. We also advise that any remoter order/deliver records are also kept within this book as well for ease.

#### iv) Payment

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The most advisable method is payment by debit/credit card or other electronic means such as a proxy pay service like 'paypal' rather than cash upon arrival.

This obviously negates non-payment at the customers address. It also mitigates the likelihood of underage sales.

It is also important to remember regarding the '*promotion of the four licensing objectives*' that it is for example '*the prevention of crime and disorder*' and not just '*alcohol related crime and disorder*'. A licensed company must be able to carry out all aspects of the business in such a way as to not unduly impact on the authorities or the local area. This includes crime prevention measures such as mitigating robbery of delivery staff who might be carrying money with them and as such be a tempting target for criminals.

#### v) The Delivery Process

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This tends to be the part of the process most fraught with risks. It is also ultimately the first face to face interaction the premises will have with a customer.

As mentioned in the last section the four licensing objectives cover a broad spectrum of subject matters and trying to consider and asses all the likely risks is difficult. However some of the following headings are typically key areas.

##### **Safety**

As above no money should be on the person delivering. As a lone worker they may encounter verbal abuse, threatening behaviour and potentially physical attack. Is conflict resolution training needed? Should they have a personal attack alarm, should they have a means of relative instantaneous communication with the premises or the blue light services such as a mobile phone? Do they need a GPS tracker? (Mobile phones also offer this service)

Often working at night high visibility jackets or tabards are a good idea. Not only will the help the delivery person stand out to traffic on the road or on the pavement. It will also mean that a customer will be able to readily identify the person at their front door as working in that capacity, especially if the

jacket/tabard carries a company logo or markings to identify them as working in that capacity . It is also important that any delivery person who is wearing a motorcycle helmet remove it so their features are not obscured possibly intimidating,

Safe driving /cycling/ parking and waiting is an emerging issue with some delivery services. The police are seeing new hot spots emerging where complaints of antisocial behaviour (ASB) is on the rise linked to inconsiderate parking, driving etc. from couriers. This impacts on police resources and away from other matters.

## **Responsible Actions**

Delivery Times- Part of the duty of the licence holder as has been reiterated a number of times in this document is to carry out their business in a considerate way that is not to the detriment of the local community or the authorities.

Late evening and night delivery activity may add to complaints from other members of the public either near to the business premises itself or to customer's addresses from other neighbours.

Whilst statutory noise nuisance starts at 11pm general public nuisance (one of the four licensing objectives) is a much broader subject.

However the later a company operates the more noise sensitive the timings become.

Stepping away from the matter of nuisance there is also the general responsibility to consider as well when it comes to considering terminal hour for the last delivery.

Whilst the police seek to work in partnership with business, and for the most part this documents concerns itself with food and alcohol deliveries, there is one business model that we find hard to reconcile with the licensing objectives when it comes to alcohol delivery and that is the so called '*24/7 booze hotlines*'.

These are where alcohol may be purchased and delivered at any time night or day. This sort of service typically tends to attracts those that have already been out drinking in the night time economy (pub crawls, clubbing etc) and now that the bars and clubs have closed, upon returning home the customer wishes for the party to continue. Not only does it run the risk of delivery to drunks and or those under the legal age, there is an increased risk to the personal safety of the delivery person at the time as well as potentially contributing toward the antisocial behaviour, noise nuisance of late night rowdy house parties.

The police advocate that any deliveries are made no later the 11pm.

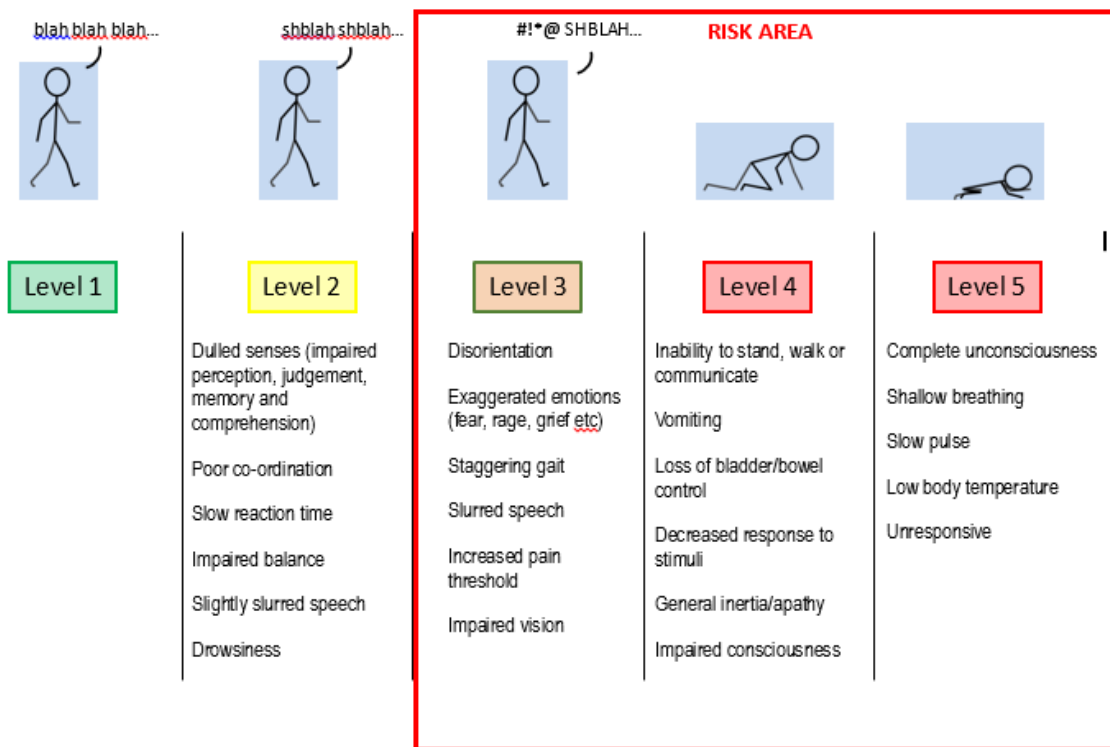
Intoxication In completing the sale it is important to ensure that the customer is not already intoxicated. There is no practical way to ascertain this until the point of delivery and as such the duty sits with the person delivering.

Identifying the sorts of behaviours that indicate such a state can be problematic.

