

**From:** [Hookins, Kathryn](#) on behalf of [WWW: Licensing](#)  
**To:** [Morgan, Alan](#)  
**Subject:** FW: New Premises Licence- Savers, Caerphilly- Representation received  
**Date:** 25 January 2024 15:43:36  
**Attachments:** [image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.png](#)  
[image013.png](#)  
[image014.png](#)  
[image015.png](#)  
[image016.png](#)  
[image017.png](#)

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FYI

**From:** Savers Age-Restricted <[savers.age-restricted@uk.aswatson.com](mailto:savers.age-restricted@uk.aswatson.com)>  
**Sent:** Thursday, January 25, 2024 2:41 PM  
**To:** WWW: Licensing <[LICENSING@CAERPHILLY.GOV.UK](mailto:LICENSING@CAERPHILLY.GOV.UK)>  
**Cc:** [LicensingWest <LicensingWest@went.police.uk>](mailto:LicensingWest@went.police.uk)  
**Subject:** RE: New Premises Licence- Savers, Caerphilly- Representation received

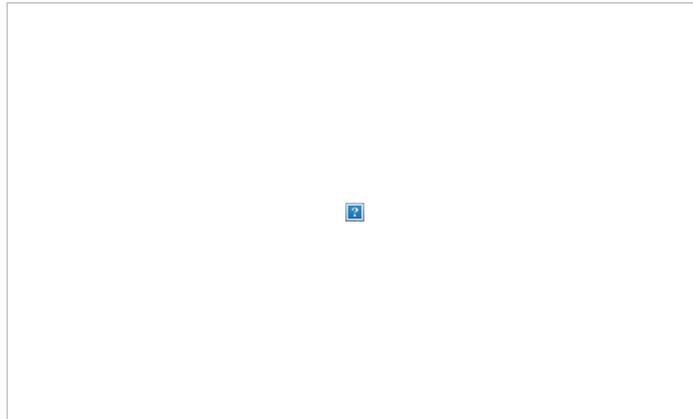
Good Afternoon,

As discussed with PC Taylor we are happy to accept the conditions as written below:

1. "The premises licence holder shall require the designated premises supervisor, or in his / her absence other responsible person, to keep an 'incident / refusals' logbook in a book in which full details of all incidents are recorded. This shall include details of any refused sales and shall give details of the persons involved, incident description, time and date, actions taken and final outcome of the situation. This shall be completed as soon as possible and, in any case, no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, is to form part of the entry. The logbook is to be kept on the premises at all times and shall be produced to an authorised officer of the Licensing Authority or a constable when required. All records shall be kept for a period of 12 months.
2. Publicity materials notifying customers of the operation of the Challenge 25 scheme shall be displayed at the premises, including a Challenge 25 sign of at least A5 size at the entrance to the premises and where practicable at each point of sale.
3. Should customers be directly outside the premises entrance causing congestion, loitering and/or causing Anti-Social Behaviour they will be told move away from the vicinity of the store by the premises supervisor, manager or other competent person.

Kind Regards

Eleanor



**From:** WWW: Licensing <[LICENSING@CAERPHILLY.GOV.UK](mailto:LICENSING@CAERPHILLY.GOV.UK)>  
**Sent:** Thursday, January 25, 2024 11:35 AM  
**To:** Savers Age-Restricted <[savers.age-restricted@uk.aswatson.com](mailto:savers.age-restricted@uk.aswatson.com)>  
**Subject:** FW: New Premises Licence- Savers, Caerphilly- Representation received

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Good morning,

I see that you have been copied into the Police response.

Could you please email me to confirm if you agree with the response.

Kind regards,

**Siân Rees**

Swyddog Trwyddedu | Licensing Officer

Cyngor Bwrdeistref Sirol Caerffili | Caerphilly County Borough Council

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Correspondence may be in any language or format. Corresponding in Welsh will not lead to any delay.

