

Agenda

Licensing Sub-Committee

Date: **Monday 24 August 2026**

Time: **2.00 pm**

Place: **Online Meeting / Conference Room 2 - Herefordshire
Council, Plough Lane Offices, Hereford, HR4 0LE**

Notes: Please note the time, date and venue of the meeting.

For any further information please contact:

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If you would like help to understand this document, or would like it in another format, please call Matthew Evans on 01432383690 or e-mail matthew.evans@herefordshire.gov.uk in advance of the meeting.

Agenda for the Meeting of the Licensing Sub-Committee

Membership

Councillor Bruce Baker
Councillor Peter Hamblin
Councillor Richard Thomas

Agenda

		Pages
PUBLIC INFORMATION		
THE NOLAN PRINCIPLES		
1.	APOLOGIES FOR ABSENCE To receive apologies for absence.	
2.	NAMED SUBSTITUTES (IF ANY) To receive any details of Members nominated to attend the meeting in place of a Member of the committee.	
3.	DECLARATIONS OF INTEREST To receive declarations of interest in respect of items on the agenda.	
4.	APPLICATION FOR A VARIATION OF A PREMISES LICENCE IN RESPECT OF MILL STREET STORES, 4-6 MILL STREET, HEREFORD, HR1 2NY To consider an application for a variation of a premises licence in respect of Mill Street Stores, 4-6 Mill Street, Hereford, HR1 2NY.	11 - 92
5.	APPLICATION FOR A GRANT OF A PREMISES LICENCE IN RESPECT OF LOUNGE, UNITS 4-5 THE MALTINGS SHOPPING CENTRE, ROSS ON WYE, HEREFORDSHIRE. HR9 7YB To consider an application for a grant of a premises licence in respect of Lounge, Units 4-5 The Maltings Shopping Centre, Ross on Wye, Herefordshire. HR9 7YB under the Licensing Act 2003.	93 - 170

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- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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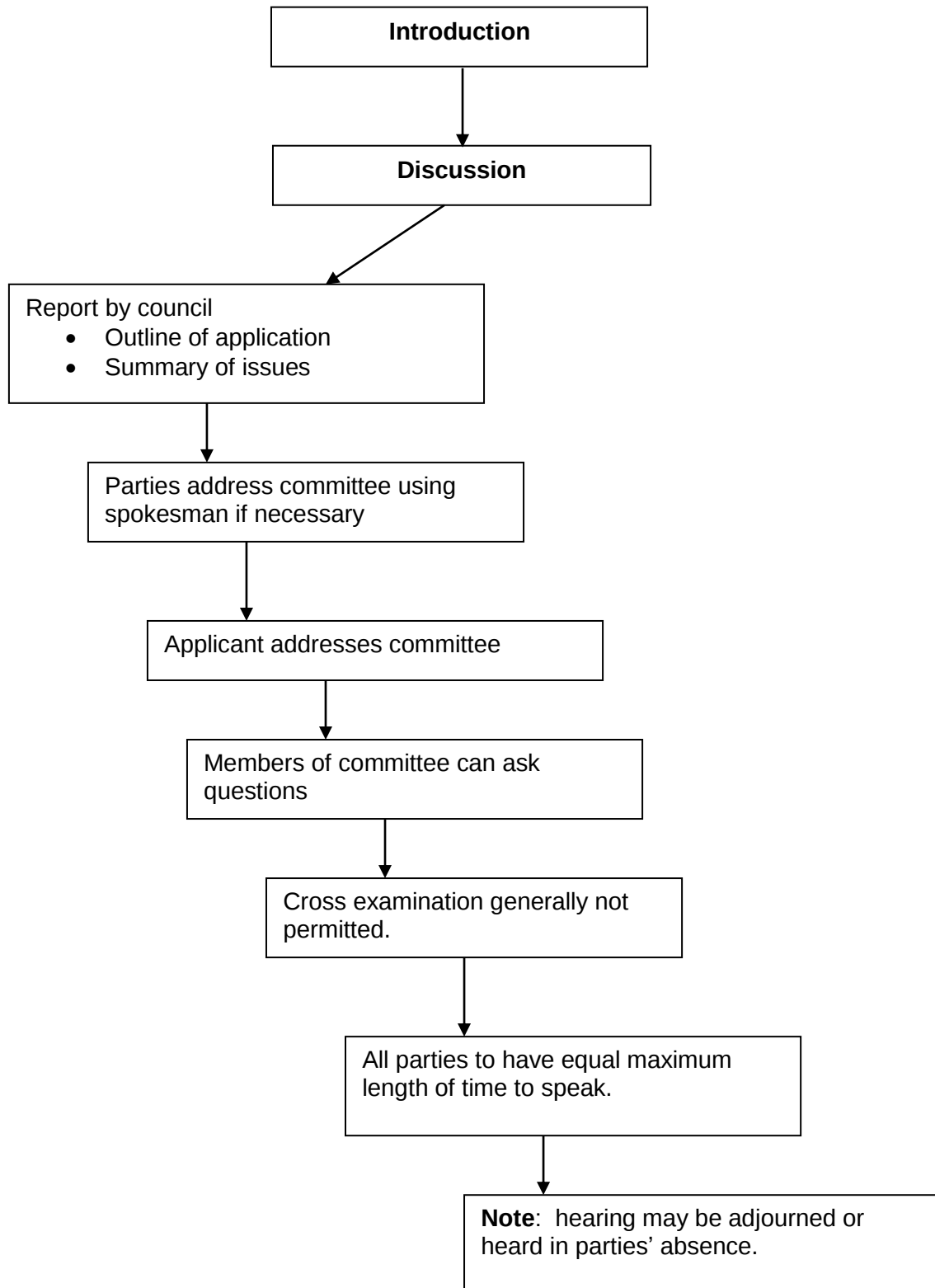
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Licensing Hearing Flowchart



The Seven Principles of Public Life (Nolan Principles)

1. Selflessness

Holders of public office should act solely in terms of the public interest.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.



Title of report: Application for a variation of a Premises Licence in respect of Mill Street Stores, 4 – 6 Mill Street, Hereford, HR1 2NY– Licensing Act 2003.

Meeting: Licensing Sub-committee

Meeting date: Monday 24 August 2026 at 14:00hrs

Report by: Senior Technical Licensing Officer

Classification

Open

Decision type

This is not an executive decision

Wards affected

Hereford - Central

Purpose

To consider an application for a variation for a Premises Licence in respect of Mill Street Stores, 4 – 6 Mill Street, Hereford. HR1 2NY under the Licensing Act 2003.

Recommendation(s)

That:

The Sub-Committee determine the application with a view to promoting the licensing objectives in the overall interests of the local community. They should give appropriate weight to:

- a) The steps that are appropriate to promote the licensing objectives,
- b) The representations (including supporting information) presented by all parties,
- c) The guidance issued to local authorities under Section 182 of the Licensing Act 2003 (*appendix 9*), and
- d) The Herefordshire Council Statement of Licensing Policy 2020 – 2025 (*model conditions appendix 5*).

Reasons for Recommendations

Ensures compliance with the Licensing Act 2003 (*appendix 6, 7 & 8*)

Alternative options

1. There are a number of options open to the sub-committee:
 - a) Grant the licence subject to conditions that are consistent with the operating schedule accompanying the application and the mandatory conditions set out in the Licensing Act 2003,
 - b) Grant the licence subject to modified conditions to that of the operating schedule where the sub-committee considers it appropriate for the promotion of the licensing objectives and add mandatory conditions set out in the Licensing Act 2003,
 - c) To exclude from the scope of the licence any of the licensable activities to which the application relates
 - d) To refuse the application

Key considerations

Licence Application

2. The application for the variation of a Premises Licence has received relevant representations and is therefore brought before the Sub-Committee for determination.
3. Herefordshire Council's Statement of Licensing Policy 2020 to 2025 states "All representations must be 'relevant', for example they must be about the likely effect of the grant of the application". This followed paragraph 8.57 in the s182 Guidance which uses the same wording.
4. The details of the application are:

Applicant	SVTK Ltd	
Agent	Innpacked Limited	
Type of application: Variation	Date received: 29 June 2026 28 day consultation started: 30 June 2026	28 Days consultation ended: 27 July 2026

Summary of Application

5. The application (appendix 1) requests the variation of a premises licence to allow the following
To extend Sale/Supply of Alcohol (for consumption off the premises) to Monday – Sunday 06:00 – 02:00 and update the conditions on the premises licence.

Current Licence

6. A copy of the current licence issued on 16 December 2025, is attached at Appendix 2. It authorises

Sale/Supply of Alcohol (for consumption off the premises)

Monday-Sunday: 06:00 - 20:00

The licence is also subject to a set of conditions to promote the licensing objectives.

Summary of Representations

7. No representations were received from any of the Responsible Authorities.
8. Four (4) public representations were received in the consultation period from members of the public, which the Licensing Authority accepted as being relevant (Appendix 3).
9. The representations received raise concerns that extending alcohol sales from 06:00 to 02:00 in a predominantly residential area could lead to increased noise, disturbance, anti-social behaviour, traffic movements (which cannot be considered under the licensing regime), litter, and potential impacts on the quiet enjoyment of nearby homes, particularly affecting families and children. Residents and local representatives also expressed concerns that late-night alcohol sales may attract customers after local pubs close, resulting in street drinking, disorder, and additional pressure on police resources, whilst questioning whether there is any demonstrable need for such extended hours. Although much of the evidence provided is speculative and based on the anticipated impact of the variation rather than direct evidence linked to the premises, the concerns raised are broadly directed towards the licensing objectives, particularly the prevention of public nuisance, the prevention of crime and disorder, concerns are also raised in respect of the potential impact on children living in the area and the protection of children from harm.
10. Whilst the Licensing Authority acknowledges that the representations are quite general in nature and only broadly relate to the licensing objectives, having sought advice from its legal adviser they have been accepted as relevant representations. In reaching this view, the Licensing Authority has had regard to the Section 182 Guidance issued under the Licensing Act 2003, which advises that authorities should generally give objectors the benefit of the doubt when determining whether a representation is relevant, provided it is not frivolous, vexatious or otherwise excluded. The representations that were accepted were not considered to be frivolous or vexatious.
11. One (1) representation was received from a member of the public that the Licensing Authority rejected because it did not address the licensing objectives.
12. The representation is considered not relevant as it relies on a general assertion that extended alcohol sales may have a detrimental impact on the area, it provided little detail, without providing evidence of how the variation sought by Mill Street Stores would be likely to undermine the licensing objectives. The concerns relate primarily to noise currently experienced from a separate licensed premises and did not demonstrate a direct connection between the application and the prevention of crime and disorder or public nuisance.

13. On 4 August 2026, the Licensing Authority received correspondence from the applicant's agent requesting that a letter (which can be found at Appendix 4) be forwarded to the objectors on their behalf. The letter sought to address the concerns raised by members of the public. The agent also requested that the Licensing Authority advise whether any responses were received following circulation of the correspondence.

Premises History

14. The premises were first licensed in March 2006.
15. Since first being licensed there have been four (4) applications to transfer the premises licence and vary the designated premises supervisor (DPS) which the Licensing Authority have accepted with the latest one (that is at Appendix 2) granted 16 December 2025.
16. To date, the Licensing Authority has not received any complaints regarding this premises.

Community impact

17. Any decision may have an impact on the local community.

Environmental Impact

18. This report is in relation to a premises licence under the Licensing Act 2003 and as such there are minimal environmental impacts for the council, as licensing authority.

Equality duty

19. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to –

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
-
20. There are no equality issues in relation to the content of this report.
 21. This report has human rights implications for both the premises licence holder and the residents from the local neighbourhood. Any of the steps outlined in section 1 of this report may have financial implications for a licensee's business and livelihood and/or may have impact upon the day to day lives of residents living in close proximity to the premises.

22. Article 8(i) of the European Convention of Human Rights provides that everyone has the right to respect for his/her private and family life and his/her home (which includes business premises). This right may be interfered with by the council on a number of grounds including the protection of rights and freedoms of others. The First Protocol – Article 1 – also provides that every person is entitled to the peaceful enjoyment of his possessions and shall not be deprived of his possessions except in the public interest and conditions provided for by law. Members must accordingly make a decision which is proportionate to the hearing and endeavour to find a balance between the rights of the applicant, residents and the community as a whole.

Resource implications

23. This report is in relation to a premises license under the Licensing Act 2003 and as such there are minimal resource implications for the council, as Licensing Authority.

Financial implications

24. There are unlikely to be any financial implications for the council, as Licensing Authority at this time.

Legal implications

25. As relevant representations have been received, the Sub Committee must determine the application under Section 3.5.7 (c) of the Herefordshire Council constitution. The representations must relate to the licensing objectives, and the Sub Committee must determine the likely effect of the grant of the premises licences on the promotion of the licensing objectives.
26. The Licensing Authority must have regard to the promotion of the four licensing objectives namely; the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm in exercising its functions under the Licensing Act 2003. Further regard should be had to the statutory guidance under Section 182 of the Act and the Council's own statement of licensing policy. The options available to the Licensing Authority are set out in section 1 of this report.
27. The Sub Committee should be aware of a number of stated cases which have appeared before the Administrative Court and are binding on the Licensing Authority.
28. The case of Daniel Thwaites Plc v Wirral Borough Magistrates' Court (Case No: CO/5533/2006) at the High Court of Justice Queen's Bench Division Administrative Court on 6 May 2008, [2008] EWHC 838 (Admin), 2008 WL 1968943, Before the Honourable Mrs Justice Black. In this case it was summed up that: -
29. A Licensing Authority must have regard to guidance issued by the Secretary of State under section 182. Licensing authorities may depart from it if they have reason to do so but will need to give full reasons for their actions.
30. Furthermore, the Thwaites case established that only conditions should be attached to a licence with a view to promoting the Licensing objectives and that 'real evidence' must be presented to support the reason for imposing these conditions.
31. This judgment is further supported in the case of The Queen on the Application of Bristol Council v Bristol Magistrates' Court, CO/6920/2008 High Court of Justice Queen's Bench

Division The Administrative Court, 24 February 2009, [2009] EWHC 625 (Admin) 2009 WL 648859 in which it was said:

'Licensing authorities should only impose conditions which are necessary and proportionate for the promotion of the licensing objectives'.

32. In addition to this it was stated that any condition attached to the licence should be an enforceable condition.

Right of Appeal

33. Schedule 5, Part 1, Section 1(b) of the Licensing Act 2003 gives a right of appeal which states:

1 Where a licensing authority—

(b) rejects (in whole or in part) an application to vary a premises licence under section 35, the applicant may appeal against the decision.

34. Further to Part 1, Section 1(b), Schedule 5, Part 1, Section 4 states as follows:

Variation of licence under section 35

4 (1) This paragraph applies where an application to vary a premises licence is granted (in whole or in part) under section 35.

(2) The applicant may appeal against any decision to modify the conditions of the licence under subsection (4)(a) of that section.

(3) Where a person who made relevant representations in relation to the application desires to contend—

(a) that any variation made ought not to have been made, or

(b) that, when varying the licence, the licensing authority ought not to have modified the conditions of the licence, or ought to have modified them in a different way, under subsection (4)(a) of that section,

he may appeal against the decision.

35. Appeals should be made to the Magistrates Court and must be made within 21 days beginning with the day on which the appellant was notified by the licensing authority of the decision appealed against

Risk management

36. There is little risk associated with the decision at this time as the legislation allows a right of appeal to the Magistrates Court within a period of 21 days of being notified of the decision in writing.

Consultees

37. All responsible authorities and members of the public living within Herefordshire.

Appendices

Appendix 1 - Application Form
Appendix 2 – Current Premises Licence
Appendix 3 – Public Representations
Appendix 4 – Letter from applicant to Public objectors
Appendix 5 – Herefordshire Council Model Pool of Conditions
Appendix 6 – Licensing Act 2003 – Sections 18
Appendix 7 – Licensing Act 2003 – Sections 34
Appendix 8 – Licensing Act 2003 – Sections 35
Appendix 9 – Section 182 Guidance (Sections 8 & 9)

Background papers

None identified

Please include a glossary of terms, abbreviations and acronyms used in this report.

DPS: Designated Premises Supervisor

* required information

Section 1 of 18

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference	Not Currently In Use	This is the unique reference for this application generated by the system.
Your reference	MILL STREET STORES	You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.
Are you an agent acting on behalf of the applicant?		Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.
☒ Yes ☐ No		

Applicant Details

* First name	Kaviras	
* Family name	Thanksrajah	
* E-mail	REDACTED	
Main telephone number		Include country code.
Other telephone number		
☐ Indicate here if the applicant would prefer not to be contacted by telephone		

Is the applicant:

- ☒ Applying as a business or organisation, including as a sole trader
☐ Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is the applicant's business registered in the UK with Companies House?	☒ Yes ☐ No	Note: completing the Applicant Business section is optional in this form.
Registration number	16514817	
Business name	SVTK LTD	If the applicant's business is registered, use its registered name.
VAT number	-	Put "none" if the applicant is not registered for VAT.
Legal status	Private Limited Company	

Continued from previous page...

Applicant's position in the business

Home country

The country where the applicant's headquarters are.

Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Agent Details

* First name

* Family name

* E-mail

Main telephone number

Include country code.

Other telephone number

☐ Indicate here if you would prefer not to be contacted by telephone

Are you:

- ☒ An agent that is a business or organisation, including a sole trader
- ☐ A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

Agent Business

Is your business registered in the UK with Companies House? ☒ Yes ☐ No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Agent Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 18

APPLICATION DETAILS

This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence, you should make a new premises licence application under section 17 of the Licensing Act 2003.

I/we, as named in section 1, being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in section 2 below.

* Premises Licence Number

Are you able to provide a postal address, OS map reference or description of the premises?

☒ Address ☐ OS map reference ☐ Description

Postal Address Of Premises

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Premises Contact Details

Telephone number

Continued from previous page...

Non-domestic rateable
value of premises (£)

5,100

Section 3 of 18

VARIATION

Do you want the proposed
variation to have effect as
soon as possible?

☒

Yes

☐

No

Do you want the proposed variation to have effect in relation to the
introduction of the late night levy?

☐

Yes

☒

No

You do not have to pay a fee if the only
purpose of the variation for which you are
applying is to avoid becoming liable to the
late night levy.

If your proposed variation
would mean that 5,000 or
more people are expected to
attend the premises at any
one time, state the number
expected to attend

Describe Briefly The Nature Of The Proposed Variation

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.

To extend the opening hours of the premises and update the conditions on the premises licence.

Section 4 of 18

PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will the schedule to provide plays be subject to change if this application to
vary is successful?

☐

Yes

☒

No

Section 5 of 18

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will the schedule to provide films be subject to change if this application to
vary is successful?

☐

Yes

☒

No

Section 6 of 18

PROVISION OF INDOOR SPORTING EVENTS

Continued from previous page...

[See guidance on regulated entertainment](#)

Will the schedule to provide indoor sporting events be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 7 of 18

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will the schedule to provide boxing or wrestling entertainments be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 8 of 18

PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will the schedule to provide live music be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 9 of 18

PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

Will the schedule to provide recorded music be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 10 of 18

PROVISION OF PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will the schedule to provide performances of dance be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 11 of 18

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will the schedule to provide anything similar to live music, recorded music or performances of dance be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 12 of 18

PROVISION OF LATE NIGHT REFRESHMENT

Continued from previous page...

Will the schedule to provide late night refreshment be subject to change if this application to vary is successful?

☐ Yes ☒ No

Section 13 of 18

SUPPLY OF ALCOHOL

Will the schedule to supply alcohol be subject to change if this application to vary is successful?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start

End

Start

End

Provide 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.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Continued from previous page...

Will the sale of alcohol be for consumption?

☐ On the premises ☒ Off the premises ☐ Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 14 of 18

ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children.

Provide 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 etc gambling machines etc.

N/A

Section 15 of 18

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

Provide 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.

Continued from previous page...

WEDNESDAY

Start End

Start End

THURSDAY

Start End

Start End

FRIDAY

Start End

Start End

SATURDAY

Start End

Start End

SUNDAY

Start End

Start End

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Continued from previous page...

Identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.

Equipment MUST be maintained in good working order, be correctly time and date stamped , recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.

The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format EITHER DISC or VHS to the Police/Local Authority on demand.

The Recording equipment and tapes/discs shall be kept in a secure environment under the control of the DPS or other responsible named individual.

All staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any equivalent training agreed by Herefordshire Council Trading Standards within 1 month of commencing employment at the premises. (Where there are existing staff this training shall be completed within 3 months of the date that this condition first appears on the licence). Along with retraining every six months. Training records shall be kept on the premises and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:

- (a) all crimes reported to the venue
- (b) any complaints received
- (c) any incidents of disorder
- (d) (f) any faults in the CCTV system or searching equipment or scanning equipment
- (e) (h) any visit by a relevant authority or emergency service

The premises shall operate a Challenge 21 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of the Police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any serving area advertising the scheme operated.

A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

☒ I have enclosed the premises licence

☐ I have enclosed the relevant part of the premises licence

Reasons why I have failed to enclose the premises licence or relevant part of premises licence.

Section 16 of 18

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

Continued from previous page...

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

All staff shall be suitably trained for their job function at the premises. The training shall form part of a written training programme, be ongoing and under constant review, and shall be made available to any relevant Responsible Authority upon request.

No member of staff shall be permitted to sell alcohol until they have successfully completed the required training. Refresher training shall be undertaken at intervals not exceeding 12 months and appropriate written training records shall be maintained and made available to an authorised officer upon reasonable request.

The training shall include, as a minimum:

- Sale of alcohol to persons under 18 years of age and the associated penalties;
- Age verification policies and acceptable forms of identification;
- Proxy sales of alcohol to children;
- Identifying signs of drunkenness and intoxication;
- Recording refusals of alcohol sales;
- The four Licensing Objectives.

b) The prevention of crime and disorder

A CCTV system shall be installed to cover all entry and exit points, enabling frontal identification of every person entering the premises in all lighting conditions.

The CCTV system shall continually record and cover all areas where alcohol is displayed for selection or purchase by members of the public whilst the premises is open for licensable activities and during all times customers remain on the premises.

All recordings shall be retained for a minimum period of 31 days and shall be made available to the Police or an authorised officer of the Council upon request.

A member of staff conversant with the operation of the CCTV system shall be on the premises whenever it is open to the public and shall be capable of operating the system and downloading images with the minimum of delay upon request by the Police or an authorised officer of the Council.

Prominent signage advising customers that CCTV is in operation shall be displayed throughout the premises. The CCTV system shall be checked at least monthly to ensure all cameras remain operational and that recordings are retained for a minimum of 31 days. A written record of these checks shall be maintained.

A premises daily register shall be maintained and retained for a rolling period of at least 12 months. The register shall record incidents relevant to the promotion of the licensing objectives, including but not limited to:

- complaints alleging nuisance or anti-social behaviour;
- refusals of alcohol sales;
- crimes reported to the premises;
- incidents of disorder;
- faults affecting the CCTV system;
- visits by any Responsible Authority or emergency service.

All drinks promotions shall be risk assessed to ensure they are not irresponsible. The assessment shall consider the nature of the premises, the promotion, the level and duration of any discount and the customer demographic likely to be attracted.

There shall be no self-service of spirits.

Alcohol shall not be displayed immediately adjacent to any entrance or exit door.

Continued from previous page...

The premises licence holder shall not sell beer, lager or cider exceeding 6.5% ABV, except for premium, specialist, craft, local, micro-brewery or commemorative products.

The register shall be made available for inspection by the Police or an authorised officer upon reasonable request.

c) Public safety

All escape routes and public areas shall be kept unobstructed, maintained with even, non-slip surfaces where appropriate and kept free from trip hazards.