Certainly alcohol effects everyone differently and the sorts of volumes that might lead to one person being drunk may not be the case in another.

However some behaviours to be aware of are as follows:

### Levels of Intoxication



Anything from the sorts of behaviours at level three or above and the person should not be receiving yet further alcohol.

A calm, polite but robust approach in this matter is called for. As the licence holder you must be satisfied that anyone that is acting on your behalf will be able to recognise when a challenge is needed and that they are confident enough to see it through without either caving in to pressure or escalating the matter to the point of some form of disorder or assault.

It is critical to remember that anyone that is intoxicated will not always be acting in a rational manner and trying to explain matters logically will not always prevail. This however is one of the keys risks when running licensable activities

and one of the major risk factors that will have to be managed when deciding that you want to operate a remote order/home delivery service.

### **Asking for id/proof of age**

Ensuring that alcohol does not fall into the hands of a child is also a major tenant of being permitted to carry out sale and supply of alcohol.

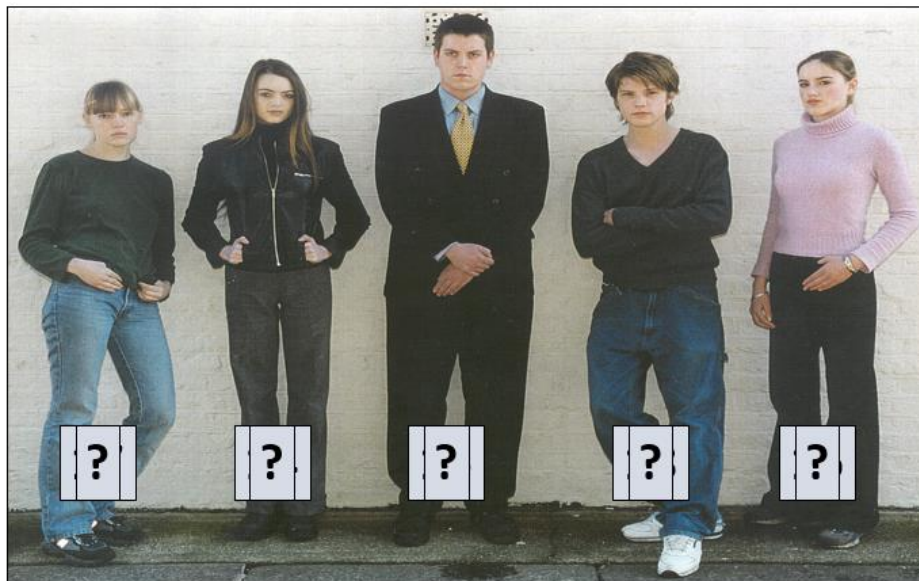
There are some subtle nuances to the offences here regarding criminal offences, however in terms of licensing setting that aside we are looking at the

Setting aside the fact it is often a key driving factor in youth related crime and antisocial behaviour, due to the effect it has on the human body alcohol is a drug and these effect can be very detrimental especially on a developing child or adolescent.

In terms of trying to complete a responsible alcohol delivery it is not always easy to identify the age of a person that presents themselves at the door. After all the physical difference between someone that is 17 and someone that is 18 is in most cases non-existent, but can make all the difference between a criminal offence and possibly losing the alcohol licence.

Each of the below look young, however some are 20 and some are 16:

**How old would you say these individuals are?**



It is common trade practice these days to operate a safety mechanism to prompt staff/agent to avoid this problem. A challenge 25 policy requires anyone providing alcohol to a customer to carry out reasonable checks to ascertain if the person in question is of the correct age if they appear to look 25 years or younger. This higher threshold mitigates against ambiguity. This might not negate completely the risk as some individuals may still look a lot older than they actually are and thereby still not

trigger an age check, or they may provide fake/fraudulent id (see below). However having such a policy and documenting both the training on those occasions when ID was requested (reasonable steps) will provide the staff/agent as well as the premises licence holder with a due diligence defence.

As with all things in the hospitality/service industry customer service is a corner stone. Asking for ID/proof of age whilst being a norm of life can still prove to be an area of friction and annoyance for the customer particular if they do not have the required id or if they are indeed not legally suitable.

Again as with excessively intoxicated persons, a calm, polite but robust approach in this matter is called for. As the licence holder you must be satisfied that anyone that is acting on your behalf will be able to recognise when a challenge is needed and be confident enough to see it through without either caving in to pressure or escalating the matter to the point of some form of disorder or assault.

Some helpful points to consider are:



#### Age Verification – Asking for ID

- Keep calm
- Let the customer have their say
- Explain why
- Show empathy and understanding
- Don't make the customer wrong – don't blame them
- Offer solutions
- Remain professional

What sorts of identification are acceptable?

Official documents with a photograph and certain details such as a name and date of birth of the holder are the recognised means:

## Acceptable Forms of ID



**Driving Licence**



**Passport**



**PASS Card**

These forms of accepted ID/proof age should be highlighted in any advertising and during the ordering process so the customer is left in no doubt should they be required to provide some.

## Acceptable Forms of ID



**Driving Licence**

Bear in mind:

- The design and security features of the British driving licence change from time to time – most recently in August 2015.
- The current design (pictured) has the Union flag on it, but because licences should be renewed every 10 years, there will be older designs in circulation.
- The acceptance of foreign driving licences would be a matter for individual premises, but they (as with any ID) should only be considered if the seller can be 100% certain of its legitimacy.

## Acceptable Forms of ID



**Passport**

Bear in mind:

- The acceptance of foreign passports would be a matter for individual premises, but they (as with any ID) should only be considered if the seller can be 100% certain of its legitimacy.

## Acceptable Forms of ID



**PASS Card**



Bear in mind:

- There are several authorised suppliers of PASS cards but, since 2015, they all use one standard design (pictured) – the only difference will be the supplier logo which features at the top of each card.
- Prior to that, each supplier had its own card design, many examples of which will still be in circulation – they all have the PASS hologram (pictured) though.
- All of the features on the card (photo, hologram etc) are part of the card and will not be raised or stuck on.



## Fake or Fraudulently amended/used ID:



### The Law – Fake/False ID

With fake or false ID, there are various offences that can be committed under three pieces of legislation:

- Fraud Act 2006
- Identity Documents Act 2010
- Forgery and Counterfeiting Act 1981

Generally, anyone in possession of, or using, fake/false ID (of the types shown on the next slide), is likely to be breaking the law.

