



Report of: **Service Director, Public Protection**

Meeting of	Date	Agenda Item	Ward(s)
Licensing Sub-Committee	14 th April 2015		Junction

Delete as appropriate		Non-exempt
-----------------------	--	------------

Subject: PREMISES LICENCE NEW APPLICATION
Fresh Flower Scent, 748 Holloway Road, London N19 3JF

1. Synopsis

- 1.1 This is an application for a new premise licence under the Licensing Act 2003.
- 1.2 The application is for a licence to allow:
 - The sale of alcohol for consumption off the premises only: 09:00 to 19:00 on Monday to Saturday and 10:00 to 16:00 on Sunday.
 - The following opening hours: 09:00 to 19:00 Monday to Saturday and 10:00 to 16:00 on Sunday.

2. Relevant Representations

Licensing Authority	No
Metropolitan Police	No
Noise	No
Health and Safety	No

Trading Standards	No
Public Health	No
Safeguarding Children	No
London Fire Brigade	No
Local residents	Yes: two
Other bodies	No

3. Background

3.1 Papers are attached as follows:-

- Appendix 1: application form and applicant's response to representations;
- Appendix 2: representations;
- Appendix 3: suggested conditions and map of premises location.

3.2 Two local residents have submitted representations.

4. Planning Implications

4.1 Planning have reported that, "The established use of the ground floor premises is A1 (retail shop). The use of the premises to sell alcohol for consumption off the premises would continue to fall within A1 retail use so in terms of planning the use would be lawful and no planning application for change of use would be required". There are no ongoing enforcement investigations relating to the land and, as such, the planning department has no objections to the application."

5 Recommendations

5.1 To determine the application for a new premises licence under Section 17 of the Licensing Act 2003.

5.2 To consider that this address is in the Saturation or "Cumulative Impact Policy" of Islington. This special policy creates a rebuttable presumption that applications for new premises licences, club premises certificates, or variation applications that are likely to add to the existing cumulative impact will normally be refused, unless the applicant can demonstrate why the operation of the premises involved will not add to the cumulative impact or otherwise impact adversely on the promotion of the licensing objectives.

5.3 If the Committee grants the application it should be subject to:

- i. conditions prepared by the Licensing Officer which are consistent with the Operating Schedule (see appendix 3)
- ii. any conditions deemed appropriate by the Committee to promote the four licensing objectives.(see appendix 3)

6 Conclusion and reasons for recommendations

- 6.1 The Council is required to consider this application in the light of all relevant information, and if approval is given, it may attach such conditions as appropriate to promote the licensing objectives.

Background papers:

The Council's Statement of Licensing Policy
Licensing Act 2003
Secretary of States Guidance

Final Report Clearance

Signed by

Service Director – Public Protection

Date

Received by

Head of Scrutiny and Democratic Services

Date

Report author: Licensing Service

Tel: 020 75027 3031

E-mail: licensing@islington.gov.uk

WR/201576350



ISLINGTON

Application for a premises licence to be granted under the Licensing Act 2003

23.02.2015

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 AIFA LISTINOVA

(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			
<u>FRESH FLOWER SCENT</u> <u>748 HOLLOWAY RD</u>			
Post town	<u>LONDON</u>	Postcode	<u>N19 3FF</u>

Telephone number at premises (if any)	<u>0207 272 6535</u>
Non-domestic rateable value of premises	<u>£ UNDER \$4,000.</u>

Part 2 - Applicant Details

Please state whether you are applying for a premises licence as

Please tick as appropriate

- a) an individual or individuals * please complete section (A)
- b) a person other than an individual *
 - i. as a limited company please complete section (B)
 - ii. as a partnership please complete section (B)
 - iii. as an unincorporated association or please complete section (B)
 - iv. other (for example a statutory corporation) please complete section (B)
- c) a recognised club please complete section (B)
- d) a charity please complete section (B)

ISLINGTON COUNCIL LICENSING	
Date	<u>20/2/15</u>
Fee Paid	<u>100</u>
Application Number	<u>000014</u>
Received By	<u>JW</u>

- 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:

Please tick yes

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or

I am making the application pursuant to a
 statutory function or
 a function discharged by virtue of Her Majesty's prerogative

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input checked="" type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname <i>USTINOVA</i>		First names <i>AIFA</i>			
I am 18 years old or over			<input checked="" type="checkbox"/> Please tick yes		
Current postal address if different from premises address		<i>164 MOSELLE AV.</i>			
Post town	<i>LONDON</i>		Postcode	<i>N22 6EX</i>	
Daytime contact telephone number		<i>0756 438 2010</i>			
E-mail address (optional)		<i>info@FRESHFLOWERSCENT.CO.UK</i>			

SECOND INDIVIDUAL APPLICANT (if applicable)

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

(B) OTHER APPLICANTS

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

Name
Address
Registered number (where applicable)
Description of applicant (for example, partnership, company, unincorporated association etc.)
Telephone number (if any)
E-mail address (optional)

Part 3 Operating Schedule

When do you want the premises licence to start?

DD MM YYYY
12 03 2015

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)

J HAVE A FLOWER SHOP, WHICH IS MEMBER OF INTERFLORA THEY SELL FLOWERS AND ADD ON STOCK LIKE BEARS, CHOCOLATE, HUMBERS AND WINE AND CHAMPAGNE, I WOULD LIKE TO ADD LICENCE FOR ALCHOCOL TO GET AVAILABLE, SHOP HAVE A BACKROOM WHICH IS SECURE STORAGE THERE NO ACCESS TO STREET AND ALCHOCOL WILL BE STORED ON SHELVES BEHIND THE COUNTER.

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

100,00

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

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

Provision of regulated entertainment

Please tick any that apply

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

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

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

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 6)			Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Mon				Please give further details here (please read guidance note 3)	
Tue			State any seasonal variations for performing plays (please read guidance note 4)		
Wed			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 (please read guidance note 5)		
Thur					
Fri					
Sat					
Sun					

J

Supply of alcohol Standard days and timings (please read guidance note 6)			Will the supply of alcohol be for consumption – <u>please tick</u> (please read guidance note 7)	On the premises	<input type="checkbox"/>
				Off the premises	<input checked="" type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>State any seasonal variations for the supply of alcohol</u> (please read guidance note 4) ALL OCCASIONS ARE AVAILABLE FOR BYE THE ALCOHOL, BUT NOT FOR USING IN PREMISES.		
Mon	9:00	19:00			
Tue	9:00	19:00			
Wed	9:00	19:00			
Thur	9:00	19:00			
Fri	9:00	19:00			
Sat	9:00	19:00			
Sun	10:00	16:00	<u>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</u> (please read guidance note 5) VALENTINE'S DAY 6AM – 00.00 (MAX) CHRISTMAS DAY EVE 9AM – 10.00PM (MAX) NEW YEARS DAY EVE 9AM – 7 PM		

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor:

Name	AIFA LUSTINOVA
Address	748 HOLLOWAY RD GROUND FLOOR FRESH FLOWER SCENT LONDON
Postcode	N19 3FF
Personal licence number (if known)	LN/000043791
Issuing licensing authority (if known)	LONDON BOROUGH OF HARINGEY

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 8).

N/A

L

Hours premises are open to the public Standard days and timings (please read guidance note 6)			State any seasonal variations (please read guidance note 4)
Day	Start	Finish	<p>N/A</p> <p><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> (please read guidance note 5)</p> <p>CHRISTMAS EVE NEW YEAR VALENTINE'S DAY MOTHER'S DAY MARCH 8 (INTERNATIONAL WOMEN'S DAY)</p>
Mon	9:00	19:00	
Tue	9:00	19:00	
Wed	9:00	19:00	
Thur	9:00	19:00	
Fri	9:00	19:00	
Sat	9:00	19:00	
Sun	10:00	16:00	

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 9)

N/A

b) The prevention of crime and disorder

KEEP ALCOHOL STORED IN SAFE PLACE
BEHIND THE COUNTER, 6 DIFFEREN VINE
AND CHAMPAGNE, REST OF ALCHOCOL WILL NOT
BE VISIBLE IN BACK ROOM STORAGE.

c) Public safety

AVOID SELLING ALCHOCOL UNDER 21
NOT SELLING TO PERSONS WHO ARE DRUNK.

d) The prevention of public nuisance

ALCHOCOL WILL BE SOLD FOR USING OUT
OF PREMISES (HOME & GUESTHOUSE) NOT FOR USING
ON PREMISES.
SOLD FOR GIFT ADD ON.

e) The protection of children from harm

THERE NO CHILDREN INVOLVED.