All exit doors shall be readily available and capable of being opened without the use of a key, code or similar security device whenever the premises is occupied.

Regular inspections and maintenance shall be carried out on electrical installations, emergency lighting, fire alarms and firefighting equipment. Written records shall be maintained and made available upon request.

The premises licence holder shall ensure that a suitable and sufficient Fire Risk Assessment and Emergency Plan are maintained and reviewed regularly.

Suitable first aid equipment shall be available at all times the premises are open to the public.

d) The prevention of public nuisance

Signage shall be prominently displayed in the premises requesting that customers take home any alcohol they have purchased to consume it rather than consume it in the street.

Arrangements shall be put in place to ensure that waste collection contractors do not collect refuse between 19:00 and 07:00.

Deliveries relating to the licensed activities shall only take place between 07:00 and 19:00.

The premises' frontage shall be regularly monitored to keep it clean and clear of litter.

No accumulation of combustible rubbish, dirt, surplus material or stored goods shall be permitted to remain in any part of the premises except in an appropriate place and of such quantities so as not to cause a nuisance, obstruction or other safety hazard.

e) The protection of children from harm

The premises shall operate a Challenge 25 age verification policy.

Any customer who appears to be under the age of 25 and seeks to purchase alcohol or any other age-restricted product shall be required to produce valid photographic identification.

Acceptable identification shall be limited to:

- A valid passport;
- A UK photocard driving licence;
- A PASS-accredited proof of age card.
- A Military ID Card.

Clear and prominent signage advising customers that the premises operates a Challenge 25 policy shall be displayed at the entrance and at each point of sale.

A written refusals register shall be maintained recording all refusals of alcohol and age-restricted sales, including the date, time, product refused and reason for refusal. The register shall be retained for a minimum of 12 months and shall be reviewed regularly by the Designated Premises Supervisor. It shall be made available upon request by the Police, an authorised officer of the Council or an authorised Trading Standards Officer.

Continued from previous page...

Documented delegation of authorisations to sell alcohol shall be maintained at the premises and shall be available on request by the Police or an authorised officer of the Licensing Authority.

Section 17 of 18

NOTES ON REGULATED ENTERTAINMENT

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
 - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
 - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

Continued from previous page...

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

Section 18 of 18

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card. Please visit the 'Vary a Premises Licence' webpage on Herefordshire Council's website (www.herefordshire.gov.uk) for the details of the application fee required

* Fee amount (£)

DECLARATION

* I/we understand it is an offence, liable on conviction to a fine up to 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.

☒ Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

* Capacity

* Date / /
dd mm yyyy

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/herefordshire/change-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

OFFICE USE ONLY	
Applicant reference number	MILL STREET STORES
Fee paid	
Payment provider reference	
ELMS Payment Reference	
Payment status	
Payment authorisation code	
Payment authorisation date	
Date and time submitted	
Approval deadline	
Error message	
Is Digitally signed	☐

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [Next >](#)

**LICENSING ACT 2003
Part A - Premises Licence**

Premises licence number PR00966 (App to Transfer & Vary Premise DPS)

Part 1 - Premises details

Postal address of premises, or if none, ordnance survey map reference or description MILL STREET STORES 4-6 MILL STREET	
Post town HEREFORD	Postcode HR1 2NY
Telephone number	

Where the licence is time limited the dates Not applicable
--

Licensable activities authorised by the licence Provision of refreshment or alcohol 1. Sale by retail of alcohol (For consumption off the premises)

The times the licence authorises the carrying out of licensable activities Monday-Sunday: 06:00 - 20:00 Non standard timings: None Seasonal variations: None
--

The opening hours of the premises Monday-Sunday: 06:00 - 20:00 Non standard timings: None Seasonal variations: None

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies For consumption off the premises

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence SVTK LTD 15 Darwin Close Cheltenham Gloucestershire GL51 0UE
--

Registered number of holder, for example company number, charity number (where applicable) 16514817

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Kaviras Thankarajah

XXXXXX

XXXXXX

XXXXXX

XXXXXX

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Licence number: XXXXX

Issuing authority: XXXXX

Annex 1 - Mandatory conditions

Mandatory conditions where licence authorises supply of alcohol

No supply of alcohol may be made under the premises licence-

- (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
- (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Age verification

- The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
- The policy must require individuals who appear to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

Annex 2 - Conditions consistent with the operating Schedule

Licensing conditions / objectives

Prevention of Crime:

CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition. Equipment MUST be maintained in good working order, be correctly time and date stamped, recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.

The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format EITHER DISC or VHS to the Police/Local Authority on demand.

The Recording equipment and tapes/discs shall be kept in a secure environment under the control of the DPS or other responsible named individual.

All staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any equivalent training agreed by Herefordshire Council Trading Standards within 1 month of commencing employment at the premises. (Where there are existing staff this training shall be completed within 3 months of the date that this condition first appears on the licence). Along with retraining every six months. Training records shall be kept on the premises and

produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand

Public Safety:

An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:

- (a) all crimes reported to the venue
- (b) any complaints received
- (c) any incidents of disorder
- (d) (f) any faults in the CCTV system or searching equipment or scanning equipment
- (e) (h) any visit by a relevant authority or emergency service

Prevention of Public Nuisance:

Noise or vibration shall not emanate from the premises so as to cause a nuisance

Protection of Children:

The premises shall operate a Challenge 21 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of the Police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any serving area advertising the scheme operated.

A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

Annex 3 - Conditions attached after a hearing by the licensing authority

Not applicable

Annex 4 - Plans

As attached

**LICENSING ACT 2003
Part B - Premises licence summary**

Premises licence number PR00966 (App to Transfer & Vary Premise DPS)
Premises details

Postal address of premises, or if none, ordnance survey map reference or description MILL STREET STORES 4-6 MILL STREET	
Post town HEREFORD	Post code HR1 2NY
Telephone number	

Where the licence is time limited the dates Not applicable
--

Licensable activities authorised by the licence Provision of refreshment or alcohol 1. Sale by retail of alcohol (For consumption off the premises)

The times the licence authorises the carrying out of licensable activities Monday-Sunday: 06:00 - 20:00 Non standard timings: None Seasonal variations: None
--

The opening hours of the premises Monday-Sunday: 06:00 - 20:00
--

Name, (registered) address of holder of premises licence SVTK LTD 15 Darwin Close Cheltenham Gloucestershire GL51 0UE

Where the licence authorises supplies of alcohol whether these are on and/ or off supplies For consumption off the premises

Registered number of holder, for example company number, charity number (where applicable) 16514817

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol Kaviras Thankarajah
--

State whether access to the premises by children is restricted or prohibited The premises shall operate a Challenge 21 Policy.
--

[REDACTED]

[REDACTED] Mill Street

Hereford

HR1 2NY

[REDACTED]

14th July 2026

Attn: The Licensing Department

Herefordshire Council, Plough Lane, Hereford HR4 0LE

RE: Representation against the Premises Licence Variation Application

Premises Name: Mill Street Stores

Premises Address: 4-6 Mill Street, Hereford HR1 2NY

Dear Licensing Team,

I am writing as a local resident to formally register my objection and make a relevant representation regarding the application to vary the premises licence hours at the above property.

I strongly object to the proposed extension of hours for the sale of alcohol from 06:00 to 02:00, seven days a week. The premises is situated directly within a densely populated residential area. Granting these hours will severely undermine the licensing objectives, specifically **the prevention of public nuisance and the prevention of crime and disorder**.

My specific concerns regarding the licensing objectives are outlined below:

1. The Prevention of Public Nuisance

- **Sleep Disturbance and Noise:** A closing time of 02:00 means customers and potentially delivery drivers will be arriving, departing, slamming car doors, and revving engines in the early hours of the morning when background ambient noise is at its lowest. This will directly disrupt the sleep of nearby residents, including working adults and children.
- **Early Morning Disruption:** The proposed 06:00 opening time for alcohol sales risks attracting individuals seeking to buy alcohol at dawn, causing further noise and disturbance during typical resting hours.
- **Litter and Light Pollution:** Extended trading hours inevitably lead to increased litter (such as discarded cans, bottles, and packaging) in the immediate residential streets, as well as prolonged, intrusive light pollution from the shop's storefront signage late at night.

2. The Prevention of Crime and Disorder

- **Anti-Social Behaviour:** Operating as a late-night alcohol outlet until 02:00 will likely attract individuals who have already been drinking at local pubs or bars that have closed. This heavily increases the risk of alcohol-fuelled anti-social behaviour, loitering, shouting, and street drinking in what is otherwise a quiet neighbourhood.

3. The Protection of Children from Harm

- There are families with young children living in the immediate vicinity. Regular sleep interruption from late-night and early-morning patrons directly harms the well-being and health of local children.

Conclusion & Suggestions

The operating hours of a convenience shop or store in a residential area should reflect the nature of its surroundings. The proposed 06:00 – 02:00 hours are entirely disproportionate for this location and will encourage anti-social behaviour in a quiet, predominantly residential location which will further stretch police resources.

I respectfully urge the Licensing Committee to refuse this variation application. Alternatively, I ask that the hours for the sale of alcohol be restricted to standard daytime/evening hours (for example, concluding no later than 22:00) to protect the community.

Please keep me informed of any upcoming committee hearings or updates regarding this application.

Yours sincerely,

██████████

██████ Mill Street, Hereford



From: Website <no-reply@herefordshire.gov.uk>
Sent: 21 July 2026 09:28
To: Licensing <licensing@herefordshire.gov.uk>
Subject: Online form received: Comment on licensing application

Licensing - Comment on a licensing application FS858653007

Contact details

Name:

[REDACTED]

Address:

[REDACTED] Villa Street Hereford HR2 7AU

What is your interest in the premises you are making a representation about:
I am the City Council elected representative for the ward in which this premises falls

Name and address of premises you are making representation about:
Mill Street stores, Hereford

Prevention of crime and disorder

Give details of your objection or support for the application:
This is a well-knit residential area. Extending the licence to sell alcohol from 8.00pm currently an additional six hours deep into the night until 2.00am, certain to generate additional traffic movements and disturbance, is considered to be inimical to the right to quiet enjoyment of their homes required by local residents. This is clearly evidenced elsewhere where such licences have been granted. Such a licence extension therefore threatens most if not all four licensing objectives and should be refused.

Suggest any conditions:

Public safety

Give details of your objection or support for the application:
as above

Suggest any conditions:

Public nuisance

Give details of your objection or support for the application:
as above

Suggest any conditions:

Protection of children from harm

Give details of your objection or support for the application:
as above

Suggest any conditions:

Supporting evidence

What evidence do you have to support this information:
as above

From: [REDACTED]

Sent: 19 July 2026 12:47

To: Licensing <licensing@herefordshire.gov.uk>

Subject: Mill Street Stores 4-6 Mill Street, increase in licensing hours

I live just off Green street, close to the Mill Street Stores. I cannot believe that the owners of this business are applying for a late license to sell alcohol from 6am to 2am !

The refurbishment of these premises, including making facia changes to a Listed Building, appear to have increased the huge amount of alcohol and vapes they have on shelves. As a resident, I do not see the need to go beyond licensing of 9pm for the following reasons:

1. There are now three 'corner' shops within a radius of less than a quarter of a mile
2. This is a residential area with young children, families and older people
3. We frequently suffer the noise and disruption from the Barrells and The Victory pubs after 11pm,
4. If customers can leave a pub at closing time and then get further supplies of alcohol, the noise will increase
5. There will be temptation to party in the street outside the stores late at night, or take alcohol to Castle Green - this puts enormous increase of work on our police force - already stretched by other unsavoury behaviour that seems to be growing in Hereford City.

6. This area is a very long standing community area where families have grown up and we all support and help each other. However, it is changing rapidly, and not for the good, in my opinion.

7. Any potential disruption and noise will not impact on the owners who do not live here.

Yours faithfully

[REDACTED]
St Owen Gate
Hereford HR5 2QA

From: [REDACTED]
Sent: 20 July 2026 18:14
To: Licensing <licensing@herefordshire.gov.uk>
Subject: 4 - 6 Mill Street Stores Licensing extension request

Dear Sir/Ms.

I understand that Mill Street Stores have applied for an extension to sell alcohol seven nights a week 06:00 to 02:00 the next morning.

I live close to Mill Street Stores and have used it daily for 30 years. I value it as a neighbourhood grocery that supplies essentials from milk and newspapers to a range of tinned and frozen foods. When the store changed hands and was refurbished some months ago, I did notice the much larger range of alcohol, from beer, cider, and wine to shelves of hard liquor. This seemed excessive for a convenience store.

St James is a quiet, peaceful area, with numerous families, good schools within walking distance, and an adequate number of well-run, orderly pubs serving the neighbourhood. We have relatively little trouble with noise and crime found in some other areas of the city, at least partly because alcohol is sold in a well-regulated way at reasonable hours.

There is no need for a liquor store open late at night, which is what Mill Street Stores appears to be aiming for. Why would anyone be buying enough alcohol after the pubs close to justify staying open until 2 a.m.? This could attract the same kind of troubles found along Commercial Road late at night, where at least there are bouncers outside to help protect the public.

Do West Mercia Police think this is a positive step? Would there be extra policing to keep an eye on what is happening around Mill Street Stores?

Yours truly,

[REDACTED]
St Owen Gate

Hereford HR1 2QA

From: Licensing <licensing@herefordshire.gov.uk>
Sent: 28 July 2026 11:56
Subject: Mill Street Stores

OFFICIAL

Good morning

Thank you for your representation regarding the above application.

Before the Licensing Authority can determine whether your comments meet the criteria for a relevant representation under the Licensing Act 2003, we require some further clarification.

We would be grateful if you could provide some further detail in relation to your concerns.

Could you please provide:

- A time period for the historic concerns raised.
- Any evidence or information that demonstrates a likely impact on the licensing objectives arising specifically from Mill Street Stores

This information will help us determine whether your representation can be accepted which in turn will mean you will be able to address the Licensing Sub-Committee at the hearing.

Any further information will need to be received no later than Thursday 30 July 2026 at 16:00hrs.

Thank you for your assistance. We look forward to hearing from you

Regards
Licensing

Herefordshire.gov.uk

Licensing Team
Economy and Environment Directorate
Tel: 01432 261761
Plough Lane
Hereford
HR4 0LE

From: [REDACTED]
Sent: 30 July 2026 18:37
To: Licensing <licensing@herefordshire.gov.uk>
Subject: RE: Mill Street Stores

Dear Licensing

I am not sure what 'historic concerns' you refer to, but assume these could have been my experiences walking along Commercial Road from the railway station to 12 St Owen Gate, that being the best-lit and safest route later in the evening. I have arrived on a late train several times a month over the period 1997 – 2019 and again 2022 – 2026. When getting into Hereford after 9 p.m., especially in winter months when it is dark, and when there are no taxis at the station, I walk along Commercial Road, past clubs, pubs, takeaways, and shops where alcohol is sold. There are usually quite a few people outside, mostly male, drinking & talking. The later it is, the louder they are. I recognize that this strip is an entertainment area, so fair enough. People are enjoying themselves and are fairly unaware of the area around them.

However, Mill Street Stores is on a quiet road in a family neighbourhood. Having liquor for sale well after pubs have closed and all other shops have shut is likely to attract people to buy, then consume drink outside the shop and nearby. The small park along Mill Street and the Castle Green above are places where people could linger drinking well into the morning.

There is no problem with people buying alcohol all day and well into the evening elsewhere. Why bring trouble to a peaceful, family area by selling it late into the night in Mill Street?

Evidence of Mill Street Stores' Impact Since Mill Street Stores currently close at 8 p.m., there is no problem. I do not object to what they are selling within their current hours of 7 a.m. to 8 p.m. I do object to their remaining open until 2 a.m., providing totally unnecessary services to the community.

Yours truly,

██████████
 █████ St Owen Gate
 HR1 2QA

Dear Sir/madame,

Re: Application to vary the Premises Licence for Mill Street Stores, 4–6 Mill Street, Hereford, HR1 2NY

We act on behalf of the premises licence holder in connection with the application to vary the premises licence for Mill Street Stores.

We understand that you have submitted a representation regarding the application, particularly in relation to the proposed extension of the hours for the sale of alcohol and the opening of the premises until 02:00 each day.

The applicant fully appreciates that Mill Street Stores is located within a residential community and understands the importance of ensuring that the premises operates in a manner that does not cause disturbance to its neighbours. We are therefore writing to respond to the concerns raised and to provide further information about the nature of the application and the measures proposed to promote the licensing objectives.

Nature of the premises

The applicant took over the operation of Mill Street Stores in December 2025. Since that time, the premises has continued to operate as a neighbourhood convenience store selling groceries, household goods, confectionery, soft drinks, tobacco products and alcoholic beverages for consumption away from the premises.

The variation does not seek to change the premises into a bar, nightclub or entertainment venue. There will be:

1. no consumption of alcohol on the premises;
2. no seating for customers;
3. no regulated entertainment;
4. no music or other activity intended to attract customers to remain at the premises; and
5. no change to the fundamental nature of the business as a convenience store.

Customers ordinarily enter the shop, purchase the goods they require and leave within a short period. Alcohol will remain only one part of the overall retail offer and the premises will continue to provide a broad range of everyday convenience products.

The later hours are intended to meet demand from customers who require access to convenience goods later in the evening, including shift workers, hospitality staff, emergency service personnel, late-night commuters and local residents.

Responsible Authority consultation

The application has been considered by the Responsible Authorities, including West Mercia Police, Environmental Health, Trading Standards and the Licensing Authority.

No Responsible Authority has submitted a representation against the application.

While the applicant recognises that this does not remove the concerns raised by local residents, it is significant that the authorities with specialist responsibility for crime and disorder, noise, public nuisance and underage sales have not considered it necessary to object to the application or seek a reduction in the proposed hours.

Prevention of crime and disorder

The applicant takes the prevention of crime and disorder seriously and has proposed a comprehensive set of updated conditions.

A CCTV system will operate throughout the premises, covering the entrance, exit and areas where alcohol is displayed or sold. Recordings will be retained for at least 31 days and will be made available to the Police or authorised officers upon request.

All staff will receive documented training before they are permitted to sell alcohol. Training will include:

1. preventing sales to persons under the age of 18;
2. recognising intoxicated customers;
3. preventing proxy purchasing;
4. acceptable forms of identification;
5. recording refusals; and
6. the responsibilities of staff under the Licensing Act 2003.

A refusals register and an incident register will be maintained and regularly reviewed by management.

Any customer who is intoxicated, behaving in an anti-social manner or attempting to purchase alcohol on behalf of an underage person will be refused service.

The premises will also not ordinarily stock or sell beers, lagers or ciders exceeding 6.5% ABV, except where the products are genuine premium, craft or specialist products. This condition is intended to discourage street drinking and the purchase of inexpensive high-strength alcohol.

The premises will remain under the supervision of the Designated Premises Supervisor or another suitably trained manager whenever alcohol is being sold.

Prevention of public nuisance

We recognise that the principal concern raised by residents relates to the possibility of noise, vehicles, litter, street drinking or customers congregating outside the premises during the later hours.

The premises does not provide any facilities that would encourage customers to remain outside after making a purchase. Nevertheless, the applicant has proposed measures requiring staff to monitor and manage the immediate frontage of the premises.

Customers will be requested through prominent signage to:

1. leave the premises and surrounding area quietly;
2. respect the needs of neighbouring residents;
3. refrain from consuming alcohol in the immediate vicinity of the premises; and
4. dispose of litter responsibly.

Staff will regularly monitor the frontage of the premises and will take reasonable steps to discourage customers from congregating immediately outside where their behaviour may cause a nuisance.

Any litter associated with the premises will be removed promptly. Deliveries and refuse collections will be restricted to appropriate daytime hours so they do not cause disturbance during the late evening or early morning.

Any complaint concerning noise, anti-social behaviour, litter or disturbance associated with the premises will be recorded in the incident register. Management will investigate the matter and take appropriate remedial action.

To provide additional reassurance to residents, the applicant is also willing to agree to the following conditions:

1. Prominent and legible notices shall be displayed at the exit requesting customers to leave the premises and the surrounding area quietly and to respect the needs of local residents.
2. Prominent notices shall be displayed requesting customers not to consume alcohol purchased from the premises in the immediate vicinity of the premises.
3. Between 23:00 and the closure of the premises, staff shall regularly monitor the frontage and immediate vicinity of the premises, where it is safe and lawful to do so, to identify and address customer noise, litter or congregation associated with the premises.
4. Staff shall take all reasonable steps to prevent customers from congregating immediately outside the premises where their presence is causing, or is likely to cause, nuisance to neighbouring occupiers.
5. Any complaint concerning noise, litter, anti-social behaviour or disturbance associated with the premises shall be recorded in the premises incident register, together with details of any investigation and remedial action taken.
6. Any external illumination or illuminated advertising not required for security or public safety shall be switched off when the premises closes to the public.

These conditions would be legally enforceable and would provide the Licensing Authority with the ability to take action should the premises fail to comply.

Protection of children from harm

The premises will continue to operate a strict Challenge 25 policy.

Any person who appears to be under the age of 25 will be required to produce an acceptable form of photographic identification before being permitted to purchase alcohol. Acceptable

identification will be limited to a passport, UK photocard driving licence or PASS-accredited proof of age card.

Clear Challenge 25 notices will be displayed at the entrance and at the points of sale.

Staff will receive training on recognising false identification and suspected proxy purchasing. Any attempted underage sale or suspected proxy purchase will be refused and recorded. Where appropriate, the matter will also be reported to the Police.

There is no suggestion that the premises has been responsible for underage sales or harm to children under its current management.

Existing operation of the premises

The representations do not identify any current incidents of crime, disorder, noise nuisance, underage sales or anti-social behaviour caused by Mill Street Stores under the present management.

The applicant has operated the premises since December 2025 without any objection from the Responsible Authorities and has sought to introduce a substantially strengthened operating schedule as part of this application.

The applicant accepts that residents are entitled to raise concerns about what may happen if the hours are extended. However, the applicant respectfully considers that the concerns can be appropriately addressed through effective management and enforceable licence conditions rather than by refusing the application outright.

Moving forward

The applicant wishes to operate as a responsible member of the local community and does not want the premises to have an adverse effect on residents.

Should the variation be granted, management will remain available to discuss any genuine concerns arising from the operation of the premises and will work constructively with local residents, the Council, Police and other Responsible Authorities.

We hope that the information and additional conditions set out above provide reassurance that the applicant has carefully considered the potential impact of the proposed hours and has put appropriate measures in place to protect the local community.

In light of the nature of the premises, the comprehensive conditions proposed and the absence of any representations from the Responsible Authorities, we respectfully invite you to reconsider your representation.

Should you feel able to withdraw your representation, you may confirm this directly to Herefordshire Council's Licensing Team. Alternatively, if there are any specific additional measures that you believe could reasonably address your concerns, we would be pleased to consider them.