Some of these offences carry a maximum penalty of up to 10 years in prison and/or significant fines.



### Types of Fake/False ID

In the context of underage sales, there are generally 5 types of fake/false ID:

- **Genuine ID being used by someone else**  
e.g. using an older sibling's or friend's ID
- **Genuine ID that has been altered**  
e.g. by changing the date of birth to appear older
- **Genuine ID that has been fraudulently obtained**  
e.g. by lying about the date of birth on the application form
- **Fake ID that is a copy/forgery of a genuine ID**  
e.g. a forged driving licence
- **Fake ID which is a form of ID that doesn't exist**  
e.g. a 'novelty' ID

## Common 'Novelty' IDs



National Identification Cards



International/European Driving Licences



Student ID Cards



Provisional Motorcycle Permit

There is seemingly no end to the sorts of so called 'novelty' ID available. The golden rule though should always be:

***'IF IN DOUBT REFUSE'***

After all it is better to have sided with caution and safe guarded both businesses and the customer in question from themselves then allow irresponsible supply of alcohol.

When presented with ID then what's sort of steps can be taken to ascertain its validity, some might include:



## Age Verification – Challenging ID

There are a number of questions that you can use to potentially catch out those people who are presenting you with fake/false ID:

- **Ask them their date of birth**

Normally they will have the false one memorised, but when put on the spot they may get mixed up

- **Ask them their star sign**

This is more likely to work when they are using someone else's ID – they might know the date of birth but not necessarily the star sign

- **Ask for their post code**

Again, this won't work if they have their own details on the fake ID or are using the ID of someone they live with, but in other cases it is something they are unlikely to know

- **Ask for a second piece of ID**

If they are using someone else's ID, they are unlikely to also have that person's bank card or student card

## Knock back cards

In both cases, but perhaps more so for when the customer is intoxicated and may not properly understand what is occurring, it is useful to have a 'knock back' card.

This is a small slip that can be given to the customer explaining what the licensing act requires of the staff/agent and the reasons why they have not been supplied with their alcohol. It also outlines a prescribed method to address complaints, thereby taking the pressure off the delivery person.

<p style="text-align: center;"><b>You have been refused Delivery of alcohol because:</b></p> <p><input type="checkbox"/> You appear to be under 25 years of age and have not produced the required form of ID:</p> <ul style="list-style-type: none"> <li>• Photographic Drivers Licence</li> <li>• Passport</li> <li>• PASS card</li> </ul> <p><input type="checkbox"/> The ID provided is possibly be fake or has been altered/defaced</p> <p><input type="checkbox"/> You appear to be drunk</p> <p><input type="checkbox"/> You have been disorderly/abusive or violent towards our staff/agent</p>	<p>As a responsible business operator we employ staff to adhere to the Licensing Act 2003.</p> <p>Such actions overleaf put mine and my staff's livelihood in jeopardy.</p> <p>A refund in respect of the alcohol will be forth coming in line with our refund policy.</p> <p>Please address any complaints in writing to the premises</p> <p>Date: ...../...../.....</p> <p>Staff Id:.....</p> <p>Delivery Ref Number:.....</p>
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Whilst it may be an additional cost, the provision of body worn video (BWV) to those delivering provides additional reassurance to the member of staff/agent, has been found to be key in modifying customer behaviour as people are less likely to be abusive/aggressive if they are being recorded and will help the police or other

agency/authority if called to investigate a complaint whether it is against the staff member/agent or against the customer.

## **Banning**

A premises should not accept bad behaviour from a customer whether that is abuse of its staff, or customers putting the licence at risk but trying to fraudulently gain access to alcohol by the use of fake ID of instance.

It is important to remember there is no obligation to sell alcohol to anyone. As such where a member of the public is found to be abusing a service, that premises should take steps to ensure that unacceptable behaviour is challenged.

Just as a pub may ban a violent customer from their premises, a delivery service may exclude anyone from future ordering if the premises feels that their service has been abused in some way.

Again records should be maintained within the 'premises daily register' as to why that decision has been taken as inevitably these steps tend to get challenged.

## **Refund Process**

As with various consumer rights if a premises is in a position where they are obligated to refuse the delivery of a product (in this case alcohol), a clear and fair refund process needs to be in place.

This should be highlighted as part of any (pre-ordering) advertising of the ordering/delivery service and reiterated during the ordering process itself. This ensures that in the event of a refusal which in itself will be a highly emotional moment for the customer they may quickly find some reassurance of recouping their money. This will go a long way in deescalating any likely conflict that the delivery person may have to manage.

## **Delivery slip**

When a delivery is thoroughly completed successfully however, best practice is that the customer should receive a receipt as proof of purchase that contains similar details regarding the order as is recorded in the 'daily premises register' that was referred to previously.

This not only provides customers with transactional reassurance, but also provides the authorities with evidential due diligence should they need to investigate a matter related to a particular delivery.

## Summary

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The duties and responsibilities of the licensed trade are manifold.

Whilst remote ordering and/or home delivery may seem like a lucrative revenue stream, you must ask the question am I able to do it properly, giving ample provisions to doing it safely?

Consider all the links in the chain of the operation and ask yourself what are the risks/ what could go wrong and then think of steps to prevent/mitigate them. The benefits still outweigh the steps needed then speak to the authorities (a list may be found on your Local Authority licensing home page) and seek their views before going ahead.

Some types of steps they might seek to be implemented may be found in annex 1 (Licensing conditions below).