Checklist:

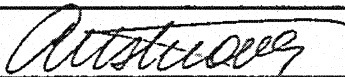
Please tick to indicate agreement

- I have made or enclosed payment of the fee.
- I have enclosed the plan of the premises.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.
- I understand that I must now advertise my application.
- I understand that if I do not comply with the above requirements my application will be rejected.

IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.

Part 4 – Signatures (please read guidance note 10)

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

Signature	
Date	20. 2. 2015
Capacity	PREMISES SUPERVISOR

For joint applications, signature of 2nd applicant or 2nd applicant's solicitor or other authorised agent (please read guidance note 12). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 13)

FRESH FLOWER SCENT
748 HOLLOWAY RD

Post town | LONDON | Postcode | N19 3FF

Telephone number (if any) | 0756 438 2010

If you would prefer us to correspond with you by e-mail, your e-mail address (optional)
INFO @ FRESHFLOWERSCENT.CO.UK

Notes for Guidance

1. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
2. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
3. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
4. For example (but not exclusively), where the activity will occur on additional days during the summer months.
5. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
6. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.
7. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
8. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.
9. Please list here steps you will take to promote all four licensing objectives together.
10. The application form must be signed.
11. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
12. Where there is more than one applicant, each of the applicant or their respective agent must sign the application form.
13. This is the address which we shall use to correspond with you about this application.

PART A

Consent of individual to being specified as premises supervisor

I AIFA USTINOVA
[full name of prospective premises supervisor]

Of 164 MOSELLE AV
LONDON
N22 6EX

[home address of prospective premises supervisor]

hereby confirm that I give my consent to be specified as the designated premises supervisor in relation to the application for

PREMISES LICENCE
[type of application]

by AIFA USTINOVA
[name of applicant]

Relating to a premises licence

[number of existing licence, if any]

for 748 HOLLOWAY RD.
GROUND FLOOR.
FRESH FLOWER SCENT
LONDON
N19 3FF

[name and address of premises to which the application relates]

and any premises licence to be granted or varied in respect of this application made by

AIFA LISTINOVA

[name of applicant]

concerning the supply of alcohol at

748 HOLLOWAY RD, GROUND FLOOR N19 3 JF

[name and address of premises to which application relates]

I also confirm that I am applying for, intend to apply for or currently hold a personal licence, details of which I set out below.

Personal licence number

LN/000013791

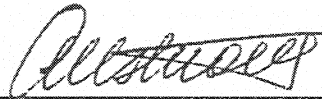
[insert personal licence number if any]

Personal licence issuing authority

LONDON BOROUGH OF HARINGEY, 10 STATION RD. N22 7TR T: 0208499823

[insert name and address and telephone number of personal licence issuing authority, if any]