**From:** LicensingWest <[LicensingWest@gwent.police.uk](mailto:LicensingWest@gwent.police.uk)>  
**Sent:** Thursday, January 25, 2024 8:32 AM  
**To:** WWW: Licensing <[LICENSING@CAERPHILLY.GOV.UK](mailto:LICENSING@CAERPHILLY.GOV.UK)>  
**Cc:** [savers.age-restricted@uk.aswatson.com](mailto:savers.age-restricted@uk.aswatson.com); Jones, Adrian <[REDACTED]>  
**Subject:** RE: New Premises Licence- Savers, Caerphilly- Representation received  
Morning ,

Re

1. "The premises licence holder shall require the designated premises supervisor, or in his / her absence other responsible person, to keep an 'incident / refusals' logbook in a bound book in which full details of all incidents are recorded."

Our stores already use refusals logs for alcohol sales. For the incident log, do you have a template of what it is expected to look like and also what is considered to be a bound book? Would a folder with the printed-out incident log be acceptable for this?

Reply - Yes , absolutely fine . Most premises use a Page a Day A4 diary and that doubles as an incident / refusals record that is bound . Happy to remove the word 'BOUND ' from the condition

1. "Should customers be outside the premises causing congestion on the pavement, loitering and/or causing Anti-Social Behaviour they will be told move away from the vicinity of the store by the premises supervisor , manager or other competent person."

For the above condition, whilst we are happy for any incidents that take place on the company premises to be dealt with and customers to be asked to move on, our teams would not be able to enforce this outside of our premises. Should any incidents migrate outside of the premises, our team members will ask customers to move on but as explained, they would be unable to enforce this outside of the premises. With this condition do you refer just to the **alcove with railings directly outside of the store**, or on the street as well?

We would also be happy for our teams to report any such incidents via a radio, should there be a radio scheme available or report to the police should there be a need to escalate due to seriousness.

Reply - The responsibility would only be the entrance and area directly outside . No expectations or responsibility for the whole street or any defined area. It's a Generic condition we use for nearly all OFF sales applications . It discourages ASB / loitering around areas of alcohol sales . It's a condition I guess you would routinely use now if access or egress is blocked . Any issues outside above a normal resolution would be a police request anyway and an entry in the Incident folder .

Happy to discuss further - 0 Cofion

gorau | Kind regards

**Jonathan Taylor**



Cwnstabi 1141 | Constable 1141  
Trwyddedu a Mets/Licensing & Mates  
Partneriaeth a Chymunedau (Gorllewin)  
Partnership & Communities (West)  
Ebbw Vale Police Station  
NP23 6UY  
Heddlu Gwent Police  
Ffôn symudol | Mobile:  
E-bost | E-mail: :  
[LicensingWest@gwent.police.uk](mailto:LicensingWest@gwent.police.uk)  
Pencadlys yr Heddlu | Police Headquarters | Croesyceiliog | Cwmbrân | NP44 2XJ

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Rydym yn croesawu gohebiaeth yn Gymraeg ac yn Saesneg.  
Byddwn yn ymateb yn brydlon ac yn gydradd a byddwn yn ymateb yn eich iaith o ddewis.  
We welcome correspondence in Welsh and English.  
We will respond in a timely and equal way to both and will reply in your language of choice.

**From:** WWW: Licensing <[LICENSING@CAERPHILLY.GOV.UK](mailto:LICENSING@CAERPHILLY.GOV.UK)>  
**Sent:** Wednesday, January 24, 2024 4:10 PM  
**To:** LicensingWest <[LicensingWest@gwent.police.uk](mailto:LicensingWest@gwent.police.uk)>  
**Subject:** FW: New Premises Licence- Savers, Caerphilly- Representation received

Good afternoon,  
Please see the email below, that we have received from Saver's Caerphilly, in response to your representation.  
If you could please provide a response, I will ensure it is passed on to them.

Kind regards,

**Siân Rees**

Swyddog Trwyddedu | Licensing Officer  
Cyngor Bwrdeistref Sirol Caerffili | Caerphilly County Borough Council

☎ 01443 866750

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Correspondence may be in any language or format. Corresponding in Welsh will not lead to any delay.

**From:** Savers Age-Restricted <[savers.age-restricted@uk.aswatson.com](mailto:savers.age-restricted@uk.aswatson.com)>

**Sent:** Wednesday, January 24, 2024 3:49 PM

**To:** WWW: Licensing <[LICENSING@CAERPHILLY.GOV.UK](mailto:LICENSING@CAERPHILLY.GOV.UK)>

**Subject:** RE: New Premises Licence- Savers, Caerphilly- Representation received

Good Afternoon,

Apologies for the delay in getting back to you, we have been discussing this with our manager.