### Pool of Conditions

TVP 1	<p>In the event the premises under its 'off sales' function provides a home delivery ordering service, it shall only be delivered to a residential or business address.</p> <p>The receiver of the alcohol must be able to prove to the person delivering the alcohol they are a resident or employee at the premises and must be inside the building or at the doorway of the business, house or flat.</p> <p>(i.e. Not standing in the entrance or the grounds/garden etc.) Alcohol shall not be delivered to a person who is in a public place i.e. in a street, a park etc.</p> <p>This requirement will be clearly displayed in any advertising and prior to the transaction being authorised at the point of sale. It will be confirmed in the receipt afterward for the customer's awareness</p>
TVP 2	In the event the premises under its 'off sales' function provides a home delivery ordering service orders all persons delivering alcohol must be aged 18 years or over
TVP 3	An employment register will be kept of all those staff that deliver alcohol. This register will document the full name, date of birth, and home address. This register will be made readily available to Thames Valley Police upon request (in line with and subject to relevant data protection legislation ) to aid in any investigations related to a delivery person whilst in execution of tier job role at the premises.
TVP 4	<p>In the event the premises under its 'off sales' function provides a home delivery ordering service orders, delivery staff shall be readily identifiable as being a persons delivering on behalf of the premises (ie high visibility premises/courier branded vest etc) and to remove any helmet, mask or other head gear etc that might obscure their face when at the front door.</p>
TVP 5.1	In the event the premises under its 'off sales' function provides a home delivery service of alcohol delivery will be made by a member of staff employed directly by the premises and not by a third party (ie A taxi/private hire Driver, delivery service etc etc)
OR	
TVP 5.2	In the event the premises under its 'off sales' function provides a home delivery service of alcohol delivery will be made by a reputable third party company that specialises in the delivery of age restricted products.

TVP 6	In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol, all sales of alcohol will only be made by way of credit or debit card transaction (including that by way of third party proxy such as 'Paypal' etc)- no cash upon delivery.
TVP 7	<p>In the event the premises under its 'off sales' function provides a home delivery ordering service for alcohol the premises will adopt a policy whereby any person attempting to buy or take delivery of alcohol who appears to be under 25 will be asked for photographic identification to prove their age. The only identification that will be accepted are passports, UK driving licences with a photograph or Photographic Card bearing the 'PASS' hologram the details of which correspond to the details of the customer that made the order.</p> <p>Failure to provide the requested identification will result in non delivery of the alcohol and a refund in respect of that part of the order which relates to the alcohol only.</p> <p>This requirement will be clearly displayed in all advertising related to this service, and will be clearly stated to the customer prior to the transaction being authorised at the point of sale. It will be reiterated in the receipt given with the delivery afterward for the customer's awareness.</p>
TVP 8	<p>In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol The premises will maintain a daily register. The register will comprise of a bound printed paginated note book to prevent fraudulent amendment. It will document:</p> <ul style="list-style-type: none"> <li>• The person in charge of the premises for that day</li> <li>• The person authorising the sale of alcohol for that day if they are not the same as the above.</li> </ul> <p>It will also record every delivery made and will include:</p> <ul style="list-style-type: none"> <li>• The date and time of each delivery</li> <li>• The customer name and address to which the delivery was made</li> <li>• Any request made for proof of age/ID by the delivery person</li> <li>• What was provided</li> <li>• Any refusals and the reason for that refusal</li> <li>• Any further action or outcome from this (ie refund given subsequently / this address/person now barred etc)</li> </ul> <p>The register will be maintained for a minimum rolling period of 24 months and will be readily made available to Thames Valley Police, or the Licensing Authority upon request.</p>
TVP 9	<p>All staff/third party agency involved in the delivering of alcohol orders shall receive full training in:</p> <ul style="list-style-type: none"> <li>• challenge 25 policy</li> <li>• approved forms of identification,</li> <li>• fake and fraudulent proof of age/ID</li> <li>• the company's policy of non-delivery/refusals and refund</li> </ul>

	<ul style="list-style-type: none"> <li>• conflict resolution</li> </ul> <p>A record of all training will be kept, which staff/third party agency will sign and date each time they receive this training to confirm they have had, fully understand its content and will adhere to the training.</p> <p>Copies of the content of this training and the staff/third party agency training confirmation records will be made readily available to the Licensing Authority or Thames Valley Police upon request.</p> <p>Where subsequent issues related to the training is brought to the premises licence holder's attention by either the Licensing Authority and/or responsible authorities named in the Licensing Act, the premises licence holder will make amendments as directed by that authority</p>
TVP 10	<p>In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol When an order is taken for delivery to a customer, upon delivery all customers shall sign a delivery note which will contain:</p> <ul style="list-style-type: none"> <li>i. A list of the individual items delivered;</li> <li>ii. The delivery address;</li> <li>iii. The method of payment;</li> <li>iv. The name of the person ordering and receiving the alcohol;</li> <li>v. The date and time of delivery;</li> <li>vi. If proof of age was asked for, confirmation of the type of proof of age document presented and accepted;</li> <li>vii. The name or designated employee ID number of the employee that made the delivery.</li> </ul>
TVP 11	<p>In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol all vehicles used in the delivery of alcohol will have a means of tracking (GPS etc) by the premises and a means of contacting either the premises or the emergency services (i.e. mobile phone). These will be in full working order at all times whilst the vehicle is being utilized for delivery, and delivery staff will understand how to operate them as required for the job role.</p>
TVP 12	<p>In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol all staff involved in the delivery of alcohol to the public will have taken an accredited course in dispute resolution training.</p>
TVP 13	<p>In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol the sale of alcohol will only be made with order of food- no alcohol sales only.</p>
TVP 14	<p>In the event the premises under its 'off sales' function provides a home delivery ordering service, customers placing a remote order including alcohol shall be required to confirm that they are over the age of 18 at the time of making payment.</p>



TVP 15	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service orders of or orders including alcohol will be delivered no later than 30 minutes after the terminal hour for the sale of alcohol
TVP 16	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol the sale of alcohol shall be an ancillary service to the premises' main function of a restaurant.
TVP 17	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol Where a customer ordering alcohol for delivery is found to be ordering irresponsibly (i.e. is underage, excessively intoxicated, abusive, violent etc ) the premises shall operate a refusals registers when future orders by that customer are declined.
TVP 18	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol any member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will have and operate whilst completing the delivery body worn video (BWV) which records both video (images) and audio footage.</p> <p>The member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will :</p> <ul style="list-style-type: none"> <li>• understand how to properly operate the BWV,</li> <li>• they will ensure it is properly operational before leaving the premises.</li> <li>• In the event of disorder, verbal abuse, threat of or actual physical violence, antisocial behaviour or any other behaviour that the member of staff/agent feels threatened or in fear they will activate the camera.</li> </ul> <p>The premises will ensure that footage is downloaded to a central hard drive and retained for a rolling period of 31 days.</p> <p>The premises will have a member of staff working at all times whilst the licence is in operation that is able to operate the system and in particular is able to provide copies of any footage requested by The Police.</p> <p>The premises will have a means of copying any footage to another medium as evidence if requested by the Police</p> <p>The premises will have a system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed</p>
TVP 19	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol any vehicle used by a member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will have and operate whilst completing the delivery a dash camera or other such video recording</p> <p>The member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will :</p> <ul style="list-style-type: none"> <li>• understand how to properly operate the dash camera,</li> </ul>