Signed

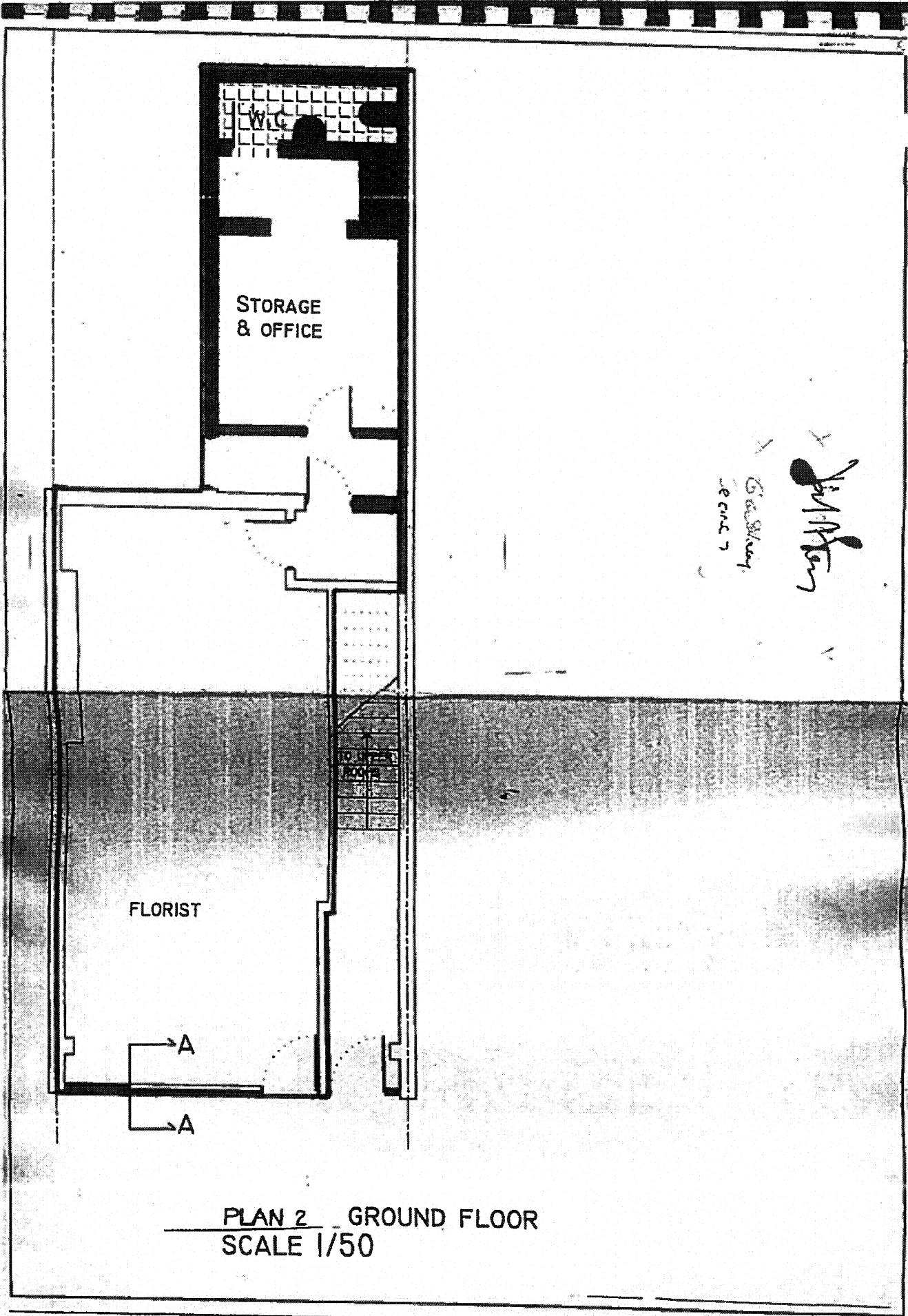


Name (Please Print)

AIFA LISTINOVA

Date

20.2.2015.



Handwritten notes:
X
X
Secretary
revised
J.M.H.

PLAN 2 GROUND FLOOR
SCALE 1/50

APPLICANTS RESPONSE TO REPS

Baptiste, Anthony

From: info@freshflowerscent.co.uk
Sent: 26 March 2015 11:22
To: Baptiste, Anthony
Subject: RE: Representations

Dear Anthony,

Thank you for your email .
Please find my point of view regarding to sent complaints .

