



Application for the review of a Premises licence or Club Premises certificate under the Licensing Act 2003

Before completing this form, please refer to FPP 07001 (Licensing (Licensing Act 2003))

I Georgina Fice, on behalf of the Chief Officer of Hampshire Constabulary,
(Insert name of applicant)

- Apply for the review of a premises licence.
- Apply for the review of a club premises certificate.
(Select as applicable)

Premises or Club Premises details

Postal address of premises:	The Co-Op And Post Office 1 - 2 Nursling Street Nursling Southampton
Postcode (if known):	SO16 0XH

Name of premises licence holder or club holding club premises certificate (if known) The Co-operative Group Food Limited

Number of premises licence or club premises certificate (if known) PREM/05/0089
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Details of responsible authority applicant

Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input checked="" type="checkbox"/> Ms <input type="checkbox"/> Other title / Rank: Licensing Assistant
Surname: Fice First Names: Georgina
Current postal address : Western Licensing Unit Romsey Police Station 111 The Hundred Romsey
Postcode: SO51 8BZ
Daytime telephone number: 023 8067 0902
E-mail address: (optional) western.licensing@hampshire.pnn.police.uk

Hampshire Constabulary is a responsible authority and the applicant has the delegated authority of the Chief Officer of Police in respect of his responsibilities under the Licensing Act 2003



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This application to review relates to the following licensing objective(s)

*Select one or more
boxes*

- | | |
|---|-------------------------------------|
| 1) The prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) Public safety | <input checked="" type="checkbox"/> |
| 3) The prevention of public nuisance | <input checked="" type="checkbox"/> |
| 4) The protection of children from harm | <input checked="" type="checkbox"/> |

Please state the grounds for review which must be based on one or more of the licensing objectives together with supporting information:

On behalf of the Chief Officer of Police I am writing to request a review of The Co-Op and Post Office, 1-2 Nursling Street, Southampton. The grounds for this application are based upon the four licensing objectives under the Licensing Act 2003.

- 1) The prevention of crime & disorder
- 2) Public safety
- 3) The prevention of public nuisance
- 4) The protection of children from harm

The police make this request based on two test purchase failures - 1st July 2011 and 18th November 2011, high levels of anti-social behaviour and thefts directly linked to the premises and failure to produce CCTV to police officers upon request.

The police request that the following conditions are added to the premises licence to promote and uphold the licensing objectives.

CCTV

The premises shall have sufficient cameras located within the premises to cover all public areas including outside of the premises covering the entrance and exit. The system should be able to cope with strobe lighting and all levels of illumination throughout the premises as well as outside areas.

CCTV warning signs to be fitted in public places.

The CCTV system must be operating at all times whilst the premises are open for licensable activity. All equipment shall have a constant and accurate time and date generation.

The recording system will be able to capture a minimum of 4 frames per second and all recorded footage must be securely retained for a minimum of 28 days.

Records must be made on a weekly basis and kept for inspection to show that the system is functioning correctly and that data is being securely retained.



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The DPS or premises manager must be able to demonstrate that the CCTV system has measures to prevent recordings being tampered with, i.e. password protected.

There shall be sufficient members of trained staff at the premises during operating hours to be able to provide viewable copies to police on request when investigating allegations of offences or criminal activity. Any images recovered must be in a viewable format on either disc or VHS. Footage supplied in a digital format on CD or DVD will also have a copy of the CCTV system software enabled on the disc to allow playback.

In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police Western Licensing Unit.

PROMOTION OF ALCOHOL

Alcohol not to be displayed for sale within 2 metres in the front entrance of the store unless situated behind the till area which is staffed.

SIA DOORSTAFF

At least one member of SIA registered security staff will be employed at the premises from 1700hrs to the end of licensable activities every Friday & Saturday evening. A duty register will be maintained giving details of the member(s) of security staff on duty, record of the SIA registration number, full name and date of birth. The register will remain on the premises at all times and be made immediately available to police on request.

INCIDENT BOOK

An incident and refusals book will be provided, kept and maintained at the premises. It will remain on the premises at all times and will be available to police for inspection upon request.

Any age challenge, identification seizures, incidents that include disorder or physical ejection will be recorded in the incident book. The entry is to include an account of the incident or refusal and the identity of all person(s) involved (or descriptions of those involved if identity is not known). Should there be any physical interaction by members of staff and the public the entry will include what physical action occurred between each party. The entry shall be timed, dated and signed by the author.

If the member of staff creating the entry has difficulties reading or writing then the entry may be written by another staff member. This should however be read back to the person creating the entry and counter signed by the person who wrote the entry.

At the close of business on each day the incident book will be checked by the manager on duty where any entries will be reviewed and signed. Should there be no incidents then this will also be recorded at the close of business in the incident book.

CHALLENGE 25

There will be a Challenge 25 policy operating at the premises. Challenge 25 means that the holder of the premises licence shall ensure that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol at the



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premises or from the premises, shall produce identification proving that individual to be 18 years of age or older.