	<ul style="list-style-type: none"> <li>• they will ensure it is properly operational before leaving the premises.</li> <li>• It will be in operation whilst the vehicle is out on delivery</li> <li>•</li> </ul> <p>The premises will ensure that footage is downloaded to a central hard drive and retained for a rolling period of 31 days.</p> <p>The premises will have a member of staff working at all times whilst the licence is in operation that is able to operate the system and in particular is able to provide copies of any footage requested by The Police.</p> <p>The premises will have a means of copying any footage to another medium as evidence if requested by the Police</p> <p>The premises will have a system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed</p>
TVP 20	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol there will be no deliveries comprising of alcohol made after 22:30</p>

----- End -----

## Email Chain

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**From:** OM Cash and Carry Ltd [REDACTED]  
**Sent:** 18 May 2021 13:29  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: KP WHOLESALE DRINKS LTD T/A 24/7 ALCOHOL DELIVERY -OXFORD

Dear Alex,

Thank you so much for your explanation and expressing your concern regarding the online delivery business model.

First of all, I would like to apologise for not staying up to your expectation on the answers we filled in on the section M, although our intention was the best to express and show how rigorous our business model towards the crime and disorder in any region we do the business. However, I have tried my best to explain and show the ability to adequately promote the four licensing objectives for those matters not covered by a criminal offence.

In order to address your concerns regarding the more general crimes such as delivery staff being easy targets for robbery all the way through to the business model lending itself to such serious crimes as child sexual exploitation and home delivery drug dealing, I am willing to add dash camera to our vehicles, which will have live views where office staff will be keeping in eye on the vehicles during its delivery time and the recording of 28 days which can be provided to your department upon request. In addition, I can assure you that delivery will be made by a member of staff employed directly by us and not by a third party (ie A taxi/private hire Driver, delivery service etc etc). All our vehicles are fully insured and we carry hire and reward goods in transit insurance for 5 million.

Honestly, I am very surprised to see your answer and the suggestions with the conditions to be imposed on our license. I have failed to see any evidence which shows that if the business does the online delivery till 23:30 has any less impact on the crime and disorder than the business which does the online delivery till 06:00 am next day. As rightly you have mentioned that remote/online ordering and delivery of alcohol became a viable business model a number of years ago and your email outlined the sorts of areas that need to be addressed and the sorts of steps needs to be taken care, I am willing to co-operatore them to our business model and support the community to be more safer for us to live in.

As the world is moving towards e-shopping and online delivery options, our daily delivery orders have increased drastically. In order to ensure all the deliveries are done in the allocated time, the deadline of 23:30pm is too less. Also the early start will not be an option for us, people are out and about therefore, they prefer to receive the delivery after 8pm when they can actually commit to being at home to receive the delivery too. We will not have enough time slots for our drivers to deliver and complete all the deliveries during this time window. Therefore, I would like to propose new times, if that satisfies your concerns, from 20:00 to 04:00 for the online delivery slots.

I am happy with other conditions imposed on our license except the delivery time till 23:30.

I believe I have tried my best to explain and reassure you that our business model is rigorous while carrying out the online delivery sales.

Once again, Thank you for your continuous support to the businesses and supporting the community to the best.

Thank you

Arun Mehta

On Mon, 17 May 2021 at 20:19, [REDACTED] wrote:

Dear Arun,

Thank you for the response back it is very much appreciated.

In writing the following it first needs to be mentioned that due to an IT issue with the City Council's email system all emails to Thames Valley Police (TVP) from them were not being sent for what we believe to be 2 weeks, the deadline on your application is very short lived indeed. As the period afforded for consultation under the act is prescribed in law there is no ability for the deadline to be extended. Whilst this is not the fault of either of us it does mean that we need to see if we can agree matters within the next 24 hours.

Going on a bit further, it needs to be understood that since remote/online ordering and delivery of alcohol became a viable business model a number of years ago, we have experienced varying issues with those that have sought to run a 'late night booze delivery hotline' for want of a better term ranging from the very obvious matters linked to alcohol, through to the more general crimes such as delivery staff being easy targets for robbery all the way through to the business model lending itself to such serious crimes as child sexual exploitation and home delivery drug dealing. All of which falls squarely under either specific criminal offences named in the Licensing Act or the business' inability to adequately promote the four licensing objectives for those matters not covered by a criminal offence

Whilst every application is of course judged on its own merits we have worked tirelessly over the years to ensure that any licence granted tightly reflects what the operator is looking to do and no

more, that it is future proofed from any subsequent change in intention either by that operator or should the licence be transferred over to another, and that the hours are socially responsible.

In looking over the application and the below myself and the Licensing Authority are a bit confused as the application stated that:

Please give a general description of the premises (please read guidance note 1)

WE HAVE THREE BRANCHES REGISTERED PREMISES LICENSE AT WEMBLEY, TOWERHAMLET AND OLD TRADFFORD .  
DUE TO THE DEMAND IN THIS AREA, WE ARE OPENING NEW BRANCH HERE.  
THE PREMISES WILL BE USED FOR ONLY STORING AND SELLING THE ALCOHOL ONLINE AND DELIVERED TO CUSTOMERS ADDRESSES.  
THE CUSTOMERS CAN ONLY ORDER VIA ONLINE AND PAY VIA ONLINE PORTAL.  
NO CUSTOMER WILL BE VISITING TO THE PREMISES AND THE ALCOHOL WILL NOT BE CONSUMED AT THE PREMISES.

And making reliance on that I reached out to my opposites in those police areas to ask for back ground on any issues.

However as I mentioned the Met struggled to find any premise's at the time of our enquiries and it now transpires reading the below that two of the premise's actually fall within Cambridge and Surrey and all three were only approved (according to Oxford City Council) after the Oxford application was served so we are concerned as to the level of trading history.