- A. We are NOT an off- licence shop and will not bein the future.
This is the flower shop which have been established for more than 43 years and
I will continue to be like that long as possible in this area.
- B. a) We are the flower shop which is a member of the global flower company called Interflora
which is selling flowers and gift sets (chocolates/wines/bears etc.).
b) Interflora member AD- ON products are only three types of wine and three types of champagne

wines:

1. Wild Orchid Merlot
2. Wild Orchid Rose'
3. Wild Orchid Sauvignon Blanc
4. Sparkling rose' wine

champagne:

5. Louis Rozier Champagne
6. Laurent - Perrier Brut Champagne

for the prices you can search on the website , www.Interflora.co.uk

- C. We will NOT SELL any related alcohol products as beer, liquor or cans with mixed drinks.
- D. Our working hours are from 9:00 AM TO 7:00 PM which means we are not open on late
evenings or night time.
Most of the customers are related to buy flower gifts for birthdays ,good bye parties or anniversary.
- E. We will not sell the alcohol products to children or young persons as well the drunk customers .
The level of the prices we provide is in affordable for vulnerable community.
- F. We have much higher quality flowers then the local food stores, Sainsbury's , Tesco or Coop shops.
We are providing our customers with different ad - on products, which are teddy bears
,cards,chocolates etc.
Wine and Champagne could be a luxury touch which is not affordable to groups of teenagers ,homeless
or drug related people
- G. The places like parks,squares ,schools or churches or other locations of the neighbourhood are not
gonna be affected.
- I. This shop doesn't have any back room or additional space which is suitable for any kind of meetings
or leisure .
What means it will never become Alcohol saturation zone.

J. All the alcohol products are coming strictly from the Interflora warehouse.
They are not suitable to consume them on the shop area.
We are selling gift sets for taking them away.

Kind regards,

Aija Ustinova

Fresh flower scent

748 Holloway Rd, N19 3JF

Baptiste, Anthony

Subject: FW: FRESH FLOWER SCENT - Licence application

Hi Anthony and Aiden,

Following your request below, I would like to confirm and add the following points.

I'm objecting to the granting of a licence for the sale of alcohol to this applicant (Fresh Flower Scent, Holloway Road) first of all because Archway has been declared an ALCOHOL SATURATION ZONE.

In more details I am objecting because of its impact on the Upper Holloway and Archway community and neighbourhood and because the grant of this licence would be against the Sale of Liquor Act's object of reducing liquor abuse. Under section 35 of the Sale of Liquor Act 1989 I ask the Authority to consider the impact on the neighbourhood generally and the object of the Act specifically when considering this application.

The particular impact on me from the grant of this licence would be on quality of life and social wellbeing.

Granting this licence to this applicant would increase, rather than reduce, the misuse and abuse of alcohol because of the:

- Evidence of a high number of off licence businesses already existing in the area in close proximity.
- Existing vulnerable community (deprivation and socioeconomic disadvantage)
- Sensitive local amenities (proximity of schools, churches and medical centres; proximity of a park and other locations prone to loitering; residential nature of the neighbourhood)
- Liquor misuse and abuse (Policy reports of previous misuse of licence related to the same premises; vandalism and foul litter, loitering and general antisocial behaviour related to alcohol consumption; public nuisance).

For these reasons I once again object.

It would contravene the object of the Act and would lead to a significant negative impact on the Upper Holloway/Archway community.

I'm hoping you will keep my views into account when discussing this matter.

Kind regards,

From: ByeByeBlues7 [mailto:byebyeblues7@googlemail.com]
Sent: 11 March 2015 00:51
To: Licensing
Subject: RE: FRESH FLOWER SCENT - Licence application

Dear sirs,

I'm referring to the application for a Premises Licence (New) as follows:

Proposed licence holder: Aija Ustinova, 164 Moselle Avenue, London. N22 6EX

Premises name: Fresh Flower Scent

Address: 748 Holloway Road, N19 3JF

Application received: 20/02/15

Last date for representations:20/03/15

Worksheet number: WK/201576350

This application is for the sale of alcohol, for consumption off the premises.

I would like to object based on many points but I think it would be enough to say that Archway is now an alcohol saturation zone.

I look forward to receiving your feed back on this matter.

Kind regards,

This e-mail is intended for the addressee only. If you have received it in error, please contact the sender and delete the material from your computer. Please be aware that information in this email may be confidential, legally privileged and/or copyright protected.

Licensing Act 2003 representation pro-forma

Should you wish to comment on the licence application please use this form to help you. Please feel free to attach additional sheets.

You do not have to make any comment, and comments may be made in support of as well as against the application, providing they refer to one or more of the licensing objectives (please see the guidance notes for further advice).

