



HILLINGDON  
LONDON

Ms Jhini Mukherjee  
Licensing Officer  
The Licensing Service  
London Borough of Hillingdon  
Civic Centre  
High Street  
Uxbridge  
UB8 1UW

**E-MAIL ONLY**

Date: 11<sup>th</sup> February 2021

Dear Ms. Mukherjee,

**LICENSING ACT 2003**  
**HEY BARTENDER LIMITED, 71 PEMBROKE ROAD, RUISLIP HA4 8NQ**

I am writing to you as the Officer duly authorised to make representations on behalf of the Licensing Authority, in relation to the application for a new premises licence submitted by Hey Bartender Limited and Harpreet Dhand.

The application proposes for the sale of alcohol from 12:00 to 00:00 hours Sunday to Thursday and 12:00 to 02:00 hours Friday and Saturday.

The Licensing Authority wishes to make a representation against this application based on the following licensing objectives:

**The prevention of crime and disorder**  
**The prevention of public nuisance**  
**The protection from children from harm**

Firstly, the Licensing Authority note that the application concerns a "secure outhouse/garage" by a three bedroom bungalow at the above location.

We have concerns as details of the proposed operation for this premises require clarification. It would appear that the applicant proposes to trade as a storing and dispatch premises where orders for alcohol will be made on-line. If this indeed the case we would advise for appropriate conditions, similar to those stated below, to be attached to any premises licence.

1. The premises shall operate for the storage and dispatch of alcohol which has been ordered online. The alcohol shall not be collected by wholesale/retail customers or consumers (the public).
2. The premises will not be open to wholesale/retail customers or the public for over the counter sales of alcohol.

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### **The prevention of crime and disorder**

In the applicants operating schedule at Section M, the applicant makes reference to having a CCTV system. However, we feel that this does not go far enough in promoting this licensing objective and would advise that appropriate CCTV conditions to be attached to the premises licence. In addition, we would also expect a responsible operator to keep an incident log book and record certain situations so that the relevant authorities can have confidence that Management are taking the appropriate action. We would suggest the following conditions:

3. The premises shall install and maintain a comprehensive CCTV system. The system shall include a camera which covers the unit being used for the storage of alcohol. The CCTV shall continually record whilst the premises is open for licensable activities. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon request of Police or authorised officer throughout the entire 31 day period.
4. A person from the business who is conversant with the operation of the CCTV system shall be available during licensable hours. This person must be able to provide the Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
5. An incident log shall be kept at the premises and made available on request to an authorised officer of the Council or the Police. It will record the following: (a) all crimes reported to the venue (b) any complaints received concerning crime and disorder (c) any incidents of disorder (d) any faults in the CCTV system, (e) any refusal of the sale of alcohol (f) any visit by a relevant authority or emergency service.

Other measures that may be considered regarding this licensing objective include:

6. Delivery drivers shall check that persons to whom a delivery is being made are not intoxicated.
7. Deliveries shall be made to a suitable premises address only and shall not be made to public or open spaces i.e. parks, street corners or telephone boxes etc. or left in "safe places" or lockers etc.

### **The prevention of public nuisance**

We have a concerns regarding the proposed times and the risk of any potential disturbance to residents within the vicinity. The applicant has stated in Section M (d) that,

"Delivery partners will only act during hours set, so not to cause nuisance to the local community late at night or during unsociable hours"

We believe that more certainty and specific measures should be put in place. Earlier finishing times may wish to be considered by the applicant so they are more appropriate for the local area. For example, we would suggest, the following conditions to be attached:

8. Drivers arriving at the premises to pick up customer orders for delivery shall be instructed to enter and leave their vehicles quietly and considerately. These deliveries shall not take place outside the hours of 09:00 and 18:00 hours Monday to Sunday.
9. Vehicle engines shall not be left running and vehicles shall be parked considerately.
10. Deliveries of goods and stock to the premises shall only take place between 09:00 and 18:00 hours Monday to Sunday.
11. Waste disposal shall only take place between 09:00 and 18:00 Monday to Sunday.

### **Protection from children from harm**

In Section M (e) the applicant makes reference to their "Two stage Verification". We would advise on further measures to promote this licensing objective, when dealing with on-line sales, such as the following

12. An age verification check shall take place at the point of entry to the website.
13. At the time that an online order is placed a declaration shall be required from the person placing the order that that person is over 18 years of age.
14. The website shall contain a statement which reminds customers that it is a criminal offence for a person under the age of 18 to purchase or attempt to purchase alcohol and that it is also a criminal offence to purchase alcohol on behalf of a person under the age of 18.
15. Delivery drivers, including third parties, shall require a Challenge 25 proof of age check prior to the alcohol being handed over in order to ensure that the recipient is over 18 years of age. The only acceptable forms of identification are recognised photographic identification cards, such as a photo card driving licence, passport or proof of age card with the PASS Hologram. The website shall contain a declaration to this effect.
16. All staff with responsibility for alcohol sales and/or delivery of alcohol shall undertake full training including the following topics:
  - (i) Proof of age and offences relating to children and alcohol
  - (ii) Responsible and safe retail of alcohol
17. Training records shall be made available for inspection upon request by the Police or authorised officer.

The applicant may wish to discuss the above suggestions and so I will keep you fully updated as matters progress.

I am happy to attend a hearing, if required, to verbally deliver my representation and also to answer any queries from the Licensing Sub-Committee.

If you have any queries regarding this matter, then please feel free to contact me.

Yours sincerely,

Daniel Ferrer  
Licensing Team Manager