Acceptable identification for the purposes of age verification will include a driving licence, passport or photographic identification bearing the "PASS" logo and the persons date of birth.

If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person.

Challenge 25 posters shall be displayed in prominent positions at the premises

STAFF TRAINING

Staff will be trained regarding appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunk persons and the refusal of sale due to intoxication. Records will be kept of such training which must be signed and dated by the member of staff who has received that training.

All staff will receive refresher training every three months as a minimum and that records are to be kept of this refresher training which should be signed and dated by the member of staff who received that training.

All training records will be available for inspection by Hampshire Constabulary, Trading Standards and the licensing Authority. Training records will be kept for a minimum period of two years on the premises that they relate to.

All staff who sell alcohol will be trained to APLH(EDI Level 2 Award for Personal License Holders) level. All sales of alcohol must be directly supervised and authorised by a personal licence holder until such staff have achieved training to APLH level.

The police licensing team informed The Diligence Manager for The Co-Operative Group Food Limited, Mr Craig Jones on 5th April 2011 of issues arising at Co-op, Nursling Street. The email outlines the concerns of the police in relation to an increase in alcohol related Anti-Social Behaviour in the area. It also makes reference to thefts, including alcohol and issues with the CCTV within the store not being produced to police (thus reducing the opportunity to identify suspects). A copy of this email and the response from Mr Jones can be located at Annex A. There have been no updates in connection with the CCTV issues from the Co-Operative until January 2012.

A list of 46 incidents which can be directly linked to the store since April 2011 can be located at Annex B. It highlights many issues including staff with no formal training confronting and challenging customers who are trying to steal from the store, youths congregating immediately outside of the store intimidating staff and customers inside of the premises. It further shows examples of poor quality CCTV and staff being unable to produce footage to assist with criminal prosecutions. Below are some specific examples from Annex B.

On 7th April 2011 staff reported that there were youths outside who keep entering the store



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and stealing items. The store did not have any security officers on site and the staff member stated they could not stop the youths from stealing items from the store. Police attended to remove a large group of youths from the area.

On 13th April 2011 staff reported that the night before a group of youths were congregating outside the store. Two of the youths were seen to go into the store to a bin containing Easter eggs located near to the entrance. They both pick up an Easter egg and run out of the shop. Police attended the store to view the CCTV footage on two occasions, the footage was not of evidential quality according to PCSO Ryan's reports from 14th April and 18th April which can be located at Annex C. Annex C evidences his visits to the store to view the CCTV footage and advice given to the store manager regarding the location of products close to the entrance.

On 19th April 2011 Staff reported that 6 youths came into the store, walked around and then walked out again. One of the males re-entered the store and pushed a trolley full of soft drinks to the value of around £100 out of the premises. Police officers requested CCTV footage of the incident to identify the suspect, staff were unable to produce this. Annex D is a copy of PC Attwood's report stating CCTV was not produced.

On 22nd April 2011 a member of staff reported that a male 'in drink' entered the shop and brought alcohol which he dropped on the floor. The customer told staff he would 'get them for it' and then left the store and drove off. Staff identified that the male was drunk but still sold him alcohol which is an offence under the Licensing Act 2003. The initial report can be located at Annex E.

On 2nd May 2011 a member of staff reported a group of youths hanging around outside of the store. All of the youths are banned but keep entering the shop, causing trouble and stealing items. Police were requested to attend and move the group.

During a police Test Purchase Operation on 1st July 2011 a member of staff sold alcohol to a child under the age of 18 years old. The member of staff was issued a fixed penalty notice.

On 10th July 2011 a male entered the store and walked to the meat section where he placed several items into a carrier bag. The CCTV footage shows a female member of staff and a member of the public confront the male and the items are returned to the chiller. The male exits the store without any goods. The suspect was identified and charged.

On 21st July 2011 a male entered the store and selected several packs of meat and placed the items inside his jacket. As the male was leaving the store he was confronted by a female customer. The male pushes the female away and runs out of the store with the customer in pursuit. Officers viewed the CCTV footage and the male was identified and charged.

On 22nd August a member of staff reported that a customer informed her that youths had come into the store and stolen 2 boxes of alcohol. The member of staff was unable to check the CCTV footage, but would get the manager to check it and call back with further details. No further call was received by the police about the theft of alcohol.



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On 11th September 2011 staff reported that there were 12 youths on bicycles outside the shop causing a nuisance. They kept cycling inside the shop. On police attendance the group of youths had left the area.

On 14th September 2011 staff reported that there were a large group of youths hanging around outside. They kept entering the store and trying to steal items. The call taker states "The informant seemed quite panicked on the phone and says they have had lots of problems with them recently". The initial report can be located at Annex F. Officers arrive at the store and the group disperse. Staff at the store were spoken to, no thefts were reported.