Yours sincerely,

Stephen Bartlett
For and on behalf of the applicant
Mill Street Stores
4-6 Mill Street
Hereford
HR1 2NY

PREVENTION OF CRIME

- PC1 CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.
Cameras shall encompass all ingress and egress to the premises, fire exits, outside areas, and all areas where the sale/ supply of alcohol occurs.
A monitor shall be mounted on the wall at the premises where it is clearly visible to all members of the public. The monitor shall show the live CCTV footage being recorded.
Equipment MUST be maintained in good working order , be correctly time and date stamped , recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.
The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format EITHER DISC or VHS to the Police/Local Authority on demand.
The Recording equipment and tapes/discs shall be kept in a secure environment under the control of the DPS or other responsible named individual. An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant, in the event of any failings actions taken are to be recorded.
In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police on contact number **101** immediately.
- PC 2 On Fridays and Saturdays ?????, Three (3) ????? SIA Licensed Door staff shall be employed at the premises as shown below until the termination of licensable activities. When employed externally Door staff shall wear hi-viz reflective jackets or vests. When employed internally they shall be readily identifiable as door staff.
Duties: One (1) Door-staff shall commence duty at 2200 hrs.
Two (2) further Door-staff shall commence duty at 2300 hrs when the premises operate for licensable activities.
After 2300 hrs - Two (2) SIA Licensed Door-staff shall be deployed at the main access and egress point(s) until the termination of licensable activities.
One (1) Licensed Door-staff shall be deployed patrolling the internal licensable area until the termination of all licensable activities
- PC3 The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose will employ SIA doorstaff on a risk assessed basis. The risk assessment shall be in writing and shall be made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police
- PC 4 The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers and shall be signed by the door supervisors as they commence and conclude duty. The register shall be made available on demand for inspection by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003), or the Police or an authorised officer of the SIA.

- PC 5 An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:
- (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system or searching equipment or scanning equipment
 - (g) any refusal of the sale of alcohol
 - (h) any visit by a relevant authority or emergency service
- PC 6 Toughened/Polycarbonate/plastic containers shall be used at all times when the premises operate for licensable activities. In the event that toughened/polycarbonate/plastic bottles cannot be provided by the suppliers, then all drinks will be dispensed and served in toughened/polycarbonate/plastic containers.
- PC 7 A Personal licence Holder shall be on duty within the licensed area of the premises at all times when the premises operate for the sale of alcohol.
- PC 8 The Premises Licence Holder/DPS shall successfully complete the BIIAB NCPLH level 2 (or recognised equivalent)
- PC 9 All bar staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any other training package equivalent to BIIAB level within one month of the date that this condition appears on this licence. (Where there are existing staff this training shall be completed within 3 months of the date that this condition first appears on the licence). Training records shall be kept on the premises and shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- PC 10 All existing staff shall be trained within one month of the date this condition appears on this licence. All new staff shall be trained within one month of taking up employment. All staff shall be re-trained six monthly thereafter. The training shall include:
- Drugs Awareness
 - Conflict resolution
 - Selling to under age person
 - Selling to drunks
- Training records shall be kept on the premises which shall show the area of training covered, the date of the training, the name of the person and shall be signed by the trainer and trainee. This shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) on demand.
- PC 11 No admission for new customers will be allowed to the premises after 0100 hrs ?????. Only existing patrons whose hand has been stamped by a member of staff – who step outside (i.e. smoking) will be allowed to return after that time.

- PC 12 Signage in not less than 32 font shall be clearly displayed prominently at the point of access to the premises in relation to the Admission Policy, Age Policy, Drug Policy, and Dress Policy.
- PC 13 The DPS and all other staff shall ensure that no vessels are taken off the premises by customers.
- PC 14 A secure disposal bin will be sited adjacent to the main access/egress door to facilitate disposal of glasses and bottles.
- PC 15 A drug safe shall be provided at the premises. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police.
- PC 16 A safe shall be provided at the premises for the storage of knives and other seized illegal items. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an authorised person.
- PC 17 No open containers will be removed from the premises.

PUBLIC SAFETY

- PS1 All staff shall wear clothing which identifies them as members of staff of the premises.
- PS2 A system shall be in place which is capable of showing the number of persons on the premises at any one time. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.
- PS3 Cylinders or containers of gas under pressure, other than Cellar Gases¹, shall not be used on the premises unless written notification has been given to the Licensing Authority.
- PS4 First aid
A First Aid Kit capable of treating for 21-50 people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain:
1 x Guidance Leaflet
60 x Washproof Plasters
6 x Eye Pads with Bandage
8 x Triangular Bandages
12 x Safety Pins

¹ Cellar Gases are those gases that are used in connection with beers, lagers and the like.

16 x Assorted Sterile Dressings
20 Moist Wipes
3 Pairs Disposable Gloves

- PS6 An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities. [An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]

Electrical & Gas Installations

- PS7 All electrical wiring and distribution systems shall have a current safety certificate which has been signed off by a competent person who is either registered with the ECA (<https://www.eca.co.uk/>) or NICEIC (<http://www.niceic.com/>) The sign off certificate shall be produced to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police on demand.
- PS8 All portable electrical equipment shall be powered through a sensitive earth leakage protection system (residual current device) having a rated residual operating current not exceeding 30 milliamps and a maximum operating limit of 30 milliseconds.
- PS9 The residual circuit device shall be tested at least once a week and a record of this check shall be kept at the premises.
- PS10 Any and all gas appliances (except cellar gas) used in the premises must have a current safety certificate signed off by a competent person whose name appears within the current Gas Safety register (GSR) <https://www.gassaferegister.co.uk/> . The sign off certificate shall be produced to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police on demand.

Hypnotism

- PS11 The Licensed premises shall not be used for any exhibition, demonstration or performance of hypnotism unless the hypnotist has been licensed by the relevant Local Authority in England or Wales. Any performance must comply in accordance with any conditions attached to that licence.

Maintenance, Repair and Cleanliness

- PS12 All parts of the premises and all fixtures and fittings therein including seating, door fastenings, notices, floors, carpets and furniture shall be kept clean and maintained in good order.

Special Effects

- PS13 The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority. Notification, together with a detailed description of the method of use, shall be

made to the Licensing Authority not less than 14 days prior to the day on which the laser equipment is to be used.

- PS14 Strobe lights shall be operated on a fixed rate of not more than four flashes per second. Where more than one strobe light is used, the flashes shall be synchronised. In any case, such lights shall not be installed without notify the Licensing Authority in writing.
- PS15 The use of foam shall not be permitted without prior notification, in writing, to the Licensing Authority.

Disabled people

- PS16 When disabled people are present, arrangements must exist to enable their safe evacuation in the event of an emergency. Details of the arrangements shall be recorded in writing and shall be made immediately available to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police on demand.
- PS17 Disabled people on the premises must be made aware of the evacuation procedure.
- PS18 All exits doors must be capable of being opened without the use of a key, card, code or similar means.
- PS19 Doors must be checked at least every 24 hours to ensure that they are capable of being opened. A record of this check shall be recorded in writing and shall be made immediately available to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police on demand.
- PS20 Any security fastenings fitted to any escape doors/routes must removed prior to the premises being opened to the public.
- PS21 Lighting
In the absence of adequate daylight, the lighting in any area accessible to the public, members or guests shall be sufficient (107 lux or more) to enable people to move about safely.
- PS22 Automatic emergency lighting, powered by an independent source, shall be provided. Any emergency lighting batteries shall be fully charged before the admission of the public, members or guests. In the event of the failure of normal lighting, arrangements shall be in place to ensure that the public, members or guests leave the premises within the period of one-third of the total predicted life of the emergency lighting battery, unless within that time normal lighting has been restored and the battery has been fully re-charged.
- PS23 Curtains, hangings, decorations and upholstery
No curtain, temporary decoration or item of a similar description shall obstruct any exit.
- PS24 Capacity limits
The maximum permitted numbers of persons in the premises including staff shall not exceed the numbers set within the fire risk assessment for the premises.

- PS25 The capacity limit for the premises shall be: 100
- PS26 Access for emergency vehicles
Access for emergency vehicles is kept clear and free from obstruction.
- PS27 Indoor sports entertainments
An appropriately qualified medical practitioner who is registered with the General Medical Council (GMC) shall be present throughout any sports entertainment involving boxing, wrestling, judo, karate or other sports entertainment of a similar nature.
- PS28 A medicinal supply of oxygen shall be immediately available on site and located close to ring.
- PS29 Any ring shall be supplied by a company whose business involves the construction of the same. Such business shall be registered at Companies House. A sign off certificate shall be used prior to its first use to state that the ring has been constructed in accordance with the manufactures instructions. The certificate shall be made available on demand to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003).
- PS31 At any wrestling/boxing or other entertainments of a similar nature, members of the public shall not be seated within 2.5 metres of the ring.

Prevention of Public Nuisance

- PN1 All windows will be kept shut after 2300 hours.
- PN2 Noise or vibration shall not emanate from the premises so as to cause a nuisance.
- PN3 The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.
- PN4 All doors and windows at the premises shall be kept closed after 2300 except during immediate access and egress.
- PN5 Live or Recorded music shall be restricted to the area marked on the premises plan
- PN6 Any speaker within the premises shall be directed away from any residential property
- PN7 Acoustic curtains shall be installed over all windows/doors and kept closed during times that the premises provide regulated entertainment
- PN8 All external doors shall be fitted with rubber seals to prevent noise breakout
- PN9 'Noise' from the premises must not be 'audible or discernable' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded

or live) or instrumental music (recorded or live) or a combination of both. Audible or discernable' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.

- PN10 Where regulated entertainment is provided, the premises licence holder or DPS or a responsible person nominated by either in writing will monitor noise emanating from the premises at least xxxxx hour/minutes to ensure that no noise nuisance is being caused and where there is shall cause the noise to be reduced. A written record shall be kept on the premises detailing the name of the person carrying out the monitoring, the monitoring locations, the date and time and the result obtained. Such record shall be made available on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or police.
- PN11 Any musical amplification system/equipment located at the premises, prior to use, shall be wired through a sound limiting device located in a separate and remote lockable cabinet. The level shall be pre-set by a responsible person in charge of the premises to ensure that no noise nuisance is caused to local residents. The operational panel of the noise limiter shall then be secured. The keys securing the noise limiter cabinet shall be held by the premises licence holder or authorised (in writing) manager only, and shall not be accessed by any other person.
- PN12 Loudspeakers shall not be located in the entrance lobby or external to any part of the premises.
- PN13 Alcohol consumed outside the premises building shall only be consumed by patrons seated at tables.
- PN14 Outside tables and chairs shall be rendered unusable by 23.00 each day.
- PN15 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- PN16 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to any beer garden, patio area, smoking area or similar, requesting the public to respect the needs of local residents and to be quiet.
- PN17 The use of explosives, pyrotechnics and fireworks of a similar nature shall not be used at the premises without written notification to the Licensing Authority.
- PN18 No waste such as bottles or refuse shall be placed outside the premises between 10pm hours and the end of licensable activities.

Noxious smells

- PN19 No noxious smell emanating from the premises shall cause a nuisance to nearby properties.

Light pollution

- PN20 Lighting outside premises including flashing lights shall not cause a nuisance to nearby properties, unless written consent has been obtained from the police to the effect that such lighting is necessary to promote the crime prevention objective.
- PN21 Recorded music volume shall not exceed LAeq 90 (5 min) 40 dba during the wind down period.
- PN22 The courtyard/garden shall not be used after 23:00 hours.
- PN23 No external area at the premises shall be used after 23:00 hours.
- PN24 The premises licence holder, or DPS, or nominated responsible person (in writing) shall ensure that noise and vibration does not emanate from the premises so as to cause a nuisance to any person residing in premises situated at

Protection of Children

- PCH1 No person under the age of 18 shall be permitted on the premises unless dining and accompanied by an adult aged 21 or over.
- PCH2 The premises shall operate a Challenge 21/25/30 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of an authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.
- PCH3 A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- PCH4 No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).
- PCH5 No person under the age of 18 years shall be permitted to be on the premises other than a member of staff employed at the premises or a child of the premises licence holder or DPS.
- PCH6 No person under the age of 18 years shall be permitted to be on the premises after 2300 hour other than a member of staff employed at the premises or a child of the premises licence holder or DPS

PCH7 No person under the age of 18 years shall be permitted on the premises when adult entertainment is provided.

PCH8 No person under the age of 18 shall be permitted on the premises during the time that any drinks promotion is in place.



Licensing Act 2003

2003 CHAPTER 17

PART 3

PREMISES LICENCES

Grant of premises licence

18 Determination of application for premises licence

- (1) This section applies where the relevant licensing authority—
 - (a) receives an application for a premises licence made in accordance with section 17, and
 - (b) is satisfied that the applicant has complied with any requirement imposed on him under subsection (5) of that section.
- (2) Subject to subsection (3), the authority must grant the licence in accordance with the application subject only to—
 - (a) such conditions as are consistent with the operating schedule accompanying the application, and
 - (b) any conditions which must under section 19, 20 or 21 be included in the licence.
- (3) Where relevant representations are made, the authority must—
 - (a) hold a hearing to consider them, unless the authority, the applicant and each person who has made such representations agree that a hearing is unnecessary, and
 - (b) having regard to the representations, take such of the steps mentioned in subsection (4) (if any) as it considers [^{F1}appropriate] for the promotion of the licensing objectives.
- (4) The steps are—
 - (a) to grant the licence subject to—

Changes to legislation: Licensing Act 2003, Section 18 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- (i) the conditions mentioned in subsection (2)(a) modified to such extent as the authority considers [^{F2}appropriate] for the promotion of the licensing objectives, and
 - (ii) any condition which must under section 19, 20 or 21 be included in the licence;
 - (b) to exclude from the scope of the licence any of the licensable activities to which the application relates;
 - (c) to refuse to specify a person in the licence as the premises supervisor;
 - (d) to reject the application.
- (5) For the purposes of subsection (4)(a)(i) the conditions mentioned in subsection (2)(a) are modified if any of them is altered or omitted or any new condition is added.
- (6) For the purposes of this section, “relevant representations” means representations which—
- (a) are about the likely effect of the grant of the premises licence on the promotion of the licensing objectives,
 - (b) meet the requirements of subsection (7),
 - (c) if they relate to the identity of the person named in the application as the proposed premises supervisor, meet the requirements of subsection (9), and
 - (d) are not excluded representations by virtue of section 32 (restriction on making representations following issue of provisional statement).
- (7) The requirements of this subsection are—
- (a) that the representations were made by [^{F3}a responsible authority or other person] within the period prescribed under section 17(5)(c),
 - (b) that they have not been withdrawn, and
 - (c) in the case of representations made by [^{F4}a person who is not a responsible authority], that they are not, in the opinion of the relevant licensing authority, frivolous or vexatious.
- (8) Where the authority determines for the purposes of subsection (7)(c) that any representations are frivolous or vexatious, it must notify the person who made them of the reasons for its determination.
- (9) The requirements of this subsection are that the representations—
- (a) were made by a chief officer of police for a police area in which the premises are situated, and
 - (b) include a statement that, due to the exceptional circumstances of the case, he is satisfied that the designation of the person concerned as the premises supervisor under the premises licence would undermine the crime prevention objective.
- [^{F5}(9A) Where a London licensing authority is to hold a hearing in accordance with subsection (3) in relation to an application of potential strategic importance to Greater London, the authority must give to the Greater London Authority—
- (a) in advance of the hearing, specified information relating to the hearing within the specified period;
 - (b) following the hearing, specified information relating to the hearing within the specified period.
- (9B) In subsection (9A)—

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“application of potential strategic importance to Greater London” means a licence application that has been notified to the London licensing authority by the Greater London Authority under section 17A(3) as being of potential strategic importance to Greater London;

“specified” means specified in regulations made by the Secretary of State.]

(10) In discharging its duty under subsection (2) or (3)(b), a licensing authority may grant a licence under this section subject to different conditions in respect of—

- (a) different parts of the premises concerned;
- (b) different licensable activities.

Textual Amendments

- F1** Word in s. 18(3)(b) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 109\(2\)\(a\)](#), 157(1) (with [s. 109\(15\)](#)); S.I. 2012/1129, art. 2(d)
- F2** Word in s. 18(4)(a)(i) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 109\(2\)\(b\)](#), 157(1) (with [s. 109\(15\)](#)); S.I. 2012/1129, art. 2(d)
- F3** Words in s. 18(7)(a) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 105\(4\)\(a\)](#), 157(1) (with [s. 105\(11\)](#)); S.I. 2012/1129, art. 2(d)
- F4** Words in s. 18(7)(c) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 105\(4\)\(b\)](#), 157(1) (with [s. 105\(11\)](#)); S.I. 2012/1129, art. 2(d)
- F5** [S. 18\(9A\)\(9B\)](#) inserted (29.4.2026 for specified purposes, 29.6.2026 in so far as not already in force) by [English Devolution and Community Empowerment Act 2026 \(c. 23\)](#), [s. 108\(1\)\(5\)](#), [Sch. 26 para. 8](#) (with [s. 102](#), [Sch. 26 para. 21](#))

Changes to legislation:

Licensing Act 2003, Section 18 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

View outstanding changes

Changes and effects yet to be applied to :

- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
- s. 2(1A) inserted by 2015 c. 20 s. 67(1)
- s. 8(1A) inserted by 2025 c. 10 Sch. 4 para. 2(b)
- s. 10(4)(e) and word inserted by 2011 c. 13 s. 121(3)(b)
- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
- s. 197A197B inserted by 2011 c. 13 s. 121(2)
- Sch. 3 Pt. 1 heading inserted by 2025 c. 10 Sch. 4 para. 6(3)
- Sch. 3 Pt. 2 inserted by 2025 c. 10 Sch. 4 para. 6(5)
- Sch. 3 Pt. 1 para. 1 words in Sch. 3 renumbered as Sch. 3 Pt. 1 para. 1 by 2025 c. 10 Sch. 4 para. 6(4)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
- s. 2(1A) inserted by 2015 c. 20 s. 67(1)
- s. 8(1A) inserted by 2025 c. 10 Sch. 4 para. 2(b)
- s. 10(4)(e) and word inserted by 2011 c. 13 s. 121(3)(b)
- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
- s. 197A197B inserted by 2011 c. 13 s. 121(2)
- Sch. 3 Pt. 1 heading inserted by 2025 c. 10 Sch. 4 para. 6(3)
- Sch. 3 Pt. 2 inserted by 2025 c. 10 Sch. 4 para. 6(5)
- Sch. 3 Pt. 1 para. 1 words in Sch. 3 renumbered as Sch. 3 Pt. 1 para. 1 by 2025 c. 10 Sch. 4 para. 6(4)



Licensing Act 2003

2003 CHAPTER 17

PART 3

PREMISES LICENCES

Variation of licences

34 Application to vary premises licence

- (1) The holder of a premises licence may apply to the relevant licensing authority for variation of the licence.
- (2) Subsection (1) is subject to regulations under—
 - (a) section 54 (form etc. of applications etc.);
 - (b) section 55 (fees to accompany applications etc.).
- (3) An application under this section must also be accompanied by the premises licence (or the appropriate part of that licence) or, if that is not practicable, by a statement of the reasons for the failure to provide the licence (or part).
- (4) This section does not apply to an application within section 37(1) (application to vary licence to specify individual as premises supervisor).
- [^{F1}(5) The functions of the Secretary of State under subsections (5) and (6) of section 17 (advertisements etc. of application) apply in relation to applications under this section as they apply in relation to applications under that section.]

Textual Amendments

- F1** S. 34(5) substituted (28.12.2009) by [The Provision of Services Regulations 2009 \(S.I. 2009/2999\)](#), [reg. 49\(3\)](#) (with [regs. 2, 5](#))

Changes to legislation: Licensing Act 2003, Section 34 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

Commencement Information

- II** S. 34(5) in force at 16.12.2003 by [S.I. 2003/3222](#), [art. 2](#), [Sch.](#); s. 34(1)-(4) in force for certain purposes at 7.2.2005 and 7.8.2005 otherwise by [S.I. 2004/2360](#), [art. 2](#), [Sch.](#); [S.I. 2005/2090](#), [art. 2](#), [Sch.](#)

Changes to legislation:

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- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
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- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
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Licensing Act 2003

2003 CHAPTER 17

PART 3

PREMISES LICENCES

Variation of licences

35 Determination of application under section 34

- (1) This section applies where the relevant licensing authority—
- (a) receives an application, made in accordance with section 34, to vary a premises licence, and
 - (b) is satisfied that the applicant has complied with any requirement imposed on him by virtue of subsection (5) of that section.
- (2) Subject to subsection (3) and section 36(6), the authority must grant the application.
- (3) Where relevant representations are made, the authority must—
- (a) hold a hearing to consider them, unless the authority, the applicant and each person who has made such representations agree that a hearing is unnecessary, and
 - (b) having regard to the representations, take such of the steps mentioned in subsection (4) (if any) as it considers [^{F1}appropriate] for the promotion of the licensing objectives.
- (4) The steps are—
- (a) to modify the conditions of the licence;
 - (b) to reject the whole or part of the application;
- and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.
- (5) In this section “relevant representations” means representations which—

Changes to legislation: Licensing Act 2003, Section 35 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- (a) are about the likely effect of the grant of the application on the promotion of the licensing objectives, and
 - (b) meet the requirements of subsection (6).
- (6) The requirements are—
- (a) that the representations are made by [^{F2}a responsible authority or other person] within the period prescribed under section 17(5)(c) by virtue of section 34(5),
 - (b) that they have not been withdrawn, and
 - (c) in the case of representations made by [^{F3}a person who is not a responsible authority], that they are not, in the opinion of the relevant licensing authority, frivolous or vexatious.
- (7) Subsections (2) and (3) are subject to sections [^{F4}19 to 21](which require certain conditions to be included in premises licences).
- [^{F5}(8) Where a London licensing authority is to hold a hearing in accordance with subsection (3) in relation to an application to vary of potential strategic importance to Greater London, the authority must give to the Greater London Authority—
- (a) in advance of the hearing, specified information relating to the hearing within the specified period;
 - (b) following the hearing, specified information relating to the hearing within the specified period.
- (9) In this section—
- “application to vary of potential strategic importance to Greater London” means an application to vary a premises licence that has been notified to the London licensing authority by the Greater London Authority under section 34A(3);
- “specified” means specified in regulations made by the Secretary of State.]

Textual Amendments

- F1** Word in s. 35(3)(b) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011](#) (c. 13), [ss. 109\(6\)](#), [157\(1\)](#) (with [s. 109\(15\)](#)); [S.I. 2012/1129](#), [art. 2\(d\)](#)
- F2** Words in s. 35(6)(a) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011](#) (c. 13), [ss. 105\(6\)\(a\)](#), [157\(1\)](#) (with [s. 105\(11\)](#)); [S.I. 2012/1129](#), [art. 2\(d\)](#)
- F3** Words in s. 35(6)(c) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011](#) (c. 13), [ss. 105\(6\)\(b\)](#), [157\(1\)](#) (with [s. 105\(11\)](#)); [S.I. 2012/1129](#), [art. 2\(d\)](#)
- F4** Words in s. 35(7) substituted (29.1.2010) by [Policing and Crime Act 2009](#) (c. 26), [ss. 112](#), [116](#), [Sch. 7 para. 32](#); [S.I. 2010/125](#), [art. 2\(t\)](#)
- F5** [S. 35\(8\)\(9\)](#) inserted (29.4.2026 for specified purposes, 29.6.2026 in so far as not already in force) by [English Devolution and Community Empowerment Act 2026](#) (c. 23), [s. 108\(1\)\(5\)](#), [Sch. 26 para. 14](#) (with [s. 102](#), [Sch. 26 para. 21](#))

Commencement Information

- I1** [S. 35](#) in force for certain purposes at 7.2.2005 and 7.8.2005 otherwise by [S.I. 2004/2360](#), [art. 2\(1\)](#), [Sch.](#); [S.I. 2005/2090](#), [art. 2](#), [Sch.](#)

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Home Office

Revised Guidance issued under section 182 of the Licensing Act 2003

February 2026

Revised Guidance issued under section 182 of the Licensing Act 2003

February 2026



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Contents

1. Introduction	5
2. The licensing objectives	9
3. Licensable activities	17
4. Personal licences	23
5. Who needs a premises licence?	39
6. Club premises certificates	43
7. Temporary Event Notices (TENs)	45
8. Applications for premises licences	51
9. Determining applications	70
10. Conditions attached to premises licences and club premises certificates	78
11. Reviews	88
12. Summary reviews	94
13. Appeals	102
14. Statements of licensing policy	104
15. Licence fees	119
16. Regulated entertainment	120
17. Early morning alcohol restriction orders	136

Applying conditions to a TEN

- 7.38 The 2003 Act provides that only the licensing authority can impose conditions to a TEN from the existing conditions on the premises licence or club premises certificate at the venue. The licensing authority can only do so:
- if the police or the EHA have objected to the TEN;
 - if that objection has not been withdrawn;
 - if there is a licence or certificate in relation to at least a part of the premises in respect of which the TEN is given;
 - and if the licensing authority considers it appropriate for the promotion of the licensing objectives to impose one or more conditions.
- 7.39 This decision is one for the licensing authority alone, regardless of the premises user's views or willingness to accept conditions. The conditions must be notified to the premises user on the form prescribed by regulations.

