



Licence Conditions List for 57 Warren St

The prevention of crime and disorder

1) CCTV Operation

CCTV will be installed, operated and maintained. The system will allow frontal identification of every person entering the store, will record in real time and operate 24 hours a day 365 days of the year. All recordings will be saved for at least 31 days and will be made available to authorised officers and/or Police Officers (subject to the Data Protection Act 1998) within 24 hours of any request. These recordings are available to the police upon request. The following will be put into place to ensure the CCTV system is in full working order:

- A. The licensee will ensure that the system is checked every two weeks to ensure that the system is working properly and that the date and time are correct.
- B. A record of these checks, showing the date and name of the person checking, will be kept and made available to the police or other authorised officer on request;
- C. The Police will be informed if the system will not be operating for longer than one day of business for any reason;
- D. One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering;
- E. The system will provide full coverage of the interior of the premises and any exterior part of the premises accessible to the public;
- F. The system will record in real time and recordings will be date and time stamped;
- G. At all times during operating hours, there will be at least 1 member of staff on the premises who can operate the system sufficiently to allow Police or authorised Council officers to view footage on request.
- H. Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to the police or other authorised officers on request (subject to the Data Protection Act 2018) within 24 hours of any request .
- I. Signage stating that CCTV is in operation will be clearly and prominently displayed at the premises.

2) General procedures relating to crime and disorder

In the event that crime or serious disorder is, or appears to have been, committed on the premises, the management will immediately ensure that:

- A. The police and, where appropriate, the London Ambulance Service, are called immediately;
- B. As far as is safe and reasonable practicable, all measures will be taken to apprehend any identified suspects pending the arrival of the police;
- C. As far as is safe and reasonable practicable, all measures will be taken to preserve any identified crime scene pending the arrival of the police;
- D. Any and all appropriate measures are taken to fully protect the safety of all persons present on the premises at all times during operating hours.

3) Crime and disorder logging book

All incidents of crime and disorder will be logged in a digital log book with relevant evidence (CCTV, witness statements etc) attached. To include:

- A. Any and all allegations of crime or disorder reported at the venue
- B. Any and all complaints received by any party
- C. Any faults in the CCTV system
- D. Any visit by a relevant authority or emergency service
- E. Any and all ejections of patrons Refusal Log Book Any refused sales of alcohol products will be recorded in a digital log book with time references.

4) Trading Standards

The premium nature of the business and the high-end wines and spirits on offer mean the risk of issues relating to the sale of illicit goods are inherently reduced. However, the following policies will be adopted:

- A. No alcoholic goods will ever be purchased or taken from persons calling at the shop.
- B. No spirits will be purchased in a resealed box.
- C. The licensee will immediately report to Trading Standards any instance of a caller to the shop attempting to sell alcohol.
- D. Invoices (or copies) for all alcoholic goods on the premises will be kept at the shop and made available to officers from the council, police or HMRC on request.
- E. A stock control system will be in place, so that the licensee can quickly identify where and when alcoholic goods have been purchased.
- F. An ultra violet light will be available at the premises for the purpose of checking the UK Duty Stamp on spirits as soon as practical after they have been purchased. If any spirits bought by the business have UK Duty Stamps that do not fluoresce under ultra violet light, or are otherwise suspicious, the licensee shall identify the supplier to Islington Trading Standards and HMRC as soon as possible.

5) Challenge 25

The licensee will adopt 'Challenge 25', the Retail of Alcohol Standards Group's advice for off-licences, and promote it through the display of posters. The licensee will ensure that staff are trained on age restricted products and ensure that they sign to confirm that they have understood this training. The training shall include assessment of age; making a challenge; acceptable proof of age; and recording refusals. The licensee shall keep records of training and instruction given to staff, detailing the areas covered, and make them available for inspection upon request by the licensing team, police or trading standards. The licensee will put arrangements in place to ensure that before serving alcohol to persons they believe to be less than 25, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'PASS' logo (and no others), a Passport, or UK Driving Licence bearing the photograph and date of birth of the bearer. The licensee will require staff to note any refusals to sell to young people in a refusals log. The refusals log will be checked and signed monthly by the designated premises supervisor. The refusals log will be made available for inspection upon request by the licensing team, police or trading standards.