On 25th September 2011 a youth selected an item and left the store without attempting to pay. He was challenged outside the store by a member of staff but denied stealing anything. Officers attended the store on several occasions to collect CCTV footage. The CCTV was not produced and officers were unable to identify the suspect, no further action was taken. Annex G contains reports from officers requesting the CCTV footage.

On 13th October 2011 a male entered the store, selected £200 of meat and placed it under his jacket. The male left the store without making any attempt to pay. A shoplifting pack was sent to store on 13/10/11 by police requesting CCTV footage and a statement. A 7 day and 14 day letter was sent to the store requesting the CCTV evidence. Annex H contains two reports by the Crime Desk Officer and a letter sent to the Co-Operative requesting CCTV. No evidence was supplied to the police so further action could be taken.

On 20th October 2011 staff reported that there were between 8 and 10 banned youths entering the store and harassing customers outside. The staff member reports that one of the youths has stolen a can of coke, but is unable to check the CCTV. Officers attend the store, the youths have moved on prior to arrival and no report of a theft was made when staff were spoken to.

On 24th October 2011 staff reported that youths had been causing problems every night. One of the youths entered the store, selected a drink and told staff "IM GOING TO STEAL THIS" he then left the store making no attempt to pay for the item. Police were unable to retrieve CCTV images to identify the suspect Annex I contains reports from officers attending the store. No further action was taken.

On 11th November 2011 staff reported that there were around 20 youths entering the store helping themselves to items and standing in the doorway intimidating customers. According to staff from the group outside had grown to around 60 youths. A copy of the initial report can be located at Annex J. Officers attended the premises and moved the youths away from the area. No thefts were reported to the police.

A Trading Standards Test Purchase Operation was conducted on 18th November 2011. A member of staff sold alcohol to a child under the age of 18 and was issued with a fixed penalty notice.

Trading Standards and the Police Licensing Team met with The Co-Operative Group Food Limited Regional Manager, Hayley Smith on 16th December 2011. The meeting was held to



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discuss concerns about alcohol sales to children and anti-social behaviour directly linked to the premises. A list of proposed conditions from Trading Standards and the Police were given to Ms Smith to discuss with the Diligence Manager, Mr Jones. A list of the conditions can be located at Annex K. It was requested that The Co-Operative consider the conditions and respond to both Trading Standards and the Police by Friday 6th January 2012. The police licensing team provided an overview of anti-social behaviour to both Mr Jones and Ms Smith by email on 20/12/11 which can be located at Annex L.

On Friday 13th January 2012 the police had not received a response from The Co-operative Food Group Limited regarding the proposed conditions. A message was left on the answer machine of Mr Jones requesting that he calls the Police Licensing Unit as soon as possible to discuss the conditions put forward. Mr Jones responded on the same day by email informing the police that current information from the store suggests shoplifting and the congregation of youths outside are not a major issue. Mr Jones goes on to say "In the interest of continued collaborative working I would suggest a more productive way of dealing with any ASB in the area is the continuation of the regular area pro-active Police patrols in the area with close communication with our store management team. This will also clearly allow the situation to be reviewed on an ongoing basis." A copy of the email can be located at Annex M.

Sergeant Marshman, Southampton Violent Crime & Licensing Unit and Georgina Fice, Western Licensing Unit conducted a visit to The Co-operative, Nursling Street on Friday 20th January 2012. The Designated Premises Supervisor (DPS) informed officers that staff training was conducted in Autumn 2011, but was unable to provide dates of training. The incident log book was viewed, there were four recent thefts which had not been reported to the police. There were no records of anti-social behaviour or logs of when the police have been called to deal with these issues. Officers were informed that staff call the (ACSO) Community Safety Officer from Hampshire County Council rather than reporting incidents through 101.

The police discussed with staff the use of a door supervisor on a Friday and Saturday evening from 1700hrs. Staff viewed SIA security as a necessity throughout the week and especially on a Friday and Saturday evening. CCTV footage was viewed from the 3rd January 2012 which shows a member of staff lock the door to the store to prevent a male inside stealing items. The member of staff challenges the customer and the items are replaced. A copy of the full report of this visit can be located at Annex N.

A meeting took place on 26th January 2012 between, Steve Lawford Trading Standards, Hayley Smith Regional Manager, Craig Jones Diligence Manager and Georgina Fice Western Licensing Unit. During the meeting it was disclosed that no additional staff training had taken place since the failed test purchase operation on 18th November 2011. The refresher training does not include fake identification or refusing the sale of alcohol to drunks. The current CCTV system only holds recorded footage for a period of 21 days. A copy of the full report of the meeting can be located at Annex O.

Nursling Street is a police beat priority due to the amount of calls received and the numbers of youths that congregate outside of the shop in an anti social manner. Police Officers and Test Valley Borough Council Neighbourhood Wardens conduct frequent patrols in the area