Thank you for your email and forwarding on the representations received.

We have reviewed and we are happy with most of the conditions proposed however have a few questions in relation to these 2 of the conditions. If you can advise us further or put us in contact with someone who can, it would be much appreciated:

1. "The premises licence holder shall require the designated premises supervisor, or in his / her absence other responsible person, to keep an 'incident / refusals' logbook in a bound book in which full details of all incidents are recorded. "

Our stores already use refusals logs for alcohol sales. For the incident log, do you have a template of what it is expected to look like and also what is considered to be a bound book? Would a folder with the printed-out incident log be acceptable for this?

2. "Should customers be outside the premises causing congestion on the pavement, loitering and/or causing Anti-Social Behaviour they will be told move away from the vicinity of the store by the premises supervisor , manager or other competent person."

For the above condition, whilst we are happy for any incidents that take place on the company premises to be dealt with and customers to be asked to move on, our teams would not be able to enforce this outside of our premises. Should any incidents migrate outside of the premises, our team members will ask customers to move on but as explained, they would be unable to enforce this outside of the premises. With this condition do you refer just to the alcove with railings directly outside of the store, or on the street as well?

We would also be happy for our teams to report any such incidents via a radio, should there be a radio scheme available or report to the police should there be a need to escalate due to seriousness.

Once we have more clarification, I will get back to you with whether we can accept all the proposed conditions.

We would be happy to discuss these further on the phone if preferred.

Kind Regards

Eleanor

**Age Restricted and Licensing Team**

**Savers Health and Beauty**

TEL:

Mob:

**From:** WWW: Licensing <[LICENSING@CAERPHILLY.GOV.UK](mailto:LICENSING@CAERPHILLY.GOV.UK)>

**Sent:** Friday, January 19, 2024 11:20 AM

**To:** Savers Age-Restricted <[savers.age-restricted@uk.aswatson.com](mailto:savers.age-restricted@uk.aswatson.com)>

**Subject:** New Premises Licence- Savers, Caerphilly- Representation received

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Dear Sir/Madam

**Re: Licensing Act 2003 – Application for a New Premises Licence**

**Savers, Caerphilly**

I refer to your application of 09/01/2024 for a new Premises Licence in accordance with the above Act and advise you that representations have been received from South Wales Police as a designated Responsible Authority under the above Act. The representations have been submitted in relation to the Prevention of Crime and Disorder under the Licensing Objectives and they have suggested conditions to be added to the licence to address their concerns. Copies of their representations are enclosed.

As representations have been submitted, we are required to convene a hearing to which all parties would be invited. In the event that you agree the conditions to be proportionate and reasonable a hearing may not be considered necessary.

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We welcome correspondence in Welsh and will reply in Welsh. If you would like to receive future correspondence in Welsh or if you have been invited to an interview or meeting and would like to use the Welsh Language, please email: [welsh@gwent.police.uk](mailto:welsh@gwent.police.uk). Translation services are available.

Heddlu Gwent. Mae'r wybodaeth yn yr ohebiaeth hon ar gyfer yr unigolyn neu'r sefydliad y'i cyfeiriwyd ato. Os derbyniwch hwn mewn camgymeriad, dywedwch wrthym a'i ddifa. Gall datgelu neu ddefnyddio gwybodaeth o'r fath fod yn weithred anaddas, ac yn groes i ddeddfwriaeth neu gyfrinachedd.

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Superdrug Stores plc is registered in England and Wales with registered number 807043. The registered office is Bedford House, 51 Sydenham Road, Croydon CR0 2EU.

Savers Health & Beauty Limited is registered in England and Wales with registered number 2202838. The registered office is Hutchison House, 5 Hester Road, London SW11 4AN.

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Please advise me in writing within the **next 7 days** of whether or not you find these acceptable. You may wish to take legal advice on this before responding.

Furthermore, you are advised that your application may be subject to further comment and/or representation from other Responsible Authorities or Other Persons up to the expiry date of the consultation period for this application.

Should you have any queries relating to this matter, please contact the Licensing Section.

Yours faithfully,

**Siân Rees**

Swyddog Trwyddedu | Licensing Officer

Cyngor Bwrdeistref Sirol Caerffili | Caerphilly County Borough Council

☎ 01443 866750

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