Public safety

6) General Space

The business aims to provide a premium service by offering expert advice relating to the purchase of premium wine and spirits. The space will therefore be immaculately presented and maintained ensuring all floor spaces are clear and tidy at all times. CCTV See "Prevention of crime and disorder" section for CCTV details.

7) Smoke alarms

Four smoke alarms will be fitted and maintained (with battery checks every six months and changes every twelve).

8) Fire extinguisher

One foam fire extinguisher (rating 13A) and one carbon dioxide fire extinguisher (rating 34B) will be provided. These extinguishers will be fixed on brackets and located in the corner of the room to ensure that they do not obstruct exits or cause any hazards (exact positioning TBC). Signage detailing use will be fixed adjacent to the extinguishers and will indicate the type of fire fighting appliance and class of fire covered.

9) Electrical, Fire and Safety Reports

Copies of the inspection and test certificates specified below will be certified by an approved competent person and submitted to the responsible authority for health and public safety. Electrical Installation condition report Emergency lighting Fire fighting appliances (detailed above) An approved competent person for the testing and certification of electrical installations and emergency lighting refers to one of the following: A qualified member of the Institution of Engineering & Technology, or A contractor enrolled with the National Inspection Council for Electrical Installation Contracting, or a member of the Electrical Contractors Association, or a competent person from an appropriate approved organisation. Inspection and service certificates for fire fighting appliances will be obtained from an organisation certified by the British Approvals for Fire Equipment (BAFE), or a competent person from an appropriate approved organisation.

10) Reducing the harmful effects of alcohol

Must & Lees was set up (in part) to promote more mindful drinking. By making better choices we believe alcohol consumption can be reduced whilst preserving the history, positive cultural impact and conviviality of wine. In order to promote more mindful drinking we offer the following services:

- A. Spittoons are always available for those who want to learn about / try the wines we offer but would like to avoid consuming alcohol
- B. A focus on education and customer consultation allows us to encourage better choices
- C. A premium focus encourages the adoption of a “drinking less but better” culture
- D. Drunkenness of any kind is not tolerated on site
- E. All long-term staff to be trained to Wine & Spirit Education Trust Level 2
- F. Free Water. Free still and sparkling water will be supplied to all customers during all times of operation.

11) Public Convenience

A toilet will be made available to all customers during all times of operation. This will be cleaned and checked hourly to maintain hygiene standards.

The prevention of public nuisance

12) Working with local authorities

Must & Lees will endeavour to eliminate or minimise any nuisance arising out of its licensable activities. In doing so the premises we will work with enforcement authorities where any issues are identified.

13) Complaints

A complaints procedure will be maintained in order that local residents have a means of contact if necessary. A direct telephone number for the manager at the premises shall be publicly available

at the times the premises is open. The telephone number will be made available to residents and businesses in the vicinity.

14) Opening hours

Our proposed opening hours have been deliberately designed to reduce late night and early morning noise. These are:

General Operating hours

Monday to Thursday, 10am to 9pm.
Friday to Saturday, 10am to 10pm.
Sunday, 12pm to 6pm.

Service of drinks for consumption on the premises (note. no vertical drinking at any time)

Monday to Thursday, 10am to 8.30pm.
Friday to Saturday, 10am to 9.30pm.
Sunday, 12pm to 5.30pm.

Please note that outside seating will be available during the following hours:

Monday to Thursday, 12am to 8pm.
Friday to Saturday, 12am to 8:30pm.
Sunday, 12pm to 5pm.

Public holidays

Further to the operating hours above the shop will be closed on all public holidays

It is of the utmost importance to me personally that the business operates in a way that is respectful its neighbours. I will review these opening times during proposed biannual public consultations as set out below.

Noise reduction

15) Restricted outdoor seating

Along with the restricted hours of the patio outdoor seating will be strictly limited to two tables each with two chairs (therefore a maximum of four people outside at any one time). No loitering will be permitted.