Duty of premises users to keep and produce TENs

- 7.40 Where a TEN is not prominently displayed at the premises, the police and licensing officers have the right under sections 109(5) and (6) of the 2003 Act to request the premises user (or relevant nominated person who has the TEN in their custody) to produce the TEN for examination. If the police do not intervene when a TEN is given, they will still be able to rely on their powers of closure under the Anti-social Behaviour, Crime and Policing Act 2014³.

8. Applications for premises licences

Relevant licensing authority

- 8.1 Premises licences are issued by the licensing authority in which the premises are situated or, in the case of premises straddling an area boundary, the licensing authority where the greater part of the premises is situated. Where the premises is located equally in two or more areas, the applicant may choose but, in these rare cases, it is important that each of the licensing authorities involved maintain close contact.
- 8.2 Section 13 of the 2003 Act defines the parties holding important roles in the context of applications, inspection, monitoring and reviews of premises licences.

Authorised persons

- 8.3 The first group –“authorised persons”– are bodies empowered by the 2003 Act to carry out inspection and enforcement roles. The police and immigration officers are not included because they are separately empowered by the 2003 Act to carry out their duties.
- 8.4 For all premises, the authorised persons include:
- officers of the licensing authority;
 - fire inspectors;

³ For further guidance on the closure power under the 2014 Act, please refer to:

www.gov.uk/government/uploads/system/uploads/attachment_data/file/352562/ASB_Guidance_v8_July2014_final_2_.pdf

- inspectors with responsibility in the licensing authority's area for the enforcement of the Health and Safety at Work etc Act 1974;
- officers of the local authority exercising environmental health functions

- 8.5 Local authority officers will most commonly have responsibility for the enforcement of health and safety legislation, but the Health and Safety Executive is responsible for certain premises. In relation to vessels, authorised persons also include an inspector or a surveyor of ships appointed under section 256 of the Merchant Shipping Act 1995. These would normally be officers acting on behalf of the Maritime and Coastguard Agency. The Secretary of State may prescribe other authorised persons by means of regulations, but has not currently prescribed any additional bodies. If any are prescribed, details will be made available on the GOV.UK website.
- 8.6 Where an immigration officer has reason to believe that any premises are being used for a licensable activity, the officer may enter the premises with a view to seeing whether an offence under any of the Immigration Acts is being committed in connection with the licensable activity.

Responsible authorities

- 8.7 The second group –“responsible authorities”– are public bodies that must be fully notified of applications and that are entitled to make representations to the licensing authority in relation to the application for the grant, variation or review of a premises licence. These representations must still be considered ‘relevant’ by the licensing authority and relate to one or more of the licensing objectives. For all premises, responsible authorities include:
- the relevant licensing authority and any other licensing authority in whose area part of the premises is situated;
 - the chief officer of police;
 - the local fire and rescue authority;
 - the relevant enforcing authority under the Health and Safety at Work etc Act 1974;
 - the local authority with responsibility for environmental health;
 - the local planning authority;
 - a body that represents those who are responsible for, or interested in, matters relating to the protection of children from harm;
 - each local authority's Director of Public Health (DPH) in England⁴ and Local Health Boards (in Wales);
 - the local weights and measures authority (trading standards); and
 - Home Office Immigration Enforcement (on behalf of the Secretary of State).
- 8.8 The licensing authority should indicate in its statement of licensing policy which body it recognises to be competent to advise it on the protection of children from harm. This may be the local authority social services department, the Local Safeguarding Children Board or another competent body. This is important as applications for premises

⁴ This change was made as a result of the commencement of measures in the Health and Social Care Act 2012 which amended the 2003 Act and further provision in the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

licences have to be copied to the responsible authorities in order for them to make any representations they think are relevant.

- 8.9 In relation to a vessel, responsible authorities also include navigation authorities within the meaning of section 221(1) of the Water Resources Act 1991 that have statutory functions in relation to the waters where the vessel is usually moored or berthed, or any waters where it is proposed to be navigated when being used for licensable activities; the Environment Agency; the Canal and River Trust; and the Secretary of State (who in practice acts through the Maritime and Coastguard Agency (MCA)). In practice, the Environment Agency and the Canal and River Trust only have responsibility in relation to vessels on waters for which they are the navigation statutory authority.
- 8.10 The MCA is the lead responsible authority for public safety, including fire safety, affecting passenger ships (those carrying more than 12 passengers) wherever they operate and small commercial vessels (carrying no more than 12 passengers) which go to sea. The safety regime for passenger ships is enforced under the Merchant Shipping Acts by the MCA which operates certification schemes for these vessels. Fire and rescue authorities, the Health and Safety Executive and local authority health and safety inspectors should normally be able to make “nil” returns in relation to such vessels and rely on the MCA to make any appropriate representations in respect of this licensing objective.
- 8.11 Merchant Shipping legislation does not, however, apply to permanently moored vessels. So, for example, restaurant ships moored on the Thames Embankment, with permanent shore connections should be considered by the other responsible authorities concerned with public safety, including fire safety. Vessels carrying no more than 12 passengers which do not go to sea are not subject to MCA survey and certification, but may be licensed by the local port or navigation authority.
- 8.12 The Secretary of State may prescribe other responsible authorities by means of regulations. Any such regulations are published on the Government’s legislation website: www.legislation.gov.uk.

Other persons

- 8.13 As well as responsible authorities, any other person can play a role in a number of licensing processes under the 2003 Act. This includes any individual, body or business entitled to make representations to licensing authorities in relation to applications for the grant, variation, minor variation or review of premises licences and club premises certificates, regardless of their geographic proximity to the premises. In addition, these persons may themselves seek a review of a premises licence. Any representations made by these persons must be ‘relevant’, in that the representation relates to one or more of the licensing objectives. It must also not be considered by the licensing authority to be frivolous or vexatious. In the case of applications for reviews, there is an additional requirement that the grounds for the review should not be considered by the licensing authority to be repetitious. Chapter 9 of this guidance (paragraphs 9.4 to 9.10) provides more detail on the definition of relevant, frivolous and vexatious representations.
- 8.14 While any of these persons may act in their own right, they may also request that a representative makes the representation to the licensing authority on their behalf. A representative may include a legal representative, a friend, a Member of Parliament, a

Member of the Welsh Government, or a local ward or parish councillor who can all act in such a capacity.

Who can apply for a premises licence?

- 8.15 Any person (if an individual aged 18 or over) who is carrying on or who proposes to carry on a business which involves the use of premises (any place including one in the open air) for licensable activities may apply for a premises licence either on a permanent basis or for a time-limited period.
- 8.16 “A person” in this context includes, for example, a business or a partnership. Licensing authorities should not require the nomination of an individual to hold the licence or determine the identity of the most appropriate person to hold the licence.
- 8.17 In considering joint applications (which is likely to be a rare occurrence), it must be stressed that under section 16(1)(a) of the 2003 Act each applicant must be carrying on a business which involves the use of the premises for licensable activities. In the case of public houses, this would be easier for a tenant to demonstrate than for a pub owning company that is not itself carrying on licensable activities. Where licences are to be held by businesses, it is desirable that this should be a single business to avoid any lack of clarity in accountability.
- 8.18 A public house may be owned, or a tenancy held, jointly by a husband and wife, civil partners or other partnerships of a similar nature, and both may be actively involved in carrying on the licensable activities. In these cases, it is entirely possible for the husband and wife or the partners to apply jointly as applicant for the premises licence, even if they are not formally partners in business terms. This is unlikely to lead to the same issues of clouded accountability that could arise where two separate businesses apply jointly for the licence. If the application is granted, the premises licence would identify the holder as comprising both names and any subsequent applications, for example for a variation of the licence, would need to be made jointly.
- 8.19 A wide range of other individuals and bodies set out in section 16 of the 2003 Act may apply for premises licences. They include, for example, Government Departments, local authorities, hospitals, schools, charities or police forces. In addition to the bodies listed in section 16, the Secretary of State may prescribe by regulations other bodies that may apply and any such regulations are published on the Government’s legislation website. There is nothing in the 2003 Act which prevents an application being made for a premises licence at premises where a premises licence is already held.

Application forms

- 8.20 The Provision of Services Regulations 2009 require local authorities to ensure that all procedures relating to access to, or the exercise of, a service activity may be easily completed, at a distance and by electronic means. Electronic application facilities for premises licences may be found either on GOV.UK or the licensing authority’s own website. It remains acceptable to make an application in writing.

Electronic applications

- 8.21 Applicants may apply using the licence application forms available on GOV.UK, or will be re-directed from GOV.UK to the licensing authority’s own electronic facility if one is available. Applicants may also apply directly to the licensing authority’s facility without going through GOV.UK.

Electronic applications using forms on gov.uk

- 8.22 GOV.UK will send a notification to the licensing authority when a completed application form is available for it to download from GOV.UK. This is the day that the application is taken to be 'given' to the licensing authority, even if it is downloaded at a later stage, and the application must be advertised from the day after that day (as for a written application). The licensing authority must acknowledge the application as quickly as possible, specifying the statutory time period and giving details of the appeal procedure.
- 8.23 The period of 28 consecutive days during which the application must be advertised on a notice outside the premises is, effectively, the statutory timescale by which the application must be determined (unless representations are made). This will be published on GOV.UK and must also be published on the licensing authority's own electronic facility if one exists. If no representations are made during this period, the licensing authority must notify the applicant as quickly as possible that the licence has been granted. The licensing authority must send the licence to the applicant as soon as possible after this, but the applicant may start the licensed activity as soon as they have been notified that the application is granted (subject to compliance with the conditions of the licence). The licence may be supplied in electronic or written format as long as the applicant is aware which document constitutes 'the licence'. If representations are made, the guidance in Chapter 9 applies.

Requirement to copy application to responsible authorities

- 8.24 The licensing authority must copy electronic applications, made via GOV.UK or its own facility, to responsible authorities no later than the first working day after the application is given. However, if an applicant submits any part of their application in writing, the applicant will remain responsible for copying it to responsible authorities.

Applications via the local authority electronic application facility

- 8.25 Where applications are made on the licensing authority's own electronic facility, the application will be taken to be 'given' when the applicant has submitted a complete application form and paid the fee. The application is given at the point at which it becomes accessible to the authority by means of the facility. The licensing authority must acknowledge the application as quickly as possible, specifying the statutory time period and giving details of the appeal procedure.

'Holding' and 'deferring' electronic applications

- 8.26 The Government recommends (as for written applications) that electronic applications should not be returned if they contain obvious and minor errors such as typing mistakes, or small errors that can be rectified with information already in the authority's possession. However, if this is not the case and required information is missing or incorrect, the licensing authority may 'hold' the application until the applicant has supplied all the required information. This effectively resets the 28 day period for determining an application and may be done any number of times until the application form is complete. Licensing authorities must ensure that they notify the applicant as quickly as possible of any missing (or incorrect) information, and explain how this will affect the statutory timescale and advertising requirements.
- 8.27 If an application has been given at the weekend, the notice advertising the application (where applicable) may already be displayed outside the premises by the time that the licensing authority downloads the application. It is therefore recommended that, if a

licensing authority holds an application, it should inform the applicant that the original (or if necessary, amended) notice must be displayed until the end of the revised period. The licensing authority should also advise the applicant that they should not advertise the application in a local newspaper until they have received confirmation from the licensing authority that the application includes all the required information. To ensure clarity for applicants, the Government recommends that licensing authorities include similar advice on their electronic application facilities (where these exist) to ensure that applicants do not incur any unnecessary costs.

- 8.28 If an applicant persistently fails to supply the required information, the licensing authority may refuse the application and the applicant must submit a new application.
- 8.29 Licensing authorities may also 'defer' electronic applications once if the application is particularly complicated, for example if representations are received and a hearing is required. This allows the licensing authority to extend the statutory time period for the determination of the application by such time as is necessary, including, if required, arranging and holding a hearing. Licensing authorities must ensure that applicants are informed as quickly as possible of a decision to defer, and the reasons for the deferral, before the original 28 days has expired.

Written applications

- 8.30 A written application for a premises licence must be made in the prescribed form to the relevant licensing authority and be copied to each of the appropriate responsible authorities. For example, it would not be appropriate to send an application for premises which was not a vessel to the Maritime and Coastguard Agency. The application must be accompanied by:
- the required fee (details of fees may be viewed on the GOV.UK website);
 - an operating schedule (see below);
 - a plan of the premises in a prescribed form; and
 - if the application involves the supply of alcohol, a form of consent from the individual who is to be specified in the licence as the designated premises supervisor (DPS).
- 8.31 If the application is being made by an individual it should be accompanied by acceptable evidence of entitlement to work in the UK (this includes where the application is submitted electronically), as set out in the application form ([see paragraph 4.9](#))
- 8.32 If the application is being made in respect of a community premises, it may be accompanied by the form of application to apply the alternative licence condition.
- 8.33 Guidance on completing premises licence, club premises certificate and minor variation forms can be found on the GOV.UK website. The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 contain provision about the prescribed form of applications, operating schedules and plans and are published on the [legislation.gov.uk](https://www.legislation.gov.uk) website.

Plans

- 8.34 Plans, for written and electronic applications, will not be required to be submitted in any particular scale, but they must be in a format which is "clear and legible in all material respects", i.e. they must be accessible and provides sufficient detail for the licensing authority to be able to determine the application, including the relative size of any

the copy, and if satisfied that in the exceptional circumstances of the case failure to cancel the interim authority would undermine the crime prevention objective, the police may give a notice to that effect to the licensing authority. Similarly, the Home Office (Immigration Enforcement) may give a notice to the licensing authority if satisfied that the exceptional circumstances of the case are such that failure to cancel the interim authority would undermine the prevention of illegal working in licensed premises. In such circumstances, the licensing authority must hold a hearing to consider the objection notice and cancel the interim authority notice if it decides that it is appropriate to do so for the promotion of the crime prevention objective.

- 8.108 Licensing authorities should be alert to the need to consider the objection quickly. Under section 50 of the 2003 Act, where the premises licence lapses (because of death, incapacity or insolvency of the holder or because the holder is no longer entitled to work in the UK) or by its surrender, but no interim authority notice has effect, a person who may apply for the grant of a premises licence under section 16(1) may apply within 28 consecutive days of the lapse for the transfer of the licence to them with immediate effect pending the determination of the application. This will result in the licence being reinstated from the point at which the transfer application was received by the licensing authority. Where the application is made in writing, the person applying for the transfer must copy their application to the chief officer of police and the Home Office (Immigration Enforcement). If the application is made electronically the licensing authority must copy the application to the police and the Home Office (Immigration Enforcement).

Right of freeholders etc to be notified of licensing matters

- 8.109 A person (which will include a business or company) with a property interest in any premises situated in the licensing authority's area may give notice of their interest to the authority using a prescribed form and on payment of the relevant fee. The application may be made in writing or electronically via GOV.UK or the licensing authority's own facility, in which case the guidance at paragraphs 8.21 to 8.29 applies. Details of fees and forms are available on the GOV.UK website. It is entirely at the discretion of such persons whether they choose to register or not. It is not a legal requirement. Those who may take advantage of this arrangement include the freeholder or leaseholder, a legal mortgagee in respect of the premises, a person in occupation of the premises or any other person prescribed by the Secretary of State.
- 8.110 The notice will have effect for 12 months but a new notice can be given every year. While the notice has effect, if any change relating to the premises concerned has been made to the licensing register (which the licensing authority has a duty to keep under section 8 of the 2003 Act), the licensing authority must notify the person who registered an interest of the matter to which the change relates. The person will also be notified of their right under section 8 to request a copy of the information contained in any entry in the register. In cases relating to interim authority notices (see above), it is important that such communications are dealt with promptly.

9. Determining applications

General

- 9.1 When a licensing authority receives an application for a new premises licence or an application to vary an existing premises licence, it must determine whether the application has been made in accordance with section 17 of the 2003 Act, and in accordance with regulations made under sections 17(3) to (6), 34, 42, 54 and 55 of the 2003 Act. It must similarly determine applications for the grant of club premises certificates made in accordance with section 71 of the 2003 Act, and in accordance with regulations made under sections 71(4) to (7), 84, 91 and 92 of the 2003 Act. This means that the licensing authority must consider among other things whether the application has been properly advertised in accordance with those regulations.

Where no representations are made

- 9.2 A hearing is not required where an application has been properly made and no responsible authority or other person has made a relevant representation or where representations are made and subsequently withdrawn. In these cases, the licensing authority must grant the application in the terms sought, subject only to conditions which are consistent with the operating schedule and relevant mandatory conditions under the 2003 Act. This should be undertaken as a simple administrative process by the licensing authority's officials who may replicate some of the proposals contained in the operating schedule to promote the licensing objectives in the form of clear and enforceable licence conditions. Licensing authorities should not hold hearings for uncontested applications, for example in situations where representations have been made and conditions have subsequently been agreed.

Where representations are made

- 9.3 Where a representation concerning the licensing objectives is made by a responsible authority about a proposed operating schedule and it is relevant (see paragraphs 9.4 to 9.10 below), the licensing authority's discretion will be engaged. It will also be engaged if another person makes relevant representations to the licensing authority, which are also not frivolous or vexatious (see paragraphs 9.4 to 9.10 below). Relevant representations can be made in opposition to, or in support of, an application and can be made by any individual, body or business that has grounds to do so.

Relevant, vexatious and frivolous representations

- 9.4 A representation is "relevant" if it relates to the likely effect of the grant of the licence on the promotion of at least one of the licensing objectives. For example, a representation from a local businessperson about the commercial damage caused by competition from new licensed premises would not be relevant. On the other hand, a representation by a businessperson that nuisance caused by new premises would deter customers from entering the local area, and the steps proposed by the applicant to prevent that nuisance were inadequate, would be relevant. In other words, representations should relate to the impact of licensable activities carried on from premises on the objectives. For representations in relation to variations to be relevant, they should be confined to the subject matter of the variation. There is no requirement for a responsible authority or other person to produce a recorded history of problems at premises to support their representations, and in fact this would not be possible for new premises.

- 9.5 It is for the licensing authority to determine whether a representation (other than a representation from a responsible authority) is frivolous or vexatious on the basis of what might ordinarily be considered to be vexatious or frivolous. A representation may be considered to be vexatious if it appears to be intended to cause aggravation or annoyance, whether to a competitor or other person, without reasonable cause or justification. Vexatious circumstances may arise because of disputes between rival businesses and local knowledge will therefore be invaluable in considering such matters. Licensing authorities can consider the main effect of the representation, and whether any inconvenience or expense caused by it could reasonably be considered to be proportionate.
- 9.6 Frivolous representations would be essentially categorised by a lack of seriousness. Frivolous representations would concern issues which, at most, are minor and in relation to which no remedial steps would be warranted or proportionate.
- 9.7 Any person who is aggrieved by a rejection of their representations on either of these grounds may lodge a complaint through the local authority's corporate complaints procedure. A person may also challenge the authority's decision by way of judicial review.
- 9.8 Licensing authorities should not take decisions about whether representations are frivolous, vexatious or relevant to the licensing objectives on the basis of any political judgement. This may be difficult for councillors who receive complaints from residents within their own wards. If consideration is not to be delegated, contrary to the recommendation in this Guidance, an assessment should be prepared by officials for consideration by the sub- committee before any decision is taken that necessitates a hearing. Any councillor who considers that their own interests are such that they are unable to consider the matter independently should disqualify themselves.
- 9.9 It is recommended that, in borderline cases, the benefit of the doubt about any aspect of a representation should be given to the person making that representation. The subsequent hearing would then provide an opportunity for the person or body making the representation to amplify and clarify it.
- 9.10 Licensing authorities should consider providing advice on their websites about how any person can make representations to them.

The role of responsible authorities

- 9.11 Responsible authorities under the 2003 Act are automatically notified of all new applications. While all responsible authorities may make representations regarding applications for licences and club premises certificates and full variation applications, it is the responsibility of each responsible authority to determine when they have appropriate grounds to do so.
- 9.12 Each responsible authority will be an expert in their respective field, and in some cases it is likely that a particular responsible authority will be the licensing authority's main source of advice in relation to a particular licensing objective. For example, the police have a key role in managing the night-time economy and should have good working relationships with those operating in their local area⁵. The police should usually

⁵ Police and Crime Commissioners are expected to have a central role working in partnership with local authorities, enforcement bodies and other local partners to decide on what action is needed to tackle alcohol- related crime and disorder in their areas. However, the Chief Officer of Police remains the named responsible authority under the 2003 Act.

therefore be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective. However, any responsible authority under the 2003 Act may make representations with regard to any of the licensing objectives if they have evidence to support such representations. Licensing authorities must therefore consider all relevant representations from responsible authorities carefully, even where the reason for a particular responsible authority's interest or expertise in the promotion of a particular objective may not be immediately apparent. However, it remains incumbent on all responsible authorities to ensure that their representations can withstand the scrutiny to which they would be subject at a hearing.

Licensing authorities acting as responsible authorities

- 9.13 Licensing authorities are included in the list of responsible authorities. A similar framework exists in the Gambling Act 2005. The 2003 Act does not require responsible authorities to make representations about applications for the grant of premises licences or to take any other steps in respect of different licensing processes. It is, therefore, for the licensing authority to determine when it considers it appropriate to act in its capacity as a responsible authority; the licensing authority should make this decision in accordance with its duties under section 4 of the 2003 Act.
- 9.14 Licensing authorities are not expected to act as responsible authorities on behalf of other parties (for example, local residents, local councillors or community groups) although there are occasions where the authority may decide to do so. Such parties can make relevant representations to the licensing authority in their own right, and it is reasonable for the licensing authority to expect them to make representations themselves where they are reasonably able to do so. However, if these parties have failed to take action and the licensing authority is aware of relevant grounds to make a representation, it may choose to act in its capacity as responsible authority.
- 9.15 It is also reasonable for licensing authorities to expect that other responsible authorities should intervene where the basis for the intervention falls within the remit of that other responsible authority. For example, the police should make representations where the representations are based on concerns about crime and disorder. Likewise, it is reasonable to expect the local authority exercising environmental health functions to make representations where there are concerns about noise nuisance. Each responsible authority has equal standing under the 2003 Act and may act independently without waiting for representations from any other responsible authority.
- 9.16 The 2003 Act enables licensing authorities to act as responsible authorities as a means of early intervention; they may do so where they consider it appropriate without having to wait for representations from other responsible authorities. For example, the licensing authority may (in a case where it has published a cumulative impact assessment) consider that granting a new licence application will add to the cumulative impact of licensed premises in its area and therefore decide to make representations to that effect, without waiting for any other person to do so.
- 9.17 In cases where a licensing authority is also acting as responsible authority in relation to the same process, it is important to achieve a separation of responsibilities within the authority to ensure procedural fairness and eliminate conflicts of interest. In such cases licensing determinations will be made by the licensing committee or sub committee comprising elected members of the authority (although they are advised by a licensing

officer). Therefore, a separation is achieved by allocating distinct functions (i.e. those of licensing authority and responsible authority) to different officials within the authority.

