

Lucy Catlyn
Temporary Principal Licensing Officer
Licensing Authority
Spelthorne Borough Council
Council Offices
Knowle Green
Staines upon Thames
TW18 1XB

Our Ref: DBW / Burger Plus
Your Ref:
Date: 9 September 2020
Please ask for: David Wilson

**Sent by email only to
l.catlyn@spelthorne.gov.uk**

Dear Ms Catlyn,

**Burger Plus Group UK Ltd
25 Church Street, Staines upon Thames TW18 4EN
Application for a premises licence under the Licensing Act 2003**

As you know from our recent emails and telephone conversations, I have recently been consulted by Burger Plus Group UK Ltd in connection with the company's application for a premises licence under the Licensing Act 2003 that would, if granted, permit late night refreshments to be sold at the premises between 11pm and 3am daily, although the premises would trade from 11.30am daily.

As a result of direct and indirect discussions with the Licensing Authority, Surrey Police and Surrey County Council and having regard to the Local Planning Authority's representation and those made by residents of Aldous House, my client amends its application as follows:

- (1) The hours the premises would be open to the public shall be 11:30hrs to 01:00hrs Monday to Saturday and 11:30hrs to 23:30hrs on Sunday and Bank Holidays with the hours for the provision of late night refreshment being 23:00hrs to 01:00hrs Monday to Saturday and 23:00hrs to 23:30hrs on Sunday and Bank Holidays. That is to say they would adopt and replicate the hours permitted by the planning permission dated 22 May 2020.
- (2) You, on behalf of the Licensing Authority, Surrey Police and Surrey County Council, kindly distilled the original Operating Schedule into a set of clear conditions to be attached to the licence, the agreement to which by my client meant that the Licensing Authority, Surrey Police and Surrey County Council did not consider it necessary to make representations opposing my client's application.

Website:

www.a2zlicensing.co.uk

Email:

enquiries@a2zlicensing.co.uk

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Company details and registered office:

a2z Licensing (David Wilson) Ltd
9 The Stables, Wynyard, Billingham TS22 5QQ
Registered in England and Wales Company No: 11830848

Director:

David B Wilson Cert HELL, MIoL, MBII.tp

I enclose herewith, for your consideration, a copy of the Amended Operating Schedule / proposed Conditions of Licence. This is not exactly the same as the document you kindly forwarded to me. The changes are:

Condition 12 that provided for delivery drivers to wait inside the premises when waiting for orders to be delivered after 1am has been deleted, because there will now be no deliveries after 1am as a result of the change to hours.

Condition 15, which is now Condition 14 as a result of the aforementioned deletion, has also been amended to reflect the closing time of 01:00hrs on Monday to Saturday and 23:30hrs on Sunday and Bank Holidays.

I would be most obliged if you would kindly acknowledge safe receipt of this letter and the enclosed Amended Operating Schedule / proposed Conditions of Licence and confirm that my client's application to have been amended accordingly.

I look forward to hearing from you.

Yours sincerely,



David B Wilson

Licensing Consultant

Consulting Editor, Paterson's Licensing Acts 2015-20

Contributing Author and Consulting Editorial Board Member, LexisPSL

Email: david.wilson@a2zlicensing.co.uk

Mobile: 07794 776383

Burger Plus Group UK Ltd, 25 Church Street, Staines upon Thames TW18 4EN
Amended Operating Schedule / proposed Conditions of Licence

1. The premises shall install and maintain a comprehensive CCTV system as per the following minimum requirements.
 - (a) Cameras will be sited to observe the entrance and exit doors both inside and outside.
 - (b) Cameras on the entrances will capture full frame shots of the heads and shoulders.
 - (c) Cameras viewing till areas will capture frames not less than 50% of screen.
 - (d) Cameras overlooking floor areas will be wide angled to give an overview of the premises.
 - (e) Will be capable of visually confirming the nature of the crime committed.
 - (f) Provide a linked record of the date, time and place of any image.
 - (g) Provide good quality images -colour during opening times.
 - (h) Operate under existing light levels within and outside the premises.
 - (i) Have the recording device located in a secure area or locked cabinet.
 - (j) Have a monitor to review images and recorded picture quality.
 - (k) Be regularly maintained to ensure continuous quality of image capture retention.
 - (l) Have signage displayed in the customer area to advise that CCTV is in operation.
 - (m) Digital images will be kept for 31 days.
 - (n) Police will have access to images at any reasonable time.
 - (o) The equipment will have a suitable export method, e.g. CD/DVD writer so that the police can make an evidential copy of the data they require. This data should be in the native file format, to ensure that no image quality is lost when making the copy, if this format is non-standard (i.e. manufacturer proprietary) then the manufacturer should supply the replay software to ensure that the video on the CD can be replayed by the police on a standard computer. Copies will be made available to Police on request.

2. Comprehensive Training will be given to staff in relation to the conditions of the Premises Licence and in crime prevention measures. A record of each individuals

training will be maintained and be available for inspection at the premises at all times by a Responsible Authority.

3. The staff will be given training using the HSE leaflet on 'Preventing Violence to Retail Staff'.
4. The premises will work closely with Police with regard to prevention of unsociable behaviour during late hours.
5. Customers will not be permitted to bring alcoholic drinks into the premises.
6. Written risk assessment to be conducted as to the need for security.
7. The premises must subscribe to and operate and thereafter maintain any local radio scheme operating in the area.
8. The doors and windows will be closed at the premises. The doors will have a self-closing device fitted so that they do not stay open.
9. Prominent clear and legible notices displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
10. Staff will ensure that customers waiting outside do not cause a disturbance to local residents.
11. Delivery drivers to respect the needs of local residents whilst outside the premises and to leave the premises and the area quietly.
12. The placing of litter into bins outside the premises to take place at times that will minimise disturbance to nearby premises.
13. A litter bin will be provided within the premises for customers. This will be emptied on a regular basis. Staff will check the area adjacent to the premises regularly every day to ensure any litter from the premises is promptly removed.
14. Last orders to be accepted which allow the supply of the late night refreshment to the customer prior to 01:00hrs Monday to Saturday and 23:30hrs Sunday and Bank Holidays.
15. The manager and/or owner is to be fully aware of the signs of Child Criminal Exploitation (CCE) and understands that the exploitation of a child is abuse and a crime. Training/awareness raising to be provided for each member of staff to cover The Awareness of Child Criminal Exploitation (CCE) and how to make a report if any concerns are raised for a child/children or a suspected perpetrator. A record of each individuals training will be maintained and be available for inspection upon request at the premises at all times by Responsible Authorities. Training/awareness raising of CCE to be given upon appointment and refreshed at least every 12 months. Information on training courses and available resources are contained on the Surrey CC Guidance for Premises Licence Holders and Operators found on the Surrey CC Website.
16. The premises licence holder will display appropriate signs/posters highlighting the signs of CCE and who to contact to raise concerns.