16) Signage

“Quiet when leaving” signage will be prominently displayed near the exit of the premises, requesting that customers respect local residents by leaving quietly. We see signage as secondary to our management of the space. While signs will be in place, all staff will also be trained to ensure they have the confidence to explain these requirements to customers not adhering to the rules.

17) Restricted deliveries - inward stock

Inward stock deliveries to be scheduled between 10 - 4pm Tuesday - Thursday only and will not be accepted on weekends and public holidays. This has been provisionally agreed with suppliers and a three-strike approach will be adopted for suppliers not adhering to these restrictions. Delivery drivers will conduct the delivery in a manner that will not cause a noise disturbance to the occupiers of any residential properties surrounding the delivery address.

18) Waste collection

Waste will be minimal and will primarily consist of the recycling of cardboard boxes and small quantities of glass bottles.

- A. All bottling out to be conducted inside the premises.
All glass bottles to be sorted, stacked and stored in the basement area of the property until collection day. No sorting outside to avoid all unnecessary noise.
- B. Collection of glass and cardboard restricted to a maximum of once per week
All glass and cardboard waste to be stored on-site until collection is arranged. Maximum number of collections to be limited to one per week (fewer where possible) to reduce traffic and any unnecessary noise.
- C. Collection of glass and cardboard restricted to Tuesday - Thursday 10am - 5pm
All glass and cardboard waste to be stored on-site until collection is arranged. Maximum number of collections to be limited to one per week (fewer where possible) to reduce traffic and any unnecessary noise.

We believe these measures minimise the disturbance caused by waste collection to an extreme minimum.

19) Stock

Our focus is on premium wine and spirits and artisan beers and ales. We will not stock irresponsibly priced beverages with high ABVs. The premises will not sell/supply or stock miniature bottles of spirits or wine of 55ml or less save for premium products which have been agreed with the Police and Council Licensing teams [confirmation via email]

20) Inward stock deliveries

Inward stock deliveries will be restricted to take place between 11am - 4pm Tuesday - Thursday only

21) Consumption of alcohol on the premises

No vertical drinking shall be allowed at any time in or outside the premises.

22) Off Sales for Delivery

Our business model is largely based on customers leaving with their purchase. That said, we do offer consumers free local deliveries (this helps consumers manage the weight of larger purchases). In order to minimise any potential disturbances we offer the following conditions:

- A. All local deliveries are to be completed using non-combustion engines. We aim to deliver locally on foot but may use non-combustion vehicles (such as bikes and electric bikes).
- B. Staff will be trained on relevant aspects of the Licensing Act 2003 including underage sales, sales to a person who is drunk, obtaining alcohol for a child or a person who is drunk and delivering alcohol to someone under the age of 18.
- C. Any person taking an order for the supply of alcohol on behalf of the premises licence holder will inform all customers that proof of age by way of photographic driving licence, passport or a form of identification with the PASS hologram will be required at the point of delivery before alcohol is supplied.

23) Cleaning

The outside frontage shall be swept and cleared of any rubbish at the end of trade each evening.

24) Public consultation

I am committed to being responsive to the wishes and concerns of the community. I believe this will be best achieved by way of continuous dialogue with local stakeholders and as such I

welcome feedback at all times. In addition, I propose an annual consultation meeting where any issues can be formally raised. This will be advertised in advance on social media and via the company's newsletter.

25) Smoking

Smoking will not be allowed on any part of the premises - including the outside patio.

26) Music

Any music shall be restricted to ambient background levels of sound.

The prevention of children from harm

27) Prevention of sales to underage persons

The best prevention tool to ensure no sales are made to underage persons is staff training and the adoption of the "Challenge 25" initiative. These policies are detailed in the "Prevention of crime and disorder" section of this application.

28) Stock Choice

The specific nature of the products on offer and their premium price point both act to reduce the attractiveness of Must & Lees to underage persons attempting to purchase alcohol. Furthermore, the shop will not stock any products which could be seen to appeal to children under the legal drinking age. We take a more extreme view on this than common law and therefore will not stock any of the following products as a matter of shop policy: Alcopops Commercial larger / beer Commercial (and especially flavoured) ciders Fruit wines.