Premises Name and address:

Fresh Flower Scent, Ground Floor, 748 Holloway Road, Islington, London, Islington, N19 3JF

Your Name:

[Redacted Name]

Interest:

resident

(E.g. resident, business, TRA Chair, Councillor, solicitor)

Your Address:

[Redacted Address]

Email:

Telephone:

Please comment on the licensing objectives below relevant to your concerns or observations, you may also wish to include suggestions how your concerns could be addressed:

Public Nuisance

Over the past year or two there has been an increase in both individuals and small groups of people standing/sitting & drinking alcohol in the Mews. This does not make for a comfortable atmosphere and also brings with it cans & litter left in [redacted] & rubbish being dumped there. After dark there is also a safety issue, coming home to drinkers in [redacted].

Crime and Disorder

There is frequently human faeces found in [redacted] both at the top end of [redacted] & at the bottom outside [redacted] on the corner. This suggests that possibly prostitutes/homeless people/drinkers are using [redacted] in this way, & alcohol & drug use associated with this is contributory. There is graffiti on the back of the [redacted] in [redacted] that references crack use and we have had 12 burglaries in the past year. Alcohol & the street drinkers it attracts is contributory to this.

Protection of Children from Harm

There are children living within our property & other residences in the street. It is not nice or safe for them to come home from school, or at other times, with or without adults, to see people drinking in the street & 'hanging around'.

Public Safety

A police officer/community officer that attended as part of the burglary that happened at [redacted] a month or 2 ago commented 'I've been working around here for 16 years, & I never knew this street was here?' That suggests how much monitoring/awareness there is of [redacted] - and importantly, why the activities & behaviour described continues. Graffiti in [redacted] says

I wish my identity to be kept anonymous:

Yes / No

3 hrs here smoking crack, & not one cop

We will treat representations as anonymous where there is a genuine reason to do so; if you wish your name and address details to be withheld then please explain the reason:

or something similar

I don't mind my address made known, I do not wish my identity/name to be given as I respect my right to privacy.

Copies of this representation will be sent to the applicant, or their agent/solicitor, including name and address details (but other personal contact information such as telephone numbers and email addresses will be removed) unless you have specifically requested anonymity. Copies of this representation will be included in a report that will be available to the public and will be published on the internet; however the published on-line version of the report will have name and address details removed.

Signature:

[Redacted Signature]

Date:

5/03/2015

Please ensure name and address details completed above

Return to:

Licensing Service
London Borough of Islington
3rd Floor
222 Upper Street
London N1 1XR
licensing@islington.gov.uk

or send by email to:

Appendix 3

Suggested conditions of approval consistent with the operating schedule

1. Alcohol will be kept in a safe place behind the counter
2. No sale of alcohol to under 21.
3. No sale of alcohol to any drunk customers.
4. Alcohol for sale will not be consumed on premises.

Police suggested conditions

1. The sale of alcohol is limited to wine or champagne and shall be ancillary to the business operating as a flower shop.
2. There shall be a minimum of two members of staff at all times.
3. There shall be a Challenge 25 policy in place and signs on display to this effect.
4. Staff shall be trained on the 'Challenge 25' policy to ensure age verification is robustly enforced in the shop and when making deliveries.
5. CCTV shall be installed, operated and maintained in agreement with the Police. Maintained means that the system will be regularly serviced (at least once a year) and checked every two weeks to ensure that it is storing images correctly and a log kept and signed by a Supervisor to this effect. The system will provide an identifiable full head and shoulder image of everyone entering the premises and will operate in any light conditions within the premises. The system will cover the full exterior of the premises and shall record in real time, date and time stamped and will operate whilst the premises is open for licensable activities. The recordings will be kept for a minimum of 31 days and copies will be made available to an Authorised Officer or a Police Officer (subject to the Data Protection Act 1998) within 24hrs of any request free of charge. There will always be a member of staff on duty who can operate the system, to allow Officers to view recordings and if required by a Police Officer, provide a copy of images immediately free of charge to assist in the immediate investigation of offences. If the system malfunctions and will not be operating for longer than one day of business then Police must be informed.

