

Application for a New Premises Licence under the Licensing Act 2003 – at Unit 1, Rangemoore Industrial Estate, Bernard Road, Tottenham, London, N15 4ND by Deliveroo Hop LTD heard on 4th October 2022

The Licensing Sub Committee carefully considered the application for a new premises licence Unit 1, Rangemoore Industrial Estate, Bernard Road, Tottenham, London, N15 4ND by Deliveroo Hop LTD. In considering the application, the Committee took account of the London Borough of Haringey's Statement of Licensing Policy, the Licensing Act 2003, section 182 Guidance, the report pack, the additional papers submitted by the Applicant and the applicants and objectors written and oral representations.

Having considered the application and heard from all the parties, the Committee decided to grant the application for a new premises licence subject to the following conditions to promote the licensing objectives.

The Licence is granted as follows:

Operating times:

Supply of Alcohol

Monday to Sunday 0700 to 0000 hours

For supply of alcohol OFF the premises between the above hours

Hours open to the public:

Monday to Sunday 0700 to 0000 hours

The following conditions are imposed to promote the four licensing objectives:

1. Prominent, clear, and legible notices must be displayed at all exits requesting self-employed delivery agents to respect the needs of local residents and to leave the premises quietly.
2. Toilet facilities at the premises shall be available for riders to use.
3. The applicant will require that all riders provide delivery services in a safe and professional manner.
4. The applicant will require that riders comply with the law on road use and parking.
5. Sales are only made by telephone or internet orders with deliveries made away from the premises.
6. Age verification will be implemented for online orders.
7. At the time an electronic order is placed for alcohol the purchaser will be subject to terms and conditions that confirm that they must be over the age of 18 to purchase alcohol on Deliveroo.
8. A Challenge 25 proof of age scheme (or a scheme of higher compliance, such as universal proof of age scheme, regardless of perceived age) shall be operated upon each delivery where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, national identity card or proof of age card with the PASS (Proof of Age Standards Scheme) Hologram.
9. No sales will be allowed by persons calling at the premises.

10. The company will require that all orders are to be delivered to residential or business address and will require that delivery riders do not complete deliveries that are not to a residential or business address.
11. Access to alcohol will be limited to fulfilment staff who have signed-in and are over 18.
12. All sales of alcohol for consumption off the premises shall be in sealed containers only and shall not be consumed on the premises.
13. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for trading. All recordings shall be stored for a minimum period of 30 days with date and time stamping. Viewing of recordings shall be made available with the absolute minimum of delay upon the reasonable request of a Police or authorised officer throughout the entire 30-day period.
14. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open for trading. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
15. All images downloaded from the CCTV system must be provided in a format that allows them to be viewed on readily available equipment without the need for specialist software.
16. Drivers who are delivering alcohol must be over 18.
17. No super-strength beer, lagers or ciders over 6.5% ABV (alcohol by volume) or above shall be stocked or sold at the Premises save that this shall not apply to premium beer, lager, cider or perry with an ABV over 6.5% or above such as craft or speciality brands or brands produced by a micro-brewery, or brands produced to commemorate a national or local event. No promotional sales of alcohol where alcohol is sold at a price lower than that at which the same or similar alcoholic drinks are sold.
18. The premise shall not be open to the general public and no collection shall be made by the public outside of the alcohol hours requested. Alcohol shall only be supplied in sealed containers.
19. Alcohol shall be stored securely, when on premises, at all times.
20. A record (which may be electronic) of alcohol orders shall be kept which shall include the customer's name & address. Following data protection regulations, this log shall be made available to Police and local authority officers upon request (and in all circumstances such records shall be treated confidentially by the responsible authorities unless it is required for the purposes of an investigation or prosecution and shall always be subject to applicable privacy laws).
21. The company will instruct delivery riders/drivers that all orders are to be delivered to residential or business address and will require that delivery riders do not complete deliveries that are not to a residential or business address.
22. At the time an electronic order is placed for alcohol the purchaser will be subject to terms and conditions that confirm that they must be over the age of 18 to purchase alcohol on Deliveroo.
23. All delivery riders shall receive training in age restricted sales and the operation of the Challenge 25 policy.
 - Induction training must be completed and documented prior to the delivery of alcohol by the rider.
 - Refresher/reinforcement training must be completed and documented at intervals of no more than 6 months.
 - Training records will be available for inspection by a police officer or other authorised officer on request.
 - Training records will be electronically stored by the licence holder for a period of 12 months.
24. A warning shall be displayed on the digital platform on which an order is placed informing customers that they must be aged 18 or over to make a purchase of alcohol

- and notifying customers that the rider will carry out age verification on delivery. The customer will be required to declare that he or she is aged 18 or over. If the rider is not satisfied that the customer is aged 18 or over any alcohol in the order will be withheld.
25. A record of refusals shall be maintained which documents every instance that a sale or supply of alcohol is refused, indicating the date and time the refusal was made. The record of refusals shall be available for inspection by authorised officers of the licensing authority, officers of the trading standards service and officers of the police on request.
 26. The applicant shall affix a sign outside the premises requesting riders to be mindful of the residents, users and visitors of Earlsmead Primary School and Pricilla Wakefield Care Homes; and shall provide evidence of the sign being affixed to Public Health.
 27. The Applicant shall affix a clear and visible sign where local residents can see it, providing details of a phone number and/or e-mail to enable residents to make direct contact with the Applicant in case of complaints regarding any breach of the licensing conditions.

REASONS

The Committee gave serious consideration to the submissions by the applicant & their representative, and to the concerns raised by the objectors again both of which were made in writing and orally.

The Committee noted that the objections related mainly to issues around potential increase in traffic, the suitability of the location for the applicant's business and the fact that the business would operate from 7am to midnight everyday, whereas no such current business exists on that site.

However, the Committee noted that it could not consider matters relating to traffic, which in any event were not evidenced and was the only basis for the objections based on location. The Committee noted the grant of the application would not make any difference to the amount of traffic noise as the applicant can operate now delivering groceries.

The Committee noted that no complaints or objections had been raised by any of the responsible bodies, such as public health, police, or the local school or the care home. In addition, the applicant had engaged with all responsible bodies to come up with and agree a set of conditions which it was deemed would satisfy the objectives in the Licensing Act.

In addition to the agreed conditions the Committee has added a condition that the applicant must place signage so that residents can make contact or make complaints about any breaches of the licensing conditions.

With these conditions the Committee is of the view that an appropriate balance has been struck between the wishes of the applicant, the objections of local residents and the overriding licensing objectives with the conditions proposed.

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