- 9.18 In these cases, licensing authorities should allocate the different responsibilities to different licensing officers or other officers within the local authority to ensure a proper separation of responsibilities. The officer advising the licensing committee (i.e. the authority acting in its capacity as the licensing authority) must be a different person from the officer who is acting for the responsible authority. The officer acting for the responsible authority should not be involved in the licensing decision process and should not discuss the merits of the case with those involved in making the determination by the licensing authority. For example, discussion should not take place between the officer acting as responsible authority and the officer handling the licence application regarding the merits of the case. Communication between these officers in relation to the case should remain professional and consistent with communication with other responsible authorities. Representations, subject to limited exceptions, must be made in writing. It is for the licensing authority to determine how the separate roles are divided to ensure an appropriate separation of responsibilities. This approach may not be appropriate for all licensing authorities and many authorities may already have processes in place to effectively achieve the same outcome.
- 9.19 Smaller licensing authorities, where such a separation of responsibilities is more difficult, may wish to involve officials from outside the licensing department to ensure a separation of responsibilities. However, these officials should still be officials employed by the authority.

Health bodies acting as responsible authorities

- 9.20 Where a local authority's Director of Public Health in England (DPH) or Local Health Board (LHB) (in Wales) exercises its functions as a responsible authority, it should have sufficient knowledge of the licensing policy and health issues to ensure it is able to fulfil those functions. If the authority wishes to make representations, the DPH or LHB will need to decide how best to gather and coordinate evidence from other bodies which exercise health functions in the area, such as emergency departments and ambulance services.
- 9.21 Health bodies may hold information which other responsible authorities do not, but which would assist a licensing authority in exercising its functions. This information may be used by the health body to make representations in its own right or to support representations by other responsible authorities, such as the police. Such representations can potentially be made on the grounds of all four licensing objectives. Perhaps the most obvious example is where drunkenness leads to accidents and injuries from violence, resulting in attendances at emergency departments and the use of ambulance services. Some of these incidents will be reported to the police, but many will not. Such information will often be relevant to the public safety and crime and disorder objectives.
- 9.22 However, health bodies are encouraged to make representations in respect of any of the four licensing objectives without necessarily seeking views from other responsible authorities where they have appropriate evidence to do so. There is also potential for health bodies to participate in the licensing process in relation to the protection of children from harm. This objective not only concerns the physical safety of children, but also their moral and psychological well being.

- 9.23 Evidence relating to under 18s alcohol-related emergency department attendance, hospital admissions and underage sales of alcohol, could potentially have implications for both the protection of children from harm and the crime and disorder objectives. Health bodies can provide evidence to lead or support representations in relation to this objective. In relation to proxy purchases, data collected by health bodies could be used to inform other responsible authorities, including the police and licensing authorities, about a prevalence of proxy purchasing in a particular area. For example, the police could use this data to tackle instances of 'shoulder tapping' (where under 18s approach adults to buy alcohol on their behalf) and to suggest measures which retailers might be able to take to ensure, as far as possible, that they are not knowingly selling alcohol to an adult who is buying on behalf of a person aged under 18. Although less obvious, health bodies may also have a role to play in the prevention of public nuisance where its effect is prejudicial to health and where they hold relevant data.
- 9.24 DPHs and LHBs will need to consider how to collect anonymised information about incidents that relate to specific premises or premises in a particular area (for example, an area which is the subject of a cumulative impact assessment). Many areas have already developed procedures for local information sharing to tackle violence, which could provide useful evidence to support representations. The College of Emergency Medicine has issued guidelines for information sharing to reduce community violence which recommends that data about assault victims should be collected upon admission to emergency departments, including the date, time and location of the assault – i.e. the name of the pub, club or street where the incident occurred. Sometimes, it may be possible to link ambulance callouts or attendances at emergency departments to irresponsible practices at specific premises, such as serving alcohol to people who are intoxicated or targeting promotions involving unlimited or unspecified quantities of alcohol at particular groups.

Home Office Immigration Enforcement acting as a responsible authority

- 9.25 The Immigration Act 2016 made the Secretary of State a responsible authority in respect of premises licensed to sell alcohol or late night refreshment with effect from 6 April 2017. In effect this conveys the role of responsible authority to Home Office Immigration Enforcement who exercises the powers on the Secretary of State's behalf. When Immigration Enforcement exercises its powers as a responsible authority it will do so in respect of the prevention of crime and disorder licensing objective because it is concerned with the prevention of illegal working or immigration offences more broadly.

Disclosure of personal details of persons making representations

- 9.26 Where a notice of a hearing is given to an applicant, the licensing authority is required under the Licensing Act 2003 (Hearings) Regulations 2005 to provide the applicant with copies of the relevant representations that have been made.
- 9.27 In exceptional circumstances, persons making representations to the licensing authority may be reluctant to do so because of fears of intimidation or violence if their personal details, such as name and address, are divulged to the applicant.
- 9.28 Where licensing authorities consider that the person has a genuine and well-founded fear of intimidation and may be deterred from making a representation on this basis, they may wish to consider alternative approaches.

- 9.29 For instance, they could advise the persons to provide the relevant responsible authority with details of how they consider that the licensing objectives are being undermined so that the responsible authority can make representations if appropriate and justified.
- 9.30 The licensing authority may also decide to withhold some or all of the person's personal details from the applicant, giving only minimal details (such as street name or general location within a street). However, withholding such details should only be considered where the circumstances justify such action.

Hearings

- 9.31 The Licensing Act 2003 (Hearings) Regulations 2005 governing hearings may be found on the www.legislation.gov.uk website. If the licensing authority decides that representations are relevant, it must hold a hearing to consider them. The need for a hearing can only be avoided with the agreement of the licensing authority, where the applicant and all of the persons who made relevant representations have given notice to the authority that they consider a hearing to be unnecessary. Where this is the case and the authority agrees that a hearing is unnecessary, it must forthwith give notice to the parties that the hearing has been dispensed with. Notwithstanding those regulatory provisions, in cases where the licensing authority believes that a hearing is still necessary, it is recommended that the authority should, as soon as possible, provide the parties with reasons in writing for the need to hold the hearing. In cases where only 'positive' representations are received, without qualifications, the licensing authority should consider whether a hearing is required. To this end, it may wish to notify the persons who made representations and give them the opportunity to withdraw those representations. This would need to be done in sufficient time before the hearing to ensure that parties were not put to unnecessary inconvenience.
- 9.32 Responsible authorities should try to conclude any discussions with the applicant in good time before the hearing. The 2005 Hearings Regulations permit licensing authorities to extend a time limit provided for by those Regulations for a specified period where it considers this to be necessary in the public interest. For example, if the application is amended at the last moment, the licensing committee should consider giving other persons time to address the revised application before the hearing commences. Where the authority has extended a time limit it must forthwith give a notice to the parties involved stating the period of the extension and the reasons for it.
- 9.33 The 2005 Hearings Regulations require that representations must be withdrawn 24 hours before the first day of any hearing. If they are withdrawn after this time, the hearing must proceed and the representations may be withdrawn orally at that hearing. However, where discussions between an applicant and those making representations are taking place and it is likely that all parties are on the point of reaching agreement, the licensing authority may wish to use the power given within the hearings regulations to extend time limits, if it considers this to be in the public interest.
- 9.34 Applicants should be encouraged to contact responsible authorities and others, such as local residents, who may be affected by the application before formulating their applications so that the mediation process may begin before the statutory time limits come into effect after submission of an application. The hearing process must meet the requirements of regulations made under the 2003 Act. Where matters arise which are not covered by the regulations, licensing authorities may make arrangements as they see fit as long as they are lawful.

- 9.35 There is no requirement in the 2003 Act for responsible authorities that have made representations to attend, but it is generally good practice and assists committees in reaching more informed decisions. Where several responsible authorities within a local authority have made representations on an application, a single local authority officer may represent them at the hearing if the responsible authorities and the licensing authority agree. This local authority officer representing other responsible authorities may be a licensing officer, but only if this licensing officer is acting as a responsible authority on behalf of the licensing authority and has had no role in the licensing determination process. This is to ensure that the responsible authorities are represented by an independent officer separate from the licensing determination process.
- 9.36 As noted in paragraphs 9.13 to 9.19 above, where the licensing officer is acting as a responsible authority the relevant steps should be followed to ensure that this individual has no role in the decision making process regarding the licensing determination.
- 9.37 As a matter of practice, licensing authorities should seek to focus the hearing on the steps considered appropriate to promote the particular licensing objective or objectives that have given rise to the specific representation and avoid straying into undisputed areas. A responsible authority or other person may choose to rely on their written representation. They may not add further representations to those disclosed to the applicant prior to the hearing, but they may expand on their existing representation and should be allowed sufficient time to do so, within reasonable and practicable limits.
- 9.38 In determining the application with a view to promoting the licensing objectives in the overall interests of the local community, the licensing authority must give appropriate weight to:
- the steps that are appropriate to promote the licensing objectives;
 - the representations (including supporting information) presented by all the parties; • this Guidance;
 - its own statement of licensing policy.
- 9.39 The licensing authority should give its decision within five working days of the conclusion of the hearing (or immediately in certain specified cases) and provide reasons to support it. This will be important if there is an appeal by any of the parties. Notification of a decision must be accompanied by information on the right of the party to appeal. After considering all the relevant issues, the licensing authority may grant the application subject to the relevant mandatory conditions and any conditions that are consistent with the operating schedule. Any additional conditions imposed must be appropriate for the promotion of the licensing objectives; there is no power for the licensing authority to attach a condition that is merely aspirational. For example, conditions may not be attached which relate solely to the health of customers rather than their direct physical safety. Any conditions added to the licence must be those imposed at the hearing or those agreed when a hearing has not been necessary.
- 9.40 Alternatively, the licensing authority may refuse the application on the grounds that this is appropriate for the promotion of the licensing objectives. It may also refuse to specify a designated premises supervisor and/or only allow certain requested licensable activities. In the interests of transparency, the licensing authority should publish hearings procedures in full on its website to ensure that those involved have the most current information.

- 9.41 In the context of variations or minor variations, which may involve structural alteration to or change of use of a building, the decision of the licensing authority will not exempt an applicant from the need to apply for building control approval, planning permission or both of these where appropriate.

Determining actions that are appropriate for the promotion of the licensing objectives

- 9.42 Licensing authorities are best placed to determine what actions are appropriate for the promotion of the licensing objectives in their areas. All licensing determinations should be considered on a case-by-case basis. They should take into account any representations or objections that have been received from responsible authorities or other persons, and representations made by the applicant or premises user as the case may be.
- 9.43 The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve.
- 9.44 Determination of whether an action or step is appropriate for the promotion of the licensing objectives requires an assessment of what action or step would be suitable to achieve that end. While this does not therefore require a licensing authority to decide that no lesser step will achieve the aim, the authority should aim to consider the potential burden that any condition would impose on the premises licence holder (such as the financial burden due to restrictions on licensable activities) as well as the potential benefit in terms of the promotion of the licensing objectives. However, it is imperative that the authority ensures that the factors which form the basis of its determination are limited to consideration of the promotion of the objectives and nothing outside those parameters. As with the consideration of licence variations, the licensing authority should consider wider issues such as other conditions already in place to mitigate potential negative impact on the promotion of the licensing objectives and the track record of the business. Further advice on determining what is appropriate when imposing conditions on a licence or certificate is provided in Chapter 10. The licensing authority is expected to come to its determination based on an assessment of the evidence on both the risks and benefits either for or against making the determination.

Considering cases where licensing and planning applications are made simultaneously

- 9.45 Where businesses have indicated, when applying for a licence under the 2003 Act, that they have also applied for planning permission or that they intend to do so, licensing committees and officers should consider discussion with their planning counterparts prior to determination with the aim of agreeing mutually acceptable operating hours and scheme designs.

security concerns may be relevant. LGA Councillors Handbook

<https://www.local.gov.uk/publications/licensing-act-2003-councillors-handbook-england-and-wales-0>

Case study from Manchester relating to use of licensing conditions

<https://www.local.gov.uk/case-studies/manchester-city-council-security-and-licensing>

Supporting links to wider counter terrorism measures which may be helpful for licenced premises and Local Authorities.

<https://www.protectuk.police.uk/first-aid-preparedness-organisations>

<https://www.protectuk.police.uk/advice-and-guidance/response/supporting-information-public-access-trauma-first-aid-kits>



**Application for a grant of a premises licence in respect of Lounge,
Units 4-5 The Maltings Shopping Centre, Ross on Wye, Herefordshire.
HR9 7YB – Licensing Act 2003**

Meeting: Licensing Sub-Committee

Meeting date: Monday 24 August 2026 at 14:00hrs

Report by: Senior Licensing Technical Officer

Classification

Open

Decision type

This is not an executive decision

Wards affected

Ross East

Purpose

To consider an application for a grant of a premises licence in respect Lounge, Units 4-5 The Maltings Shopping Centre, Ross on Wye, Herefordshire. HR9 7YB under the Licensing Act 2003.

Recommendation(s)

That:

The Sub-Committee determine the application with a view to promoting the licensing objectives in the overall interests of the local community. They should give appropriate weight to:

- a) The steps that are appropriate to promote the licensing objectives,
- b) The representations (including supporting information) presented by all parties,
- c) The guidance issued to local authorities under Section 182 of the Licensing Act 2003 (*appendix 5*), and
- d) The Herefordshire Council Statement of Licensing Policy 2020 – 2025 (*model conditions appendix 6*)

Reasons for Recommendations

Ensures compliance with the Licensing Act 2003 (*appendix 7 & 8*)

Alternative options

1. There are a number of options open to the sub-committee:
 - a) Grant the licence subject to conditions that are consistent with the operating schedule accompanying the application and the mandatory conditions set out in the Licensing Act 2003,
 - b) Grant the licence subject to modified conditions to that of the operating schedule where the sub-committee considers it appropriate for the promotion of the licensing objectives and add mandatory conditions set out in the Licensing Act 2003,
 - c) To exclude from the scope of the licence any of the licensable activities to which the application relates
 - d) To refuse to specify a person in the licence as the premise supervisor (DPS), or
 - e) To refuse the application

Key considerations

Licence Application

2. The application for the grant of a premises licence has received relevant representations and is therefore brought before the Sub-Committee for determination.
3. Herefordshire Council's Statement of Licensing Policy 2020 to 2025 states "All representations must be 'relevant', for example they must be about the likely effect of the grant of the application". This followed paragraph 8.57 in the s182 Guidance which uses the same wording.
4. The details of the application are:

Applicant	Loungers UK Limited
Agent	Winckworth Sherwood LLP

Type of application:	Date received:	28 Days consultation ended:
Grant	13 July 2026 28 day consultation started: 14 July 2026	10 August 2026

Summary of Application

5. The application (appendix 1) requests a new premises licence for the following licensable activities

Sale/Supply of Alcohol (For Consumption on and off the Premises)
Monday – Sunday 10:00 – 24:00

Late Night Refreshment (Indoors/Outdoors)
Monday – Sunday 23:00 – 24:00

Non-Standard Timings

Live Music (Indoors), Recorded Music (Indoors), Late Night Refreshment (Indoors/Outdoors)
New Year's Eve 2300 - 0200

Sale/Supply of Alcohol (For Consumption on and off the Premises)
New Year's Eve 10:00 – 02:00

NB: Under the Live Music Act 2012 (as amended), an alcohol licenced premises can have live and/or recorded music from 08:00 – 23:00 for up to 500 people, without the need for these activities to be on a premises licence

Late Night Refreshment (sale/supply of hot food and/or hot drinks) is only applicable between Monday - Sunday 23:00 – 05:00

Summary of Representations

6. Representations were received from three (3) Responsible Authorities.
7. Trading Standards raised no objection to the grant of the premises licence, subject to conditions requiring staff alcohol sales training, the implementation of a Challenge 25 policy, maintenance of a refusals register, restrictions on unaccompanied under-16s after 20:00 hours, and a prohibition on adult entertainment (appendix 2).
8. Environmental Health also raised no objection, subject to conditions relating to noise management, including controls on noise breakout, closure of doors and windows after 23:00 hours, and signage requesting customers leave the area quietly (appendix 3).
9. The Licensing Authority, acting as a Responsible Authority, objected to the inclusion of the

external seating area on Broad Street within the licensed premises. The objection is based on concerns that the proposed outdoor area, comprising seven (7) tables and 18 chairs, is located within a constrained section of a busy pedestrian thoroughfare and could lead to congestion, obstruction of the highway, difficulties in supervising customers, impacts on public safety, and an increased risk of crime and disorder. The Licensing Authority considers that the operating schedule does not provide sufficient detail regarding the management of the external area and has therefore requested that this element of the application be refused (appendix 4).

Community impact

10. Any decision may have an impact on the local community.

Environmental Impact

11. This report is in relation to a premises license under the Licensing Act 2003 and as such there are minimal environmental impacts for the council.

Equality duty

12. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to –

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

13. There are no equality issues in relation to the content of this report.
14. This report has human rights implications for both the premises licence holder and the residents from the local neighbourhood. Any of the steps outlined in section 1 of this report may have financial implications for a licensee's business and livelihood and/or may have impact upon the day to day lives of residents living in close proximity to the premises.
15. Article 8(i) of the European Convention of Human Rights provides that everyone has the right to respect for his/her private and family life and his/her home (which includes business premises). This right may be interfered with by the council on a number of grounds including the protection of rights and freedoms of others. The First Protocol – Article 1 – also provides that every person is entitled to the peaceful enjoyment of his possessions and shall not be deprived of his possessions except in the public interest and conditions provided for by law. Members must accordingly make a decision which is proportionate to the hearing and endeavour to find a balance between the rights of the applicant, residents and the community as a whole.

Resource implications

16. This report is in relation to a premises license under the Licensing Act 2003 and as such there are minimal resource implications for the council.

Financial implications

17. There are unlikely to be any financial implications for the council as licensing authority at this time.

Legal implications

18. As relevant representations have been received, the Sub-Committee must determine the application under Section 3.5.7 (c) of the Herefordshire Council constitution. The representations must relate to the licensing objectives and the Sub-Committee must determine the likely effect of the grant of the premises licences on the promotion of the licensing objectives.
19. The licensing authority must have regard to the promotion of the four licensing objectives namely; the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm in exercising its functions under the Licensing Act 2003. Further regard should be had to the statutory guidance under Section 182 of the Act and the Council's own statement of licensing policy. The options available to the licensing authority are set out in section 1 of this report.
20. The Sub-Committee should be aware of a number of stated cases which have appeared before the Administrative Court and are binding on the Licensing Authority.
21. The case of Daniel Thwaites Plc v Wirral Borough Magistrates' Court (Case No: CO/5533/2006) at the High Court of Justice Queen's Bench Division Administrative Court on 6 May 2008, [2008] EWHC 838 (Admin), 2008 WL 1968943, Before the Honourable Mrs Justice Black. In this case it was summed up that: -
22. A licensing authority must have regard to guidance issued by the Secretary of State under section 182. Licensing authorities may depart from it if they have reason to do so but will need to give full reasons for their actions.
23. Furthermore, the Thwaites case established that only conditions should be attached to a licence with a view to promoting the Licensing objectives and that 'real evidence' must be presented to support the reason for imposing these conditions.
24. This judgement is further supported in the case of The Queen on the Application of Bristol Council v Bristol Magistrates' Court, CO/6920/2008 High Court of Justice Queen's Bench Division The Administrative Court, 24 February 2009, [2009] EWHC 625 (Admin) 2009 WL 648859 in which it was said:

'Licensing authorities should only impose conditions which are necessary and proportionate for the promotion for licensing objectives'.
25. In addition to this it was stated that any condition attached to the licence should be an enforceable condition.

Right of Appeal

26. Schedule 5, Part 1, Section 1 of the Licensing Act 2003 gives a right of appeal which states:

Rejection of applications relating to premises licences

(1) Where a licensing authority-

(a) Rejects an application for a premises licence under section 18,

The applicant may appeal against the decision.

Schedule 5, Part 1, Section 2 of the Licensing Act give a right of appeal which states:

Decision to grant premises licence or impose conditions etc.

(1) This paragraph applies where a licensing authority grants a premises licence under section 18.

(2) The holder of the licence may appeal against any decision—

(a) to impose conditions on the licence under subsection (2)(a) or (3)(b) of that section, or

(b) to take any step mentioned in subsection (4)(b) or (c) of that section (exclusion of licensable activity or refusal to specify person as premises supervisor).

(3) Where a person who made relevant representations in relation to the application desires to contend—

(a) that the licence ought not to have been granted, or

(b) that, on granting the licence, the licensing authority ought to have imposed different or additional conditions, or to have taken a step mentioned in subsection (4)(b) or (c) of that section, he may appeal against the decision.

(4) In sub-paragraph (3) “relevant representations” has the meaning given in section 18(6).

27. Appeals should be made to the Magistrates Court and must be made within 21 days beginning with the day on which the appellant was notified by the licensing authority of the decision appealed against

Risk management

28. There is little risk associated with the decision at this time as the legislation allows a right of appeal to the Magistrates Court within a period of 21 days of being notified of the decision in writing.

Consultees

29. All responsible authorities and members of the public living within Herefordshire.

Appendices

Appendix 1 - Application form

Appendix 2 – Trading Standards Representation

Appendix 3 – Environmental Health Representation

Appendix 4 – Licensing Authority Representation

Appendix 5 – Relevant Sections of the Section 182 Guidance
Appendix 6 – Herefordshire Council Model Pool of Conditions
Appendix 7 – Licensing Act 2003 – Section 17
Appendix 8 - Licensing Act 2003 – Section 18

Background papers

None Identified

Please include a glossary of terms, abbreviations and acronyms used in this report.

DPS – Designated Premises Supervisor

* required information

Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference	Not Currently In Use	This is the unique reference for this application generated by the system.
Your reference	AGS/41074/356	You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.
Are you an agent acting on behalf of the applicant?		Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.
☒ Yes ☐ No		

Applicant Details

* First name	Loungers UK Limited	
* Family name	-	
* E-mail	asanders@wslaw.co.uk	
Main telephone number		Include country code.
Other telephone number		
☐ Indicate here if the applicant would prefer not to be contacted by telephone		

Is the applicant:

- ☒ Applying as a business or organisation, including as a sole trader
☐ Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is the applicant's business registered in the UK with Companies House?	☒ Yes ☐ No	Note: completing the Applicant Business section is optional in this form.
Registration number	04595806	
Business name	Loungers UK Limited	If the applicant's business is registered, use its registered name.
VAT number	- NA	Put "none" if the applicant is not registered for VAT.
Legal status	Private Limited Company	

Continued from previous page...

Applicant's position in the business

Legal Team

Home country

United Kingdom

The country where the applicant's headquarters are.

Registered Address

Address registered with Companies House.

Building number or name

26

Street

Baldwin Street

District

City or town

Bristol

County or administrative area

Postcode

BS1 1SE

Country

United Kingdom

Agent Details

* First name

Andrew

* Family name

Sanders

* E-mail

asanders@wslaw.co.uk

Main telephone number

Include country code.

Other telephone number

☐ Indicate here if you would prefer not to be contacted by telephone

Are you:

- ☒ An agent that is a business or organisation, including a sole trader
- ☐ A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

Agent Business

Is your business registered in the UK with Companies House?