<b>KP Wholesale Drinks Ltd - 34 Brindley Road, Manchester, England, M16 9HQ</b>			
<b>Authority</b>	<b>Date of Approval</b>	<b>Trading Name</b>	<b>Premises Address</b>
<b>LONDON BOROUGH OF EALING (Wembly)</b>	<b>22/04/2021</b>	<b>24/7 Alcohol Delivery</b>	<b>Unit H-51 , Big Yellow Storage Units,Quill Street,Hanger Lane, Alperton – W5 1DN</b>
<b>Cambridge City Council</b>	<b>28/04/2021</b>	<b>24/7 Alcohol Delivery</b>	<b>UNIT 14 CORAL Park, Henley Road, Cambridge, CB1 3EA</b>
<b>Woking Borough Council</b>	<b>07/05/2021</b>	<b>24/7 Alcohol Delivery</b>	<b>113 - 115 OYSTER LANE, Byfleet, Surrey, KT14 7JZ</b>

Neither authority is sure whether this was an innocent mistake or possibly something more misleading but this representation in the application would lead a third party such as the police reading the form to believe suggest a trading history was in place that can have reliance placed on it. Hopefully this was an honest mistake and boils down to the application being poorly worded.

The only results we were able to gain were from GMP who were able to find a premise's licence. In speaking with my opposite though I gather there have been a number of issues with the premises on a couple of occasions trading without a DPS which is concerning and very serious indeed, and I have asked for further details from GMP should they be relevant for us to make reliance on if we decide not to support this application.

Trying to chase down the other premise's has at best lost the police a few days of chasing other forces in lieu of the response below and still leaves us none the wiser other than the Manchester matter.

The policies you submitted were reassuring but only seemingly add just a bit more detail to the section M (rather than actually outlining how the premise's intends to achieve matter) and are very much focused on matters such as sales to drunks or underage, which is of interest but as they are already covered by criminal offences are a given that a licensed business would have steps in place already. In any respect the steps on this are fairly straight forward. It is the promotion of other matters under the four objectives that stem from a business, after all it is the prevention of crime and disorder (and as such covers a broad spectrum of matters that might well impact on us ) and not just the prevention of alcohol related crime and disorder. I quote this objective but the other three are equally applicable to policing and maintaining the tranquillity of public order in Oxford as well.

I have attached guidance for the Thames Valley region on remote ordering and delivery of alcohol to outline the sorts of areas that need to be addressed and the sorts of steps we will need to see in place.

Annex 1 of this document outlines the sorts of conditions that should go on a licence for this sort of activities and business operation. At this time and based on what we have been able to ascertain from the application we would be looking for something along the lines of:

TVP 1	<p>Under premises 'off sales' function providing a remote ordering and home delivery ordering service, alcohol shall only be delivered to a residential or business address.</p> <p>The receiver of the alcohol must be able to prove to the person delivering the alcohol they are a resident or employee at the premises and must be inside the building or at the doorway of the business, house or flat.</p> <p>(i.e. Not standing in the entrance or the grounds/garden etc.) Alcohol shall not be delivered to a person who is in a public place i.e. in a street, a park etc.</p> <p>This requirement will be clearly displayed in any advertising and prior to the transaction being authorised at the point of sale. It will be confirmed in the receipt afterward for the customer's awareness</p>
TVP 2	All persons delivering alcohol must be aged 18 years or over
TVP 3	An employment register will be kept of all those staff that deliver alcohol. This register will document the full name, date of birth, and home address. This register will be made readily available to Thames Valley Police upon request (in line with and subject to relevant data protection legislation ) to aid in any investigations related to a delivery person whilst in execution of tier job role at the premises.
TVP 4	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service orders, delivery staff shall be readily identifiable as being a persons delivering on behalf of the premises (ie high visibility premises/courier branded vest etc) and to remove any helmet, mask or other head gear etc that might obscure their face when at the front door.
TVP 5.1	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service delivery will be made by a member of staff

	employed directly by the premises and not by a third party (ie A taxi/private hire Driver, delivery service etc etc)
TVP 6	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service for alcohol, all sales of alcohol will only be made by way of credit or debit card transaction (including that by way of third party proxy such as 'Paypal' etc)- no cash upon delivery.
TVP 7	<p>In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service for alcohol the premises will adopt a policy whereby any person attempting to buy or take delivery of alcohol who appears to be under 25 will be asked for photographic identification to prove their age. The only identification that will be accepted are passports, UK driving licences with a photograph or Photographic Card bearing the 'PASS' hologram the details of which correspond to the details of the customer that made the order.</p> <p>Failure to provide the requested identification will result in non delivery of the alcohol and a refund in respect of that part of the order which relates to the alcohol only.</p> <p>This requirement will be clearly displayed in all advertising related to this service, and will be clearly stated to the customer prior to the transaction being authorised at the point of sale. It will be reiterated in the receipt given with the delivery afterward for the customer's awareness.</p>
TVP 8	In the event the premises under its 'off sales' function provides a remote ordering and/or home delivery ordering service orders for alcohol The premises will maintain a daily register. The register will comprise of a bound printed paginated note book to prevent fraudulent amendment. It will document:



	<ul style="list-style-type: none"> <li>• The person in charge of the premises for that day</li> <li>• The person authorising the sale of alcohol for that day if they are not the same as the above.</li> </ul> <p>It will also record every delivery made and will include:</p> <ul style="list-style-type: none"> <li>• The date and time of each delivery</li> <li>• The customer name and address to which the delivery was made</li> <li>• Any request made for proof of age/ID by the delivery person</li> <li>• What was provided</li> <li>• Any refusals and the reason for that refusal</li> <li>• Any further action or outcome from this (ie refund given subsequently / this address/person now barred etc)</li> </ul> <p>The register will be maintained for a minimum rolling period of 24 months and will be readily made available to Thames Valley Police, or the Licensing Authority upon request.</p>
TVP 9	<p>All staff/third party agency involved in the delivering of alcohol orders shall receive full training in:</p> <ul style="list-style-type: none"> <li>• challenge 25 policy</li> <li>• approved forms of identification,</li> <li>• fake and fraudulent proof of age/ID</li> <li>• the company's policy of non-delivery/refusals and refund</li> <li>• conflict resolution</li> </ul>

	<p>A record of all training will be kept, which staff/third party agency will sign and date each time they receive this training to confirm they have had, fully understand its content and will adhere to the training.</p> <p>Copies of the content of this training and the staff/third party agency training confirmation records will be made readily available to the Licensing Authority or Thames Valley Police upon request.</p> <p>Where subsequent issues related to the training is brought to the premises licence holder's attention by either the Licensing Authority and/or responsible authorities named in the Licensing Act, the premises licence holder will make amendments as directed by that authority</p>
TVP 10	<p>In the event the premises under its 'off sales' function provides a remote ordering/home delivery ordering service for alcohol When an order is taken for delivery to a customer, upon delivery all customers shall sign a delivery note which will contain:</p> <ul style="list-style-type: none"> <li>i. A list of the individual items delivered;</li> <li>ii. The delivery address;</li> <li>iii. The method of payment;</li> <li>iv. The name of the person ordering and receiving the alcohol;</li> <li>v. The date and time of delivery;</li> <li>vi. If proof of age was asked for, confirmation of the type of proof of age document presented and accepted;</li> <li>vii. The name or designated employee ID number of the employee that made the delivery.</li> </ul>
TVP 11	<p>In the event the premises under its 'off sales' function provides a remote ordering/home delivery ordering service for alcohol all vehicles used in the delivery of alcohol will have a means of tracking (GPS etc) by the premises and a means of contacting either the premises or the emergency services (i.e. mobile phone). These will be in full working order at all times whilst the vehicle is being utilized for delivery, and delivery staff will understand how to operate them as required for the job role.</p>

TVP 12	In the event the premises under its 'off sales' function provides a remote ordering/ home delivery ordering service for alcohol all staff involved in the delivery of alcohol to the public will have taken an accredited course in dispute resolution training.
TVP 14	In the event the premises under its 'off sales' function provides a home delivery and or remote ordering service, customers placing a remote order including alcohol shall be required to confirm that they are over the age of 18 at the time of making payment.
TVP 15	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service orders of or orders including alcohol will be delivered no later than 30 minutes after the terminal hour for the sale of alcohol
TVP 17	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol Where a customer ordering alcohol for delivery is found to be ordering irresponsibly (i.e. is underage, excessively intoxicated, abusive, violent etc ) the premises shall operate a refusals registers when future orders by that customer are declined.
TVP 18	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol any member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will have and operate whilst completing the delivery body worn video (BWV) which records both video (images) and audio footage.</p> <p>The member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will :</p> <ul style="list-style-type: none"> <li>• understand how to properly operate the BWV,</li> <li>• they will ensure it is properly operational before leaving the premises.</li> <li>• In the event of disorder, verbal abuse, threat of or actual physical violence, antisocial behaviour or any other behaviour that the member of staff/agent feels threatened or in fear they will activate the camera.</li> </ul>

	<p>The premises will ensure that footage is downloaded to a central hard drive and retained for a rolling period of 31 days.</p> <p>The premises will have a member of staff working at all times whilst the licence is in operation that is able to operate the system and in particular is able to provide copies of any footage requested by The Police.</p> <p>The premises will have a means of copying any footage to another medium as evidence if requested by the Police</p> <p>The premises will have a system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed</p>
TVP 19	<p>In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol any vehicle used by a member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will have and operate whilst completing the delivery a dash camera or other such video recording</p> <p>The member of staff or agent acting on behalf of the premises in delivering alcohol to a customer will :</p> <ul style="list-style-type: none"> <li>• understand how to properly operate the dash camera,</li> <li>• they will ensure it is properly operational before leaving the premises.</li> <li>• It will be in operation whilst the vehicle is out on delivery</li> <li>•</li> </ul>

	<p>The premises will ensure that footage is downloaded to a central hard drive and retained for a rolling period of 31 days.</p> <p>The premises will have a member of staff working at all times whilst the licence is in operation that is able to operate the system and in particular is able to provide copies of any footage requested by The Police.</p> <p>The premises will have a means of copying any footage to another medium as evidence if requested by the Police</p> <p>The premises will have a system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed</p>
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This finally brings us to the matter of the hours applied for.

We believe that the wish you have outlined in the below to try and not contribute to the traffic situation in Oxford is a laudable one, however the hours of 8pm to 6am the following day are a significant concern.

If the purpose for the hours is to ensure delivery is to be made at times when traffic is low then arguably early to late evening are also times that are greatly reduce traffic volume as is the morning time from 6am, they are also significantly safer and more socially responsible. The type of customer base making use of such alcohol delivery at that time of day will be a problematic one for your staff, local residents to those locations that deliveries are being made and to the police.

We are not adverse to a remote ordering and delivery business provided there are sensible conditions such as the above and the hours are *'appropriate to the promotion of the licensing objectives'* (the test laid down).

We are not of the view I am afraid that such hours meet that criteria.

In conjunction with the above conditions therefore we ask that the hours are no later the 23:00 and the further additional condition is also included:

TVP 19	In the event the premises under its 'off sales' function provides a home delivery /remote ordering service of alcohol there will be no deliveries comprising of alcohol made after 23:30
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Whilst I am on duty only until 4pm tomorrow, given that the deadline is midnight tomorrow I will remain on line to afford you the opportunity to read this and respond in the hope we can agree a licence that works for both parties and I may respond to the council with the police's decision before the deadline arrives.

Yours Sincerely

Alex

[Redacted signature block]



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**From:** OM Cash and Carry Ltd [REDACTED]  
**Sent:** 14 May 2021 15:52  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: KP WHOLESALE DRINKS LTD T/A 24/7 ALCOHOL DELIVERY -OXFORD

Dear Alex,

Thank you for your email.

Please find the following answers as requested:

- Having spoken to our opposites for Old Trafford, Tower Hamlets and Wembley (whilst we await a response back from GMP) the Met are unsure of the premises in their areas and some basic searches on the internet I conducted have not returned any clear results back either- please would you confirm the details of your other premises so we may carry out our standard background checks and liaise with our opposites - Please see the below list of premises license we currently hold:

KP Wholesale Drinks Ltd - 34 Brindley Road, Manchester, England, M16 9HQ			
Authority	Date of Approval	Trading Name	Premises Address

LONDON BOROUGH OF EALING (Wembly)	22/04/2021	24/7 Alcohol Delivery	Unit H-51 , Big Yellow Storage Units,Quill Street,Hanger Lane, Alperton – W5 1DN
Cambridge City Council	28/04/2021	24/7 Alcohol Delivery	UNIT 14 CORAL Park, Henley Road, Cambridge, CB1 3EA
Woking Borough Council	07/05/2021	24/7 Alcohol Delivery	113 - 115 OYSTER LANE, Byfleet, Surrey, KT14 7JZ

- Please confirm that the crux of this business is to provide out of hours late night alcohol delivery and that as such the terminal hour of 6am the following morning each day is needed

The customers' can place an order through our online portal, UberEat and Deliveroo sites anytime of the day, however we do the delivery during 22:00 to 06:00, this is because we would like to increase the efficiency of the delivery time and driver's per delivery time. From the past experience on the road, the traffic is very less during 20:00 to 06:00 anywhere in the UK. We would like to take the benefit of this less traffic and also help to reduce the daytime busy traffic on the road.