☒ Yes

☐ No

Note: completing the Applicant Business section is optional in this form.

Registration number

OC334359

Business name

Winckworth Sherwood LLP

If your business is registered, use its registered name.

VAT number

-

NA

Put "none" if you are not registered for VAT.

Legal status

Limited Liability Partnership

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Agent Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 21

PREMISES DETAILS

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 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.

Premises Address

Are you able to provide a postal address, OS map reference or description of the premises?

☒ Address ☐ OS map reference ☐ Description

Postal Address Of Premises

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Further Details

Telephone number

Non-domestic rateable value of premises (£)

Section 3 of 21

APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- ☐ An individual or individuals
- ☒ A limited company / limited liability partnership
- ☐ A partnership (other than limited liability)
- ☐ An unincorporated association
- ☐ Other (for example a statutory corporation)
- ☐ A recognised club
- ☐ A charity
- ☐ The proprietor of an educational establishment
- ☐ A health service body
- ☐ A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- ☐ A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- ☐ The chief officer of police of a police force in England and Wales

Confirm The Following

- ☒ I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- ☐ I am making the application pursuant to a statutory function
- ☐ I am making the application pursuant to a function discharged by virtue of His Majesty's prerogative

Section 4 of 21

NON INDIVIDUAL APPLICANTS

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

Non Individual Applicant's Name

Name

Details

Registered number (where applicable)

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

company

Address

Building number or name	26
Street	Baldwin Street
District	
City or town	Bristol
County or administrative area	
Postcode	BS1 1SE
Country	United Kingdom

Contact Details

E-mail											
Telephone number											
Other telephone number											
* Date of birth	<table><tr><td> 01 </td><td>/</td><td> 01 </td><td>/</td><td> 1900 </td></tr><tr><td>dd</td><td></td><td>mm</td><td></td><td>yyyy</td></tr></table>	01	/	01	/	1900	dd		mm		yyyy
01	/	01	/	1900							
dd		mm		yyyy							
* Nationality	NA										

[Documents that demonstrate entitlement to work in the UK](#)

Add another applicant

Section 5 of 21

OPERATING SCHEDULE

When do you want the premises licence to start?	<table><tr><td> 11 </td><td>/</td><td> 08 </td><td>/</td><td> 2026 </td></tr><tr><td>dd</td><td></td><td>mm</td><td></td><td>yyyy</td></tr></table>	11	/	08	/	2026	dd		mm		yyyy
11	/	08	/	2026							
dd		mm		yyyy							
If you wish the licence to be valid only for a limited period, when do you want it to end	<table><tr><td> </td><td>/</td><td> </td><td>/</td><td> </td></tr><tr><td>dd</td><td></td><td>mm</td><td></td><td>yyyy</td></tr></table>		/		/		dd		mm		yyyy
	/		/								
dd		mm		yyyy							

Provide a general description of 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.

A food led cafe bar located at Units 4-5 The Maltings Shopping Centre, Ross on Wye, HR9 7YB.

Continued from previous page...

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

Section 6 of 21

PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will you be providing plays?

☐ Yes ☒ No

Section 7 of 21

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

☐ Yes ☒ No

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

☐ Yes ☒ No

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

☐ Yes ☒ No

Section 10 of 21

PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

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.

Continued from previous page...

WEDNESDAY

Start End

Start End

THURSDAY

Start End

Start End

FRIDAY

Start End

Start End

SATURDAY

Start End

Start End

SUNDAY

Start End

Start End

Will the performance of live music take place indoors or outdoors or both?

☒ Indoors ☐ Outdoors ☐ Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State 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.

Provision of live music.

State any seasonal variations for the performance of live music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

2300 to 0200 New Years' Eve

Non-standard timings. Where the premises will be used for the performance of live music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Continued from previous page...

Section 11 of 21

PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

Will you be providing recorded music?

☒ Yes

☐ No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

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.

Will the playing of recorded music take place indoors or outdoors or both?

☒ Indoors

☐ Outdoors

☐ Both

Where taking place in a building or other
structure tick as appropriate. Indoors may
include a tent.

State 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.

Provision of recorded music.

Continued from previous page...

State any seasonal variations for playing recorded music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

2300 to 0200 New Years' Eve

Non-standard timings. Where the premises will be used for the playing of recorded music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 12 of 21

PROVISION OF PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

☐ Yes ☒ No

Section 13 of 21

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

☐ Yes ☒ No

Section 14 of 21

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

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.

Continued from previous page...

WEDNESDAY

Start End

Start End

THURSDAY

Start End

Start End

FRIDAY

Start End

Start End

SATURDAY

Start End

Start End

SUNDAY

Start End

Start End

Will the provision of late night refreshment take place indoors or outdoors or both?

☐ Indoors ☐ Outdoors ☒ Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State 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.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

2300 to 0200 New Years' Eve

Non-standard timings. Where the premises will be used for the supply of late night refreshments at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Continued from previous page...

Section 15 of 21

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start

End

Start

End

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.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the sale of alcohol be for consumption:

☐ On the premises ☐ Off the premises ☒ Both

If the sale of alcohol is for consumption on
the premises select on, if the sale of alcohol
is for consumption away from the premises
select off. If the sale of alcohol is for
consumption on the premises and away
from the premises select both.

Continued from previous page...

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

1000 to 0200 New Years' Eve

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

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

Name

First name

Family name

Date of birth / /
dd mm yyyy

Enter the contact's address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Personal Licence number (if known)

Issuing licensing authority (if known)

PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

Continued from previous page...

- ☐ Electronically, by the proposed designated premises supervisor
- ☒ As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

Section 16 of 21

ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

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 etc gambling machines etc.

NA

Section 17 of 21

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

MONDAY

Start

End

Start

End

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.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

Continued from previous page...

SATURDAY

Start End

Start End

SUNDAY

Start End

Start End

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

0800 to 0200 New Years' Eve

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 18 of 21

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

The premises may remain open for the sale of alcohol and the provision of late-night refreshment and regulated entertainment from the terminal hour for those activities on New Year's Eve through to the 0200 on New Year's Day.

b) The prevention of crime and disorder

1. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Police Licensing Team. 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 licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

2. 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. 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.

3. An incident log shall be kept at the premises and made available on request to an authorised officer of the Licensing

Continued from previous page...

Authority or the Police. It must be completed within 24 hours of the incident and will record the following:

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any complaints received concerning crime and disorder
- (d) any incidents of disorder
- (e) all seizures of drugs or offensive weapons
- (f) any faults in the CCTV system, searching equipment or scanning equipment
- (g) any refusal of the sale of alcohol
- (h) any visit by a relevant authority or emergency service.

c) Public safety

1. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
2. The premises shall only operate as a café, restaurant and bar. Waiter/waitress service will be available to patrons at all times.
3. The sale and supply of alcohol for consumption in the area designated for external trading on the licence plan shall be restricted to alcohol consumed at tables and chairs.

d) The prevention of public nuisance

1. Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.
2. All outside tables and chairs shall be rendered unusable after 2300 each day.

e) The protection of children from harm

1. The premises licence holder will ensure that an age verification policy will apply to the premises whereby all staff likely to be involved in the sale or supply of alcohol will be trained to ask any patron attempting to purchase alcohol, who appears to be under the age of 25 years (or older if the licence holder so elects) to produce, before being sold alcohol, identification being a passport or photocard driving licence bearing a holographic mark or other form or method of identification that complies with any mandatory condition that may apply to this licence.
2. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the identity of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of the Licensing Authority at all times whilst the premises are open.
3. There must be no 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.

Section 19 of 21

NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK

Continued from previous page...

Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

Documents which demonstrate entitlement to work in the UK

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Continued from previous page...

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
 - evidence of the applicant's own identity – such as a passport,
 - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
 - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
 - (i) working e.g. employment contract, wage slips, letter from the employer,
 - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
 - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
 - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

Original documents must not be sent to licensing authorities. If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

Continued from previous page...

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

Home Office online right to work checking service

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

Section 20 of 21

NOTES ON REGULATED ENTERTAINMENT

Continued from previous page...

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
 - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
 - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

Continued from previous page...

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

Section 21 of 21

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Please visit the 'Premises Licence' webpage on Herefordshire Council's website (www.herefordshire.gov.uk) for the details of the application fee required

* Fee amount (£)

100.00

DECLARATION

* I/we understand it is an offence, liable on conviction to a fine up to 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.

[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I

* understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).

The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or

* her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15)

☒ Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

Winckworth Sherwood LLP

* Capacity

Agent

* Date

13 / 07 / 2026
dd mm yyyy

Add another signatory

Continued from previous page...

- Once you're finished you need to do the following:
1. Save this form to your computer by clicking file/save as...
 2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/herefordshire/apply-1> to upload this file and continue with your application.
- Don't forget to make sure you have all your supporting documentation to hand.

IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED

OFFICE USE ONLY

Applicant reference number	AGS/41074/356
Fee paid	
Payment provider reference	
ELMS Payment Reference	
Payment status	
Payment authorisation code	
Payment authorisation date	
Date and time submitted	
Approval deadline	
Error message	
Is Digitally signed	☐

CONSENT OF INDIVIDUAL TO BEING SPECIFIED AS PREMISES SUPERVISOR

I Cerys Richardson-Scouse
Of 47 Coronation Terrace, Hanbury Road, Pontnewynydd, Pontypool NP4 6QG

hereby confirm that I give my consent to be specified as the designated premises supervisor in relation to the application for a new premises licence by Loungers UK Limited relating to a premises licence for

Canotto Lounge, Units 4-5 The Maltings Shopping Centre, Ross on Wye, HR9 7YB

and any premises licence to be granted or varied in respect of this application made by Loungers UK Limited concerning the supply of alcohol at

Canotto Lounge, Units 4-5 The Maltings Shopping Centre, Ross on Wye, HR9 7YB

I also confirm that I am entitled to work in the United Kingdom and am applying for, intend to apply for or currently hold a personal licence, details of which I set out below.

Personal Licence No: PLH1284

Personal Licence Issuing Authority: Monmouthshire County Council

Signed: C. Richardson-Scouse

Name: Cerys Richardson-Scouse

Dated: 10th June 2026

Date of Birth: 20th April 1996

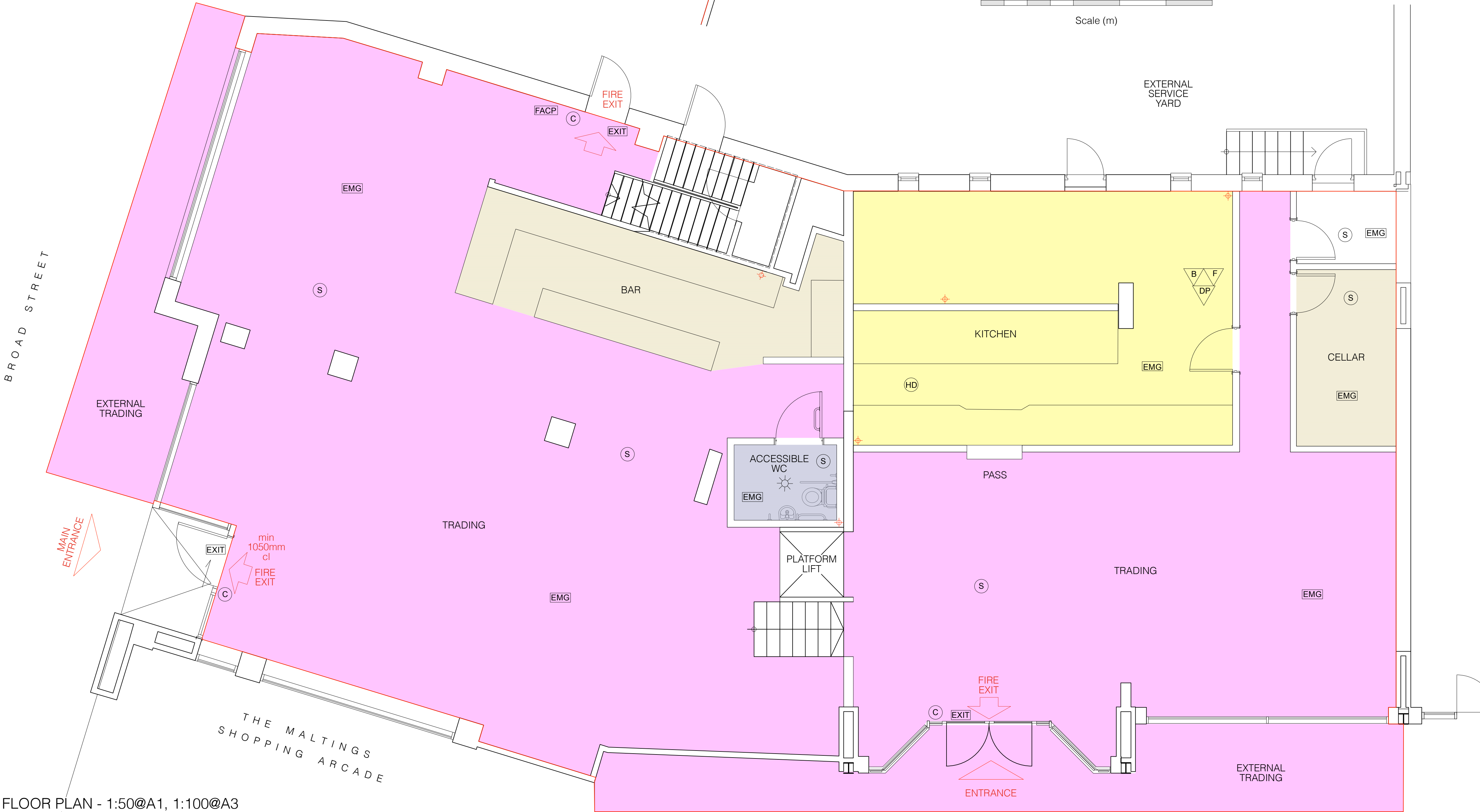
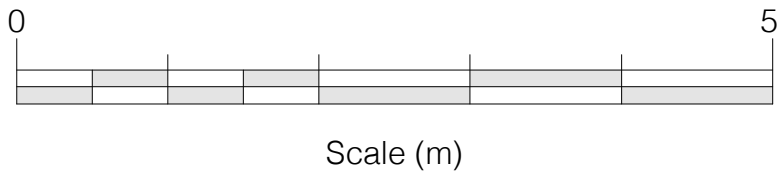
Town of Birth: Abergavenny

Nationality: British



FIRST FLOOR PLAN - 1:50@A1, 1:100@A3

The entire premises is to be licensed for the sale of alcohol, the provision of late night refreshment and the provision of regulated entertainment.



GROUND FLOOR PLAN - 1:50@A1, 1:100@A3

LICENSING KEY:	
EXIT	Illuminated Fire Exit sign
C	Break glass call point for fire alarm in accordance with BS5839
FD30	Fire door to provide min. 30 minutes fire protection
FD30S	Fire door to provide min. 30 minutes fire protection and where restricted smoke leakage at ambient temperatures is needed.
	Area for consumption of intoxicating liquor
	Area for storage of liquor/bar counter
	Toilet accommodation
	Kitchen & staff areas
	Visual beacon linked to the fire detection and alarm system so that a hearing impaired user can see a flashing warning
FACP	Fire Alarm Control Panel
SD	Smoke detector
S	Smoke detector/alarm
HD	Heat detector
	Alarm sounder
EMG	Emergency lighting in accordance with BS5266
B	Fire blanket 1m x 1m unless otherwise stated
F	6 litre fire foam extinguisher
DP	10kg dry powder fire extinguisher
	Total extent of licensed premises
FDKL	Fire door keep locked
FDKC	Fire door keep closed

A	28.04.26	DR	unit address updated
Rev	Date	Initials	Details
Purpose of Issue			
APPLICATION FOR PREMISES LICENSING			
RICHARD PEDLAR ARCHITECTS			
ARCHITECTURE • CONSERVATION • URBAN DESIGN			
RPCA St Brandon's House 29 Great George Street Bristol BS1 5QT • 0117 974 2612 www.rpca.co.uk • info@rpca.co.uk			
Project	LOUNGE at Unit 4-5 The Maltings Shopping Centre, Ross-on-Wye, Herefordshire HR9 7YB		
Client	Loungers UK Ltd		
Title	Premises Licensing		
Drawing No.	LNG5031.05A		
Scale	1:50 @A1	Date	OCT 2025
	1:100 @ A3		
Responsibility is not accepted for errors made by others in scaling from this drawing. All construction information to be taken from figured dimensions only.			

PRELIMINARY

From: [REDACTED]
Sent: 30 July 2026 08:59
To: [REDACTED]
Cc: Licensing <licensing@herefordshire.gov.uk>
Subject: Lounge, 4-5 The Maltings, Ross on Wye, Herefordshire

OFFICIAL

Good morning,

In relation to your recent application for a premises licence at Lounge, 4-5 The Maltings Ross on Wye, could you please review the below proposed conditions for the licence.

If you are in agreement with the conditions, please reply to this email address accordingly.

If you wish to discuss any of the conditions, please reply to this email address initially. Thank you

Prevention of Crime and Disorder

All staff engaged in the sale of alcohol to be trained in responsible alcohol retailing to the minimum standard of BIIAB Level 1 or any equivalent training course within 1 month of commencing employment at the premises. Where there are existing staff, this training shall be completed within 3 months of the date that this condition first appears on the licence. No person shall be authorised to sell or supply alcohol until this training is completed. Refresher training will be conducted at 6 monthly intervals. Training records shall be kept on the premises and produced to the police or an "authorised person" (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

Protection of Children from Harm

The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of an authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.

A written or electronic register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

No under 16's will be allowed on the premises after 20:00hrs unless accompanied by a responsible adult aged 18yrs or over (with the exception of private functions)

No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).


Trading Standards Practitioner
Herefordshire Trading Standards Service
Herefordshire Council
Plough Lane
Hereford
HR4 0LE


Free, impartial legal guidance for businesses: <https://www.businesscompanion.info/>

MEMORANDUM

To : **LICENSING OFFICER**

From : [REDACTED]

Tel :

My Ref : **ANJ/430742/**

Date : **06/08/2026**

Your Ref :

LICENSING ACT 2003

APPLICATION FOR NEW OR VARIATION OF PREMISES LICENCE

**Lounge 4-5 The Maltings Shopping Centre, Broad Street, Ross-On-Wye,
Herefordshire, HR9 7YB**

I would like to make the following representation. Having assessed the above application, the following conditions are recommended in line with standard practice to support noise management and prevent public nuisance.

Representation	Industry Guidance
PREVENTION OF CRIME & DISORDER	
PUBLIC SAFETY	
PREVENTION OF PUBLIC NUISANCE • PN2 Noise or vibration shall not emanate from the premises so as to cause a nuisance. • PN3 The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels or frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police. • PN4 All doors and windows at the premises shall be kept closed after 2300 except during immediate access and egress. • PN15 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.	
PROTECTION OF CHILDREN FROM HARM	

[REDACTED]
**STUDENT ENVIRONMENTAL HEALTH OFFICER
 HEREFORDSHIRE COUNCIL**



Local Authority Representation
Lounge, Ross on Wye
10.08.2026

I am an officer authorised under the Licensing Act 2003.

I refer to the application made for a grant of a premises licence in respect of Lounge, Ross on Wye, received on 13 July 2026 with consultation starting 14 July 2026 and ending 10 August 2026.

The premises licence application has been submitted alongside an application for a Pavement Licence. The Pavement Licence application seeks, seven (7) Tables and 18 accompanying chairs.

The Licensing Authority, acting in its capacity as a Responsible Authority, objects to the granting of the outside area for licensable activity and consumption of alcohol on Broad Street.

The Licensing Authority is concerned that the inclusion of the external area within the licensed premises has the potential to undermine the Prevention of Crime and Disorder and Public Safety licensing objectives.

The proposed licensed area is situated on Broad Street, a busy public thoroughfare with significant pedestrian movement throughout the day and evening. The proposal for seven (7) tables and 18 chairs, together with customers using the area for the consumption of alcohol, has the potential to significantly increase pedestrian congestion within this section of Broad Street.

The area identified within the application appears restricted in size and is located within a section of the street where pedestrian flows, customer queuing, and general public access must be carefully managed.

There is concern that the use of this area for the sale and consumption of alcohol could lead to the congregation of customers both within and immediately outside the licensed area. This may result in obstruction of the public highway, increased congestion, and difficulties for pedestrians, including wheelchair users, those with pushchairs, and other vulnerable members of the public.

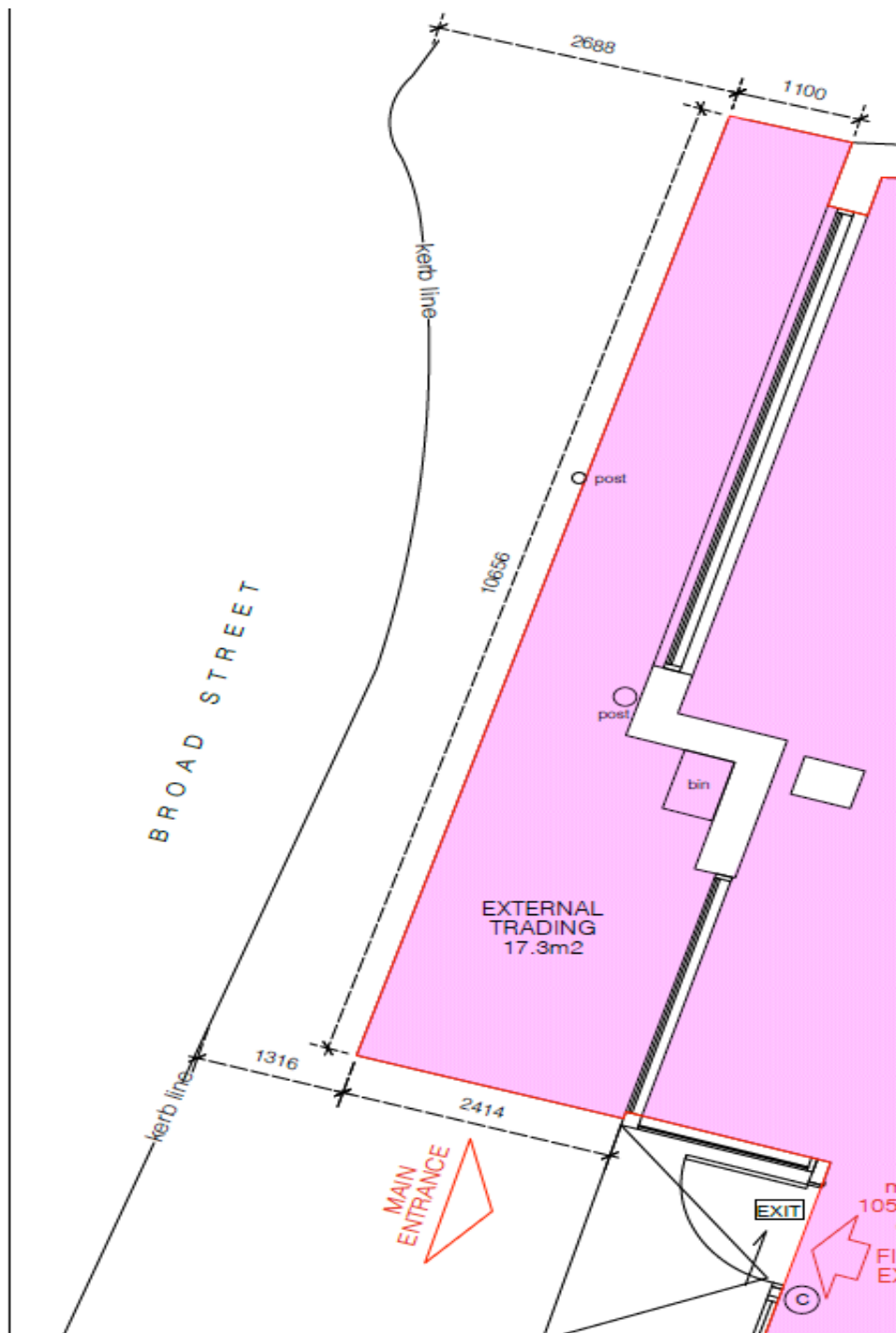
The limited space available may also make it difficult for staff to effectively supervise patrons and maintain clear routes for emergency access and egress.