- Delivery is to be carried out a third party

**We have our own staff and drivers along with vehicles to carry out the delivery, we do not use UberEat or Deliveroo drivers.**

- The section M of your application is somewhat vague and seems to outline intent rather than actual steps and how this translates into real world operation which of course is a key consideration for the authorities. - please see the below:

1. ONLINE ORDERS ONLY - NO PUBLIC WILL BE ALLOWED TO ENTER THE PREMISES - **this will prevent the cash robbery at the premises, no push to sell the product.**

2. DOOR TO DOOR DELIVERY - ONCE THE ORDER HAS BEEN CONFIRMED AND THE PAYMENT HAS BEEN MADE BY THE ONLINE PAYMENT PORTAL - OUR DRIVER WILL DO THE DOOR TO DOOR DELIVERY AFTER CHECKING THE PHOTO ID OF THE CUSTOMER. - **This will prevent people to request for the public places delivery - i.e parks and when our driver check the photo ID which allow our driver to understand that the genuinity of the order.**

3. NO CASH WILL BE HANDLED AT THE PREMISES OR WITH DRIVER - **This will prevent robbery taking place at the premises or while the driver is on the way to the delivery as no cash will be handled at any place.**

4. ENSURE TO SEE THE ID BEFORE WE DO THE DELIVERY. - **This shows that we take every step to ensure that we do not make the delivery to anyone under age and we follow the stricly age restriction at the time of the purchase and at the time of the delivery too.**



5. NO DRIVER WILL IDLING NEAR TO THE PREMISES OTHER THAN COME TO DO THE COLLECTION - **Once the order is ready, we load the order to our vehicle and ask the driver to come and do the delivery alongside full brief order instructions.**

As such please would you provide a copy of your responsible alcohol sale and delivery policy. - **See attached.** The basic stuff such as under age / intoxicants is of course important but we are keen to learn more about the general promotion of the objectives not linked to the criminal offences which is of course a given.

Please also include any other relevant training packages for staff and written memorandum of understating that you have drawn up with third party couriers completing the contract by delivery on your behalf to ensure that it is done responsible and in line with your expectations - **No third party couriers will be used. Please see our staff training policy**

I fully understand your concerns in this matter, however, I can assure you that we ensure all staff who sell and deliver the alcohol do so within the law and the Premises Licence.

Please do not hesitate to contact us in case you have any further concerns or questions on this.

Many Thanks

Arun Mehta

On Tue, 11 May 2021 at 20:31, Bloomfield Alex [REDACTED] wrote:

To: Arunkumar Mehta,

Good Evening,

Following your recent application to carry out licensable activities, I gather that the company is already operating licensable activities elsewhere nationally, however in reading the application and speaking with the local area command team this application does raise some quite significant questions and concerns for the police in Oxford.

In deciding what our response will be I need to ask a few questions please:

- Having spoken to our opposites for Old Trafford, Tower Hamlets and Wembley (whilst we await a response back from GMP) the Met are unsure of the premises in their areas and some basic searches on the internet I conducted have not returned any clear results back either- please would you confirm the details of your other premises so we may carry out our standard back ground checks and liaise with our opposites
- Please confirm that the crux of this business is to provide out of hours late night alcohol delivery and that as such the terminal hour of 6am the following morning each day is needed
- Delivery is to be carried out a third party
- The section M of your application is somewhat vague and seems to outline intent rather than actual steps and how this translates into real world operation which of course is a key consideration for the authorities.

As such please would you provide a copy of your responsible alcohol sale and delivery policy. The basic stuff such as under age / intoxicants is of course important but we are keen to learn more about the general promotion of the objectives not linked to the criminal offences which is of course a given.

Please also include any other relevant training packages for staff and written memoranda of understating that you have drawn up with third party couriers completing the contract by delivery on your behalf to ensure that it is done responsible and in line with you expectation's

From there we may better assess quite what it is you are hoping to achieve in our area and how it would run.

Many thanks

Yours Sincerely

Alex

[REDACTED]



[REDACTED] otherwise stated, the content of this email is graded as OFFICIAL under the GSC and is not to be shared or circulated beyond the stipulated addresses in this email without seeking prior consent of the author.

**From:** [REDACTED]  
**Sent:** 19 March 2021 11:36  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Application for Premises License - OX4 2TZ  
**Importance:** High

Morning Alex,

FYI – Just received this application for alcohol delivery from a storage facility. 8pm – 6am every day, deliveries through ubereats and deliveroo.

I am going to call them now and ask that they submit another plan that shows the licensable area, but am also going to suggest they submit this application as a pre-app so discussions can happen first. (I will let them know my initial concerns and that the application as it currently stand will likely attract objections.)

They state they hold licences at Wembley, towerhamlet and old tradfford so I will be looking those licences up to see what they have been granted elsewhere.

Kind regards,

[REDACTED]

**Regulatory Services and Community Safety | Oxford City Council | St Aldate's Chambers | 109 St Aldate's | Oxford | OX1 1DS | General Telephone No: 01865 252565**

[REDACTED]

[REDACTED]

**From:** OM Cash and Carry Ltd [REDACTED]

**Sent:** 18 March 2021 15:26

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Application for Premises License - OX4 2TZ

Dear Sir/Madam,

I would like to apply for the premises license for the above-mentioned address. Please find the attached document supporting our application.

1. The completed application form
2. a plan of the premises
3. The form of consent from the person you wish to be premises supervisor (if alcohol is to be sold)

I look forward to hearing from you soon.

Many Thanks

Arun Mehta

**OM Cash & Carry Ltd**

**KP Wholesale Drinks Ltd**

Unit 35 Hallmark Trading Center

Wembley Middlesex

HA9 0LB

[REDACTED]

[REDACTED]

[REDACTED]



## APPENDIX THREE