As customer numbers increase during peak trading periods, there is potential for conflict between patrons and other users of the highway, increasing the risk of disorder, anti-social behaviour, and safety incidents. The congregation of customers within a confined highway area may increase the likelihood of disputes, anti-social behaviour and difficulties in monitoring alcohol consumption. In the absence of robust control measures, there is a risk that incidents of disorder may be more difficult to prevent or manage effectively.

The operating schedule contains insufficient detail as to how the external area will be managed, including customer supervision, prevention of overcrowding, maintenance of pedestrian routes, dispersal arrangements and measures to prevent crime and disorder. Consequently, the Licensing Authority is not satisfied that the applicant has demonstrated how the licensing objectives will be promoted.

As shown on the plans submitted with the application and the accompanying location imagery, the proposed area occupies a constrained section of Broad Street where pedestrian movements are concentrated. The Licensing Authority considers that the available space for pedestrians could be adversely affected during busy trading periods

Plan of area submitted by applicant



Area – image taken off Google Maps



The Licensing Authority considers that the applicant has failed to demonstrate how the external area can be operated without adversely impacting upon pedestrian movement, public safety and the prevention of crime and disorder. For these reasons, the Licensing Authority objects to the inclusion of the external area within the licensed premises and requests that this element of the application be refused.

Whilst the Licensing Authority acknowledges that outdoor seating can contribute positively to the vitality of the town centre, the proposed location presents specific challenges due to the constrained highway environment. The Licensing Authority considers that the risks associated with licensable activity and alcohol consumption within this area have not been sufficiently addressed within the application.

Licensing Authority (as a Responsible Authority)
 Herefordshire Council
 Licensing Section, Herefordshire Council
 Plough Lane, Hereford. HR4 0LE
 Tel: 01432 261761
 Email: licensing@herefordshire.gov.uk



Home Office

Revised Guidance issued under section 182 of the Licensing Act 2003

February 2026

Revised Guidance issued under section 182 of the Licensing Act 2003

February 2026



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Any enquiries regarding this publication should be sent to us at The Alcohol Team, The Home Office, 5th Floor, Fry Building (North West), 2 Marsham Street, London, SW1P 4DF. Email: AlcoholTeam2@homeoffice.gov.uk

Contents

1. Introduction	5
2. The licensing objectives	9
3. Licensable activities	17
4. Personal licences	23
5. Who needs a premises licence?	39
6. Club premises certificates	43
7. Temporary Event Notices (TENs)	45
8. Applications for premises licences	51
9. Determining applications	70
10. Conditions attached to premises licences and club premises certificates	78
11. Reviews	88
12. Summary reviews	94
13. Appeals	102
14. Statements of licensing policy	104
15. Licence fees	119
16. Regulated entertainment	120
17. Early morning alcohol restriction orders	136

Applying conditions to a TEN

- 7.38 The 2003 Act provides that only the licensing authority can impose conditions to a TEN from the existing conditions on the premises licence or club premises certificate at the venue. The licensing authority can only do so:
- if the police or the EHA have objected to the TEN;
 - if that objection has not been withdrawn;
 - if there is a licence or certificate in relation to at least a part of the premises in respect of which the TEN is given;
 - and if the licensing authority considers it appropriate for the promotion of the licensing objectives to impose one or more conditions.
- 7.39 This decision is one for the licensing authority alone, regardless of the premises user's views or willingness to accept conditions. The conditions must be notified to the premises user on the form prescribed by regulations.

Duty of premises users to keep and produce TENs

- 7.40 Where a TEN is not prominently displayed at the premises, the police and licensing officers have the right under sections 109(5) and (6) of the 2003 Act to request the premises user (or relevant nominated person who has the TEN in their custody) to produce the TEN for examination. If the police do not intervene when a TEN is given, they will still be able to rely on their powers of closure under the Anti-social Behaviour, Crime and Policing Act 2014³.

8. Applications for premises licences

Relevant licensing authority

- 8.1 Premises licences are issued by the licensing authority in which the premises are situated or, in the case of premises straddling an area boundary, the licensing authority where the greater part of the premises is situated. Where the premises is located equally in two or more areas, the applicant may choose but, in these rare cases, it is important that each of the licensing authorities involved maintain close contact.
- 8.2 Section 13 of the 2003 Act defines the parties holding important roles in the context of applications, inspection, monitoring and reviews of premises licences.

Authorised persons

- 8.3 The first group –“authorised persons”– are bodies empowered by the 2003 Act to carry out inspection and enforcement roles. The police and immigration officers are not included because they are separately empowered by the 2003 Act to carry out their duties.
- 8.4 For all premises, the authorised persons include:
- officers of the licensing authority;
 - fire inspectors;

³ For further guidance on the closure power under the 2014 Act, please refer to:

www.gov.uk/government/uploads/system/uploads/attachment_data/file/352562/ASB_Guidance_v8_July2014_final_2_.pdf

- inspectors with responsibility in the licensing authority's area for the enforcement of the Health and Safety at Work etc Act 1974;
- officers of the local authority exercising environmental health functions

- 8.5 Local authority officers will most commonly have responsibility for the enforcement of health and safety legislation, but the Health and Safety Executive is responsible for certain premises. In relation to vessels, authorised persons also include an inspector or a surveyor of ships appointed under section 256 of the Merchant Shipping Act 1995. These would normally be officers acting on behalf of the Maritime and Coastguard Agency. The Secretary of State may prescribe other authorised persons by means of regulations, but has not currently prescribed any additional bodies. If any are prescribed, details will be made available on the GOV.UK website.
- 8.6 Where an immigration officer has reason to believe that any premises are being used for a licensable activity, the officer may enter the premises with a view to seeing whether an offence under any of the Immigration Acts is being committed in connection with the licensable activity.

Responsible authorities

- 8.7 The second group –“responsible authorities”– are public bodies that must be fully notified of applications and that are entitled to make representations to the licensing authority in relation to the application for the grant, variation or review of a premises licence. These representations must still be considered ‘relevant’ by the licensing authority and relate to one or more of the licensing objectives. For all premises, responsible authorities include:
- the relevant licensing authority and any other licensing authority in whose area part of the premises is situated;
 - the chief officer of police;
 - the local fire and rescue authority;
 - the relevant enforcing authority under the Health and Safety at Work etc Act 1974;
 - the local authority with responsibility for environmental health;
 - the local planning authority;
 - a body that represents those who are responsible for, or interested in, matters relating to the protection of children from harm;
 - each local authority's Director of Public Health (DPH) in England⁴ and Local Health Boards (in Wales);
 - the local weights and measures authority (trading standards); and
 - Home Office Immigration Enforcement (on behalf of the Secretary of State).
- 8.8 The licensing authority should indicate in its statement of licensing policy which body it recognises to be competent to advise it on the protection of children from harm. This may be the local authority social services department, the Local Safeguarding Children Board or another competent body. This is important as applications for premises

⁴ This change was made as a result of the commencement of measures in the Health and Social Care Act 2012 which amended the 2003 Act and further provision in the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

licences have to be copied to the responsible authorities in order for them to make any representations they think are relevant.

- 8.9 In relation to a vessel, responsible authorities also include navigation authorities within the meaning of section 221(1) of the Water Resources Act 1991 that have statutory functions in relation to the waters where the vessel is usually moored or berthed, or any waters where it is proposed to be navigated when being used for licensable activities; the Environment Agency; the Canal and River Trust; and the Secretary of State (who in practice acts through the Maritime and Coastguard Agency (MCA)). In practice, the Environment Agency and the Canal and River Trust only have responsibility in relation to vessels on waters for which they are the navigation statutory authority.
- 8.10 The MCA is the lead responsible authority for public safety, including fire safety, affecting passenger ships (those carrying more than 12 passengers) wherever they operate and small commercial vessels (carrying no more than 12 passengers) which go to sea. The safety regime for passenger ships is enforced under the Merchant Shipping Acts by the MCA which operates certification schemes for these vessels. Fire and rescue authorities, the Health and Safety Executive and local authority health and safety inspectors should normally be able to make “nil” returns in relation to such vessels and rely on the MCA to make any appropriate representations in respect of this licensing objective.
- 8.11 Merchant Shipping legislation does not, however, apply to permanently moored vessels. So, for example, restaurant ships moored on the Thames Embankment, with permanent shore connections should be considered by the other responsible authorities concerned with public safety, including fire safety. Vessels carrying no more than 12 passengers which do not go to sea are not subject to MCA survey and certification, but may be licensed by the local port or navigation authority.
- 8.12 The Secretary of State may prescribe other responsible authorities by means of regulations. Any such regulations are published on the Government’s legislation website: www.legislation.gov.uk.

Other persons

- 8.13 As well as responsible authorities, any other person can play a role in a number of licensing processes under the 2003 Act. This includes any individual, body or business entitled to make representations to licensing authorities in relation to applications for the grant, variation, minor variation or review of premises licences and club premises certificates, regardless of their geographic proximity to the premises. In addition, these persons may themselves seek a review of a premises licence. Any representations made by these persons must be ‘relevant’, in that the representation relates to one or more of the licensing objectives. It must also not be considered by the licensing authority to be frivolous or vexatious. In the case of applications for reviews, there is an additional requirement that the grounds for the review should not be considered by the licensing authority to be repetitious. Chapter 9 of this guidance (paragraphs 9.4 to 9.10) provides more detail on the definition of relevant, frivolous and vexatious representations.
- 8.14 While any of these persons may act in their own right, they may also request that a representative makes the representation to the licensing authority on their behalf. A representative may include a legal representative, a friend, a Member of Parliament, a

Member of the Welsh Government, or a local ward or parish councillor who can all act in such a capacity.

Who can apply for a premises licence?

- 8.15 Any person (if an individual aged 18 or over) who is carrying on or who proposes to carry on a business which involves the use of premises (any place including one in the open air) for licensable activities may apply for a premises licence either on a permanent basis or for a time-limited period.
- 8.16 “A person” in this context includes, for example, a business or a partnership. Licensing authorities should not require the nomination of an individual to hold the licence or determine the identity of the most appropriate person to hold the licence.
- 8.17 In considering joint applications (which is likely to be a rare occurrence), it must be stressed that under section 16(1)(a) of the 2003 Act each applicant must be carrying on a business which involves the use of the premises for licensable activities. In the case of public houses, this would be easier for a tenant to demonstrate than for a pub owning company that is not itself carrying on licensable activities. Where licences are to be held by businesses, it is desirable that this should be a single business to avoid any lack of clarity in accountability.
- 8.18 A public house may be owned, or a tenancy held, jointly by a husband and wife, civil partners or other partnerships of a similar nature, and both may be actively involved in carrying on the licensable activities. In these cases, it is entirely possible for the husband and wife or the partners to apply jointly as applicant for the premises licence, even if they are not formally partners in business terms. This is unlikely to lead to the same issues of clouded accountability that could arise where two separate businesses apply jointly for the licence. If the application is granted, the premises licence would identify the holder as comprising both names and any subsequent applications, for example for a variation of the licence, would need to be made jointly.
- 8.19 A wide range of other individuals and bodies set out in section 16 of the 2003 Act may apply for premises licences. They include, for example, Government Departments, local authorities, hospitals, schools, charities or police forces. In addition to the bodies listed in section 16, the Secretary of State may prescribe by regulations other bodies that may apply and any such regulations are published on the Government’s legislation website. There is nothing in the 2003 Act which prevents an application being made for a premises licence at premises where a premises licence is already held.

Application forms

- 8.20 The Provision of Services Regulations 2009 require local authorities to ensure that all procedures relating to access to, or the exercise of, a service activity may be easily completed, at a distance and by electronic means. Electronic application facilities for premises licences may be found either on GOV.UK or the licensing authority’s own website. It remains acceptable to make an application in writing.

Electronic applications

- 8.21 Applicants may apply using the licence application forms available on GOV.UK, or will be re-directed from GOV.UK to the licensing authority’s own electronic facility if one is available. Applicants may also apply directly to the licensing authority’s facility without going through GOV.UK.

Electronic applications using forms on gov.uk

- 8.22 GOV.UK will send a notification to the licensing authority when a completed application form is available for it to download from GOV.UK. This is the day that the application is taken to be 'given' to the licensing authority, even if it is downloaded at a later stage, and the application must be advertised from the day after that day (as for a written application). The licensing authority must acknowledge the application as quickly as possible, specifying the statutory time period and giving details of the appeal procedure.
- 8.23 The period of 28 consecutive days during which the application must be advertised on a notice outside the premises is, effectively, the statutory timescale by which the application must be determined (unless representations are made). This will be published on GOV.UK and must also be published on the licensing authority's own electronic facility if one exists. If no representations are made during this period, the licensing authority must notify the applicant as quickly as possible that the licence has been granted. The licensing authority must send the licence to the applicant as soon as possible after this, but the applicant may start the licensed activity as soon as they have been notified that the application is granted (subject to compliance with the conditions of the licence). The licence may be supplied in electronic or written format as long as the applicant is aware which document constitutes 'the licence'. If representations are made, the guidance in Chapter 9 applies.

Requirement to copy application to responsible authorities

- 8.24 The licensing authority must copy electronic applications, made via GOV.UK or its own facility, to responsible authorities no later than the first working day after the application is given. However, if an applicant submits any part of their application in writing, the applicant will remain responsible for copying it to responsible authorities.

Applications via the local authority electronic application facility

- 8.25 Where applications are made on the licensing authority's own electronic facility, the application will be taken to be 'given' when the applicant has submitted a complete application form and paid the fee. The application is given at the point at which it becomes accessible to the authority by means of the facility. The licensing authority must acknowledge the application as quickly as possible, specifying the statutory time period and giving details of the appeal procedure.

'Holding' and 'deferring' electronic applications

- 8.26 The Government recommends (as for written applications) that electronic applications should not be returned if they contain obvious and minor errors such as typing mistakes, or small errors that can be rectified with information already in the authority's possession. However, if this is not the case and required information is missing or incorrect, the licensing authority may 'hold' the application until the applicant has supplied all the required information. This effectively resets the 28 day period for determining an application and may be done any number of times until the application form is complete. Licensing authorities must ensure that they notify the applicant as quickly as possible of any missing (or incorrect) information, and explain how this will affect the statutory timescale and advertising requirements.
- 8.27 If an application has been given at the weekend, the notice advertising the application (where applicable) may already be displayed outside the premises by the time that the licensing authority downloads the application. It is therefore recommended that, if a

licensing authority holds an application, it should inform the applicant that the original (or if necessary, amended) notice must be displayed until the end of the revised period. The licensing authority should also advise the applicant that they should not advertise the application in a local newspaper until they have received confirmation from the licensing authority that the application includes all the required information. To ensure clarity for applicants, the Government recommends that licensing authorities include similar advice on their electronic application facilities (where these exist) to ensure that applicants do not incur any unnecessary costs.

- 8.28 If an applicant persistently fails to supply the required information, the licensing authority may refuse the application and the applicant must submit a new application.
- 8.29 Licensing authorities may also 'defer' electronic applications once if the application is particularly complicated, for example if representations are received and a hearing is required. This allows the licensing authority to extend the statutory time period for the determination of the application by such time as is necessary, including, if required, arranging and holding a hearing. Licensing authorities must ensure that applicants are informed as quickly as possible of a decision to defer, and the reasons for the deferral, before the original 28 days has expired.

Written applications

- 8.30 A written application for a premises licence must be made in the prescribed form to the relevant licensing authority and be copied to each of the appropriate responsible authorities. For example, it would not be appropriate to send an application for premises which was not a vessel to the Maritime and Coastguard Agency. The application must be accompanied by:
- the required fee (details of fees may be viewed on the GOV.UK website);
 - an operating schedule (see below);
 - a plan of the premises in a prescribed form; and
 - if the application involves the supply of alcohol, a form of consent from the individual who is to be specified in the licence as the designated premises supervisor (DPS).
- 8.31 If the application is being made by an individual it should be accompanied by acceptable evidence of entitlement to work in the UK (this includes where the application is submitted electronically), as set out in the application form ([see paragraph 4.9](#))
- 8.32 If the application is being made in respect of a community premises, it may be accompanied by the form of application to apply the alternative licence condition.
- 8.33 Guidance on completing premises licence, club premises certificate and minor variation forms can be found on the GOV.UK website. The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 contain provision about the prescribed form of applications, operating schedules and plans and are published on the [legislation.gov.uk](https://www.legislation.gov.uk) website.

Plans

- 8.34 Plans, for written and electronic applications, will not be required to be submitted in any particular scale, but they must be in a format which is "clear and legible in all material respects", i.e. they must be accessible and provides sufficient detail for the licensing authority to be able to determine the application, including the relative size of any

the copy, and if satisfied that in the exceptional circumstances of the case failure to cancel the interim authority would undermine the crime prevention objective, the police may give a notice to that effect to the licensing authority. Similarly, the Home Office (Immigration Enforcement) may give a notice to the licensing authority if satisfied that the exceptional circumstances of the case are such that failure to cancel the interim authority would undermine the prevention of illegal working in licensed premises. In such circumstances, the licensing authority must hold a hearing to consider the objection notice and cancel the interim authority notice if it decides that it is appropriate to do so for the promotion of the crime prevention objective.

- 8.108 Licensing authorities should be alert to the need to consider the objection quickly. Under section 50 of the 2003 Act, where the premises licence lapses (because of death, incapacity or insolvency of the holder or because the holder is no longer entitled to work in the UK) or by its surrender, but no interim authority notice has effect, a person who may apply for the grant of a premises licence under section 16(1) may apply within 28 consecutive days of the lapse for the transfer of the licence to them with immediate effect pending the determination of the application. This will result in the licence being reinstated from the point at which the transfer application was received by the licensing authority. Where the application is made in writing, the person applying for the transfer must copy their application to the chief officer of police and the Home Office (Immigration Enforcement). If the application is made electronically the licensing authority must copy the application to the police and the Home Office (Immigration Enforcement).

Right of freeholders etc to be notified of licensing matters

- 8.109 A person (which will include a business or company) with a property interest in any premises situated in the licensing authority's area may give notice of their interest to the authority using a prescribed form and on payment of the relevant fee. The application may be made in writing or electronically via GOV.UK or the licensing authority's own facility, in which case the guidance at paragraphs 8.21 to 8.29 applies. Details of fees and forms are available on the GOV.UK website. It is entirely at the discretion of such persons whether they choose to register or not. It is not a legal requirement. Those who may take advantage of this arrangement include the freeholder or leaseholder, a legal mortgagee in respect of the premises, a person in occupation of the premises or any other person prescribed by the Secretary of State.
- 8.110 The notice will have effect for 12 months but a new notice can be given every year. While the notice has effect, if any change relating to the premises concerned has been made to the licensing register (which the licensing authority has a duty to keep under section 8 of the 2003 Act), the licensing authority must notify the person who registered an interest of the matter to which the change relates. The person will also be notified of their right under section 8 to request a copy of the information contained in any entry in the register. In cases relating to interim authority notices (see above), it is important that such communications are dealt with promptly.

9. Determining applications

General

- 9.1 When a licensing authority receives an application for a new premises licence or an application to vary an existing premises licence, it must determine whether the application has been made in accordance with section 17 of the 2003 Act, and in accordance with regulations made under sections 17(3) to (6), 34, 42, 54 and 55 of the 2003 Act. It must similarly determine applications for the grant of club premises certificates made in accordance with section 71 of the 2003 Act, and in accordance with regulations made under sections 71(4) to (7), 84, 91 and 92 of the 2003 Act. This means that the licensing authority must consider among other things whether the application has been properly advertised in accordance with those regulations.

Where no representations are made

- 9.2 A hearing is not required where an application has been properly made and no responsible authority or other person has made a relevant representation or where representations are made and subsequently withdrawn. In these cases, the licensing authority must grant the application in the terms sought, subject only to conditions which are consistent with the operating schedule and relevant mandatory conditions under the 2003 Act. This should be undertaken as a simple administrative process by the licensing authority's officials who may replicate some of the proposals contained in the operating schedule to promote the licensing objectives in the form of clear and enforceable licence conditions. Licensing authorities should not hold hearings for uncontested applications, for example in situations where representations have been made and conditions have subsequently been agreed.

Where representations are made

- 9.3 Where a representation concerning the licensing objectives is made by a responsible authority about a proposed operating schedule and it is relevant (see paragraphs 9.4 to 9.10 below), the licensing authority's discretion will be engaged. It will also be engaged if another person makes relevant representations to the licensing authority, which are also not frivolous or vexatious (see paragraphs 9.4 to 9.10 below). Relevant representations can be made in opposition to, or in support of, an application and can be made by any individual, body or business that has grounds to do so.

Relevant, vexatious and frivolous representations

- 9.4 A representation is "relevant" if it relates to the likely effect of the grant of the licence on the promotion of at least one of the licensing objectives. For example, a representation from a local businessperson about the commercial damage caused by competition from new licensed premises would not be relevant. On the other hand, a representation by a businessperson that nuisance caused by new premises would deter customers from entering the local area, and the steps proposed by the applicant to prevent that nuisance were inadequate, would be relevant. In other words, representations should relate to the impact of licensable activities carried on from premises on the objectives. For representations in relation to variations to be relevant, they should be confined to the subject matter of the variation. There is no requirement for a responsible authority or other person to produce a recorded history of problems at premises to support their representations, and in fact this would not be possible for new premises.

- 9.5 It is for the licensing authority to determine whether a representation (other than a representation from a responsible authority) is frivolous or vexatious on the basis of what might ordinarily be considered to be vexatious or frivolous. A representation may be considered to be vexatious if it appears to be intended to cause aggravation or annoyance, whether to a competitor or other person, without reasonable cause or justification. Vexatious circumstances may arise because of disputes between rival businesses and local knowledge will therefore be invaluable in considering such matters. Licensing authorities can consider the main effect of the representation, and whether any inconvenience or expense caused by it could reasonably be considered to be proportionate.
- 9.6 Frivolous representations would be essentially categorised by a lack of seriousness. Frivolous representations would concern issues which, at most, are minor and in relation to which no remedial steps would be warranted or proportionate.
- 9.7 Any person who is aggrieved by a rejection of their representations on either of these grounds may lodge a complaint through the local authority's corporate complaints procedure. A person may also challenge the authority's decision by way of judicial review.
- 9.8 Licensing authorities should not take decisions about whether representations are frivolous, vexatious or relevant to the licensing objectives on the basis of any political judgement. This may be difficult for councillors who receive complaints from residents within their own wards. If consideration is not to be delegated, contrary to the recommendation in this Guidance, an assessment should be prepared by officials for consideration by the sub- committee before any decision is taken that necessitates a hearing. Any councillor who considers that their own interests are such that they are unable to consider the matter independently should disqualify themselves.
- 9.9 It is recommended that, in borderline cases, the benefit of the doubt about any aspect of a representation should be given to the person making that representation. The subsequent hearing would then provide an opportunity for the person or body making the representation to amplify and clarify it.
- 9.10 Licensing authorities should consider providing advice on their websites about how any person can make representations to them.

The role of responsible authorities

- 9.11 Responsible authorities under the 2003 Act are automatically notified of all new applications. While all responsible authorities may make representations regarding applications for licences and club premises certificates and full variation applications, it is the responsibility of each responsible authority to determine when they have appropriate grounds to do so.
- 9.12 Each responsible authority will be an expert in their respective field, and in some cases it is likely that a particular responsible authority will be the licensing authority's main source of advice in relation to a particular licensing objective. For example, the police have a key role in managing the night-time economy and should have good working relationships with those operating in their local area⁵. The police should usually

⁵ Police and Crime Commissioners are expected to have a central role working in partnership with local authorities, enforcement bodies and other local partners to decide on what action is needed to tackle alcohol- related crime and disorder in their areas. However, the Chief Officer of Police remains the named responsible authority under the 2003 Act.

therefore be the licensing authority's main source of advice on matters relating to the promotion of the crime and disorder licensing objective. However, any responsible authority under the 2003 Act may make representations with regard to any of the licensing objectives if they have evidence to support such representations. Licensing authorities must therefore consider all relevant representations from responsible authorities carefully, even where the reason for a particular responsible authority's interest or expertise in the promotion of a particular objective may not be immediately apparent. However, it remains incumbent on all responsible authorities to ensure that their representations can withstand the scrutiny to which they would be subject at a hearing.

Licensing authorities acting as responsible authorities

- 9.13 Licensing authorities are included in the list of responsible authorities. A similar framework exists in the Gambling Act 2005. The 2003 Act does not require responsible authorities to make representations about applications for the grant of premises licences or to take any other steps in respect of different licensing processes. It is, therefore, for the licensing authority to determine when it considers it appropriate to act in its capacity as a responsible authority; the licensing authority should make this decision in accordance with its duties under section 4 of the 2003 Act.
- 9.14 Licensing authorities are not expected to act as responsible authorities on behalf of other parties (for example, local residents, local councillors or community groups) although there are occasions where the authority may decide to do so. Such parties can make relevant representations to the licensing authority in their own right, and it is reasonable for the licensing authority to expect them to make representations themselves where they are reasonably able to do so. However, if these parties have failed to take action and the licensing authority is aware of relevant grounds to make a representation, it may choose to act in its capacity as responsible authority.
- 9.15 It is also reasonable for licensing authorities to expect that other responsible authorities should intervene where the basis for the intervention falls within the remit of that other responsible authority. For example, the police should make representations where the representations are based on concerns about crime and disorder. Likewise, it is reasonable to expect the local authority exercising environmental health functions to make representations where there are concerns about noise nuisance. Each responsible authority has equal standing under the 2003 Act and may act independently without waiting for representations from any other responsible authority.
- 9.16 The 2003 Act enables licensing authorities to act as responsible authorities as a means of early intervention; they may do so where they consider it appropriate without having to wait for representations from other responsible authorities. For example, the licensing authority may (in a case where it has published a cumulative impact assessment) consider that granting a new licence application will add to the cumulative impact of licensed premises in its area and therefore decide to make representations to that effect, without waiting for any other person to do so.
- 9.17 In cases where a licensing authority is also acting as responsible authority in relation to the same process, it is important to achieve a separation of responsibilities within the authority to ensure procedural fairness and eliminate conflicts of interest. In such cases licensing determinations will be made by the licensing committee or sub committee comprising elected members of the authority (although they are advised by a licensing

officer). Therefore, a separation is achieved by allocating distinct functions (i.e. those of licensing authority and responsible authority) to different officials within the authority.

- 9.18 In these cases, licensing authorities should allocate the different responsibilities to different licensing officers or other officers within the local authority to ensure a proper separation of responsibilities. The officer advising the licensing committee (i.e. the authority acting in its capacity as the licensing authority) must be a different person from the officer who is acting for the responsible authority. The officer acting for the responsible authority should not be involved in the licensing decision process and should not discuss the merits of the case with those involved in making the determination by the licensing authority. For example, discussion should not take place between the officer acting as responsible authority and the officer handling the licence application regarding the merits of the case. Communication between these officers in relation to the case should remain professional and consistent with communication with other responsible authorities. Representations, subject to limited exceptions, must be made in writing. It is for the licensing authority to determine how the separate roles are divided to ensure an appropriate separation of responsibilities. This approach may not be appropriate for all licensing authorities and many authorities may already have processes in place to effectively achieve the same outcome.
- 9.19 Smaller licensing authorities, where such a separation of responsibilities is more difficult, may wish to involve officials from outside the licensing department to ensure a separation of responsibilities. However, these officials should still be officials employed by the authority.

Health bodies acting as responsible authorities

- 9.20 Where a local authority's Director of Public Health in England (DPH) or Local Health Board (LHB) (in Wales) exercises its functions as a responsible authority, it should have sufficient knowledge of the licensing policy and health issues to ensure it is able to fulfil those functions. If the authority wishes to make representations, the DPH or LHB will need to decide how best to gather and coordinate evidence from other bodies which exercise health functions in the area, such as emergency departments and ambulance services.
- 9.21 Health bodies may hold information which other responsible authorities do not, but which would assist a licensing authority in exercising its functions. This information may be used by the health body to make representations in its own right or to support representations by other responsible authorities, such as the police. Such representations can potentially be made on the grounds of all four licensing objectives. Perhaps the most obvious example is where drunkenness leads to accidents and injuries from violence, resulting in attendances at emergency departments and the use of ambulance services. Some of these incidents will be reported to the police, but many will not. Such information will often be relevant to the public safety and crime and disorder objectives.
- 9.22 However, health bodies are encouraged to make representations in respect of any of the four licensing objectives without necessarily seeking views from other responsible authorities where they have appropriate evidence to do so. There is also potential for health bodies to participate in the licensing process in relation to the protection of children from harm. This objective not only concerns the physical safety of children, but also their moral and psychological well being.

- 9.23 Evidence relating to under 18s alcohol-related emergency department attendance, hospital admissions and underage sales of alcohol, could potentially have implications for both the protection of children from harm and the crime and disorder objectives. Health bodies can provide evidence to lead or support representations in relation to this objective. In relation to proxy purchases, data collected by health bodies could be used to inform other responsible authorities, including the police and licensing authorities, about a prevalence of proxy purchasing in a particular area. For example, the police could use this data to tackle instances of 'shoulder tapping' (where under 18s approach adults to buy alcohol on their behalf) and to suggest measures which retailers might be able to take to ensure, as far as possible, that they are not knowingly selling alcohol to an adult who is buying on behalf of a person aged under 18. Although less obvious, health bodies may also have a role to play in the prevention of public nuisance where its effect is prejudicial to health and where they hold relevant data.
- 9.24 DPHs and LHBs will need to consider how to collect anonymised information about incidents that relate to specific premises or premises in a particular area (for example, an area which is the subject of a cumulative impact assessment). Many areas have already developed procedures for local information sharing to tackle violence, which could provide useful evidence to support representations. The College of Emergency Medicine has issued guidelines for information sharing to reduce community violence which recommends that data about assault victims should be collected upon admission to emergency departments, including the date, time and location of the assault – i.e. the name of the pub, club or street where the incident occurred. Sometimes, it may be possible to link ambulance callouts or attendances at emergency departments to irresponsible practices at specific premises, such as serving alcohol to people who are intoxicated or targeting promotions involving unlimited or unspecified quantities of alcohol at particular groups.

Home Office Immigration Enforcement acting as a responsible authority

- 9.25 The Immigration Act 2016 made the Secretary of State a responsible authority in respect of premises licensed to sell alcohol or late night refreshment with effect from 6 April 2017. In effect this conveys the role of responsible authority to Home Office Immigration Enforcement who exercises the powers on the Secretary of State's behalf. When Immigration Enforcement exercises its powers as a responsible authority it will do so in respect of the prevention of crime and disorder licensing objective because it is concerned with the prevention of illegal working or immigration offences more broadly.

Disclosure of personal details of persons making representations

- 9.26 Where a notice of a hearing is given to an applicant, the licensing authority is required under the Licensing Act 2003 (Hearings) Regulations 2005 to provide the applicant with copies of the relevant representations that have been made.
- 9.27 In exceptional circumstances, persons making representations to the licensing authority may be reluctant to do so because of fears of intimidation or violence if their personal details, such as name and address, are divulged to the applicant.
- 9.28 Where licensing authorities consider that the person has a genuine and well-founded fear of intimidation and may be deterred from making a representation on this basis, they may wish to consider alternative approaches.

- 9.29 For instance, they could advise the persons to provide the relevant responsible authority with details of how they consider that the licensing objectives are being undermined so that the responsible authority can make representations if appropriate and justified.
- 9.30 The licensing authority may also decide to withhold some or all of the person's personal details from the applicant, giving only minimal details (such as street name or general location within a street). However, withholding such details should only be considered where the circumstances justify such action.

Hearings

- 9.31 The Licensing Act 2003 (Hearings) Regulations 2005 governing hearings may be found on the www.legislation.gov.uk website. If the licensing authority decides that representations are relevant, it must hold a hearing to consider them. The need for a hearing can only be avoided with the agreement of the licensing authority, where the applicant and all of the persons who made relevant representations have given notice to the authority that they consider a hearing to be unnecessary. Where this is the case and the authority agrees that a hearing is unnecessary, it must forthwith give notice to the parties that the hearing has been dispensed with. Notwithstanding those regulatory provisions, in cases where the licensing authority believes that a hearing is still necessary, it is recommended that the authority should, as soon as possible, provide the parties with reasons in writing for the need to hold the hearing. In cases where only 'positive' representations are received, without qualifications, the licensing authority should consider whether a hearing is required. To this end, it may wish to notify the persons who made representations and give them the opportunity to withdraw those representations. This would need to be done in sufficient time before the hearing to ensure that parties were not put to unnecessary inconvenience.
- 9.32 Responsible authorities should try to conclude any discussions with the applicant in good time before the hearing. The 2005 Hearings Regulations permit licensing authorities to extend a time limit provided for by those Regulations for a specified period where it considers this to be necessary in the public interest. For example, if the application is amended at the last moment, the licensing committee should consider giving other persons time to address the revised application before the hearing commences. Where the authority has extended a time limit it must forthwith give a notice to the parties involved stating the period of the extension and the reasons for it.
- 9.33 The 2005 Hearings Regulations require that representations must be withdrawn 24 hours before the first day of any hearing. If they are withdrawn after this time, the hearing must proceed and the representations may be withdrawn orally at that hearing. However, where discussions between an applicant and those making representations are taking place and it is likely that all parties are on the point of reaching agreement, the licensing authority may wish to use the power given within the hearings regulations to extend time limits, if it considers this to be in the public interest.
- 9.34 Applicants should be encouraged to contact responsible authorities and others, such as local residents, who may be affected by the application before formulating their applications so that the mediation process may begin before the statutory time limits come into effect after submission of an application. The hearing process must meet the requirements of regulations made under the 2003 Act. Where matters arise which are not covered by the regulations, licensing authorities may make arrangements as they see fit as long as they are lawful.

- 9.35 There is no requirement in the 2003 Act for responsible authorities that have made representations to attend, but it is generally good practice and assists committees in reaching more informed decisions. Where several responsible authorities within a local authority have made representations on an application, a single local authority officer may represent them at the hearing if the responsible authorities and the licensing authority agree. This local authority officer representing other responsible authorities may be a licensing officer, but only if this licensing officer is acting as a responsible authority on behalf of the licensing authority and has had no role in the licensing determination process. This is to ensure that the responsible authorities are represented by an independent officer separate from the licensing determination process.
- 9.36 As noted in paragraphs 9.13 to 9.19 above, where the licensing officer is acting as a responsible authority the relevant steps should be followed to ensure that this individual has no role in the decision making process regarding the licensing determination.
- 9.37 As a matter of practice, licensing authorities should seek to focus the hearing on the steps considered appropriate to promote the particular licensing objective or objectives that have given rise to the specific representation and avoid straying into undisputed areas. A responsible authority or other person may choose to rely on their written representation. They may not add further representations to those disclosed to the applicant prior to the hearing, but they may expand on their existing representation and should be allowed sufficient time to do so, within reasonable and practicable limits.
- 9.38 In determining the application with a view to promoting the licensing objectives in the overall interests of the local community, the licensing authority must give appropriate weight to:
- the steps that are appropriate to promote the licensing objectives;
 - the representations (including supporting information) presented by all the parties; • this Guidance;
 - its own statement of licensing policy.
- 9.39 The licensing authority should give its decision within five working days of the conclusion of the hearing (or immediately in certain specified cases) and provide reasons to support it. This will be important if there is an appeal by any of the parties. Notification of a decision must be accompanied by information on the right of the party to appeal. After considering all the relevant issues, the licensing authority may grant the application subject to the relevant mandatory conditions and any conditions that are consistent with the operating schedule. Any additional conditions imposed must be appropriate for the promotion of the licensing objectives; there is no power for the licensing authority to attach a condition that is merely aspirational. For example, conditions may not be attached which relate solely to the health of customers rather than their direct physical safety. Any conditions added to the licence must be those imposed at the hearing or those agreed when a hearing has not been necessary.
- 9.40 Alternatively, the licensing authority may refuse the application on the grounds that this is appropriate for the promotion of the licensing objectives. It may also refuse to specify a designated premises supervisor and/or only allow certain requested licensable activities. In the interests of transparency, the licensing authority should publish hearings procedures in full on its website to ensure that those involved have the most current information.

- 9.41 In the context of variations or minor variations, which may involve structural alteration to or change of use of a building, the decision of the licensing authority will not exempt an applicant from the need to apply for building control approval, planning permission or both of these where appropriate.

Determining actions that are appropriate for the promotion of the licensing objectives

- 9.42 Licensing authorities are best placed to determine what actions are appropriate for the promotion of the licensing objectives in their areas. All licensing determinations should be considered on a case-by-case basis. They should take into account any representations or objections that have been received from responsible authorities or other persons, and representations made by the applicant or premises user as the case may be.
- 9.43 The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve.
- 9.44 Determination of whether an action or step is appropriate for the promotion of the licensing objectives requires an assessment of what action or step would be suitable to achieve that end. While this does not therefore require a licensing authority to decide that no lesser step will achieve the aim, the authority should aim to consider the potential burden that any condition would impose on the premises licence holder (such as the financial burden due to restrictions on licensable activities) as well as the potential benefit in terms of the promotion of the licensing objectives. However, it is imperative that the authority ensures that the factors which form the basis of its determination are limited to consideration of the promotion of the objectives and nothing outside those parameters. As with the consideration of licence variations, the licensing authority should consider wider issues such as other conditions already in place to mitigate potential negative impact on the promotion of the licensing objectives and the track record of the business. Further advice on determining what is appropriate when imposing conditions on a licence or certificate is provided in Chapter 10. The licensing authority is expected to come to its determination based on an assessment of the evidence on both the risks and benefits either for or against making the determination.

Considering cases where licensing and planning applications are made simultaneously

- 9.45 Where businesses have indicated, when applying for a licence under the 2003 Act, that they have also applied for planning permission or that they intend to do so, licensing committees and officers should consider discussion with their planning counterparts prior to determination with the aim of agreeing mutually acceptable operating hours and scheme designs.

security concerns may be relevant. LGA Councillors Handbook

<https://www.local.gov.uk/publications/licensing-act-2003-councillors-handbook-england-and-wales-0>

Case study from Manchester relating to use of licensing conditions

<https://www.local.gov.uk/case-studies/manchester-city-council-security-and-licensing>

Supporting links to wider counter terrorism measures which may be helpful for licenced premises and Local Authorities.

<https://www.protectuk.police.uk/first-aid-preparedness-organisations>

<https://www.protectuk.police.uk/advice-and-guidance/response/supporting-information-public-access-trauma-first-aid-kits>

PREVENTION OF CRIME

- PC1 CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.
Cameras shall encompass all ingress and egress to the premises, fire exits, outside areas, and all areas where the sale/ supply of alcohol occurs.
A monitor shall be mounted on the wall at the premises where it is clearly visible to all members of the public. The monitor shall show the live CCTV footage being recorded.
Equipment MUST be maintained in good working order , be correctly time and date stamped , recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.
The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format EITHER DISC or VHS to the Police/Local Authority on demand.
The Recording equipment and tapes/discs shall be kept in a secure environment under the control of the DPS or other responsible named individual. An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant, in the event of any failings actions taken are to be recorded.
In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police on contact number **101** immediately.
- PC 2 On Fridays and Saturdays ?????, Three (3) ????? SIA Licensed Door staff shall be employed at the premises as shown below until the termination of licensable activities. When employed externally Door staff shall wear hi-viz reflective jackets or vests. When employed internally they shall be readily identifiable as door staff.
Duties: One (1) Door-staff shall commence duty at 2200 hrs.
Two (2) further Door-staff shall commence duty at 2300 hrs when the premises operate for licensable activities.
After 2300 hrs - Two (2) SIA Licensed Door-staff shall be deployed at the main access and egress point(s) until the termination of licensable activities.
One (1) Licensed Door-staff shall be deployed patrolling the internal licensable area until the termination of all licensable activities
- PC3 The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose will employ SIA doorstaff on a risk assessed basis. The risk assessment shall be in writing and shall be made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police
- PC 4 The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers and shall be signed by the door supervisors as they commence and conclude duty. The register shall be made available on demand for inspection by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003), or the Police or an authorised officer of the SIA.

- PC 5 An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:
- (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system or searching equipment or scanning equipment
 - (g) any refusal of the sale of alcohol
 - (h) any visit by a relevant authority or emergency service
- PC 6 Toughened/Polycarbonate/plastic containers shall be used at all times when the premises operate for licensable activities. In the event that toughened/polycarbonate/plastic bottles cannot be provided by the suppliers, then all drinks will be dispensed and served in toughened/polycarbonate/plastic containers.
- PC 7 A Personal licence Holder shall be on duty within the licensed area of the premises at all times when the premises operate for the sale of alcohol.
- PC 8 The Premises Licence Holder/DPS shall successfully complete the BIIAB NCPLH level 2 (or recognised equivalent)
- PC 9 All bar staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any other training package equivalent to BIIAB level within one month of the date that this condition appears on this licence. (Where there are existing staff this training shall be completed within 3 months of the date that this condition first appears on the licence). Training records shall be kept on the premises and shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- PC 10 All existing staff shall be trained within one month of the date this condition appears on this licence. All new staff shall be trained within one month of taking up employment. All staff shall be re-trained six monthly thereafter. The training shall include:
- Drugs Awareness
 - Conflict resolution
 - Selling to under age person
 - Selling to drunks
- Training records shall be kept on the premises which shall show the area of training covered, the date of the training, the name of the person and shall be signed by the trainer and trainee. This shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) on demand.
- PC 11 No admission for new customers will be allowed to the premises after 0100 hrs ?????. Only existing patrons whose hand has been stamped by a member of staff – who step outside (i.e. smoking) will be allowed to return after that time.

- PC 12 Signage in not less than 32 font shall be clearly displayed prominently at the point of access to the premises in relation to the Admission Policy, Age Policy, Drug Policy, and Dress Policy.
- PC 13 The DPS and all other staff shall ensure that no vessels are taken off the premises by customers.
- PC 14 A secure disposal bin will be sited adjacent to the main access/egress door to facilitate disposal of glasses and bottles.
- PC 15 A drug safe shall be provided at the premises. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police.
- PC 16 A safe shall be provided at the premises for the storage of knives and other seized illegal items. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an authorised person.
- PC 17 No open containers will be removed from the premises.

PUBLIC SAFETY

- PS1 All staff shall wear clothing which identifies them as members of staff of the premises.
- PS2 A system shall be in place which is capable of showing the number of persons on the premises at any one time. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.
- PS3 Cylinders or containers of gas under pressure, other than Cellar Gases¹, shall not be used on the premises unless written notification has been given to the Licensing Authority.
- PS4 First aid
A First Aid Kit capable of treating for 21-50 people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain:
1 x Guidance Leaflet
60 x Washproof Plasters
6 x Eye Pads with Bandage
8 x Triangular Bandages
12 x Safety Pins

¹ Cellar Gases are those gases that are used in connection with beers, lagers and the like.

16 x Assorted Sterile Dressings
20 Moist Wipes
3 Pairs Disposable Gloves

- PS6 An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities. [An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]

Electrical & Gas Installations

- PS7 All electrical wiring and distribution systems shall have a current safety certificate which has been signed off by a competent person who is either registered with the ECA (<https://www.eca.co.uk/>) or NICEIC (<http://www.niceic.com/>) The sign off certificate shall be produced to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police on demand.
- PS8 All portable electrical equipment shall be powered through a sensitive earth leakage protection system (residual current device) having a rated residual operating current not exceeding 30 milliamps and a maximum operating limit of 30 milliseconds.
- PS9 The residual circuit device shall be tested at least once a week and a record of this check shall be kept at the premises.
- PS10 Any and all gas appliances (except cellar gas) used in the premises must have a current safety certificate signed off by a competent person whose name appears within the current Gas Safety register (GSR) <https://www.gassaferegister.co.uk/> . The sign off certificate shall be produced to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police on demand.

Hypnotism

- PS11 The Licensed premises shall not be used for any exhibition, demonstration or performance of hypnotism unless the hypnotist has been licensed by the relevant Local Authority in England or Wales. Any performance must comply in accordance with any conditions attached to that licence.

Maintenance, Repair and Cleanliness

- PS12 All parts of the premises and all fixtures and fittings therein including seating, door fastenings, notices, floors, carpets and furniture shall be kept clean and maintained in good order.

Special Effects

- PS13 The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority. Notification, together with a detailed description of the method of use, shall be

made to the Licensing Authority not less than 14 days prior to the day on which the laser equipment is to be used.

- PS14 Strobe lights shall be operated on a fixed rate of not more than four flashes per second. Where more than one strobe light is used, the flashes shall be synchronised. In any case, such lights shall not be installed without notify the Licensing Authority in writing.
- PS15 The use of foam shall not be permitted without prior notification, in writing, to the Licensing Authority.

Disabled people

- PS16 When disabled people are present, arrangements must exist to enable their safe evacuation in the event of an emergency. Details of the arrangements shall be recorded in writing and shall be made immediately available to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police on demand.
- PS17 Disabled people on the premises must be made aware of the evacuation procedure.
- PS18 All exits doors must be capable of being opened without the use of a key, card, code or similar means.
- PS19 Doors must be checked at least every 24 hours to ensure that they are capable of being opened. A record of this check shall be recorded in writing and shall be made immediately available to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police on demand.
- PS20 Any security fastenings fitted to any escape doors/routes must removed prior to the premises being opened to the public.
- PS21 Lighting
In the absence of adequate daylight, the lighting in any area accessible to the public, members or guests shall be sufficient (107 lux or more) to enable people to move about safely.
- PS22 Automatic emergency lighting, powered by an independent source, shall be provided. Any emergency lighting batteries shall be fully charged before the admission of the public, members or guests. In the event of the failure of normal lighting, arrangements shall be in place to ensure that the public, members or guests leave the premises within the period of one-third of the total predicted life of the emergency lighting battery, unless within that time normal lighting has been restored and the battery has been fully re-charged.
- PS23 Curtains, hangings, decorations and upholstery
No curtain, temporary decoration or item of a similar description shall obstruct any exit.
- PS24 Capacity limits
The maximum permitted numbers of persons in the premises including staff shall not exceed the numbers set within the fire risk assessment for the premises.

- PS25 The capacity limit for the premises shall be: 100
- PS26 Access for emergency vehicles
Access for emergency vehicles is kept clear and free from obstruction.
- PS27 Indoor sports entertainments
An appropriately qualified medical practitioner who is registered with the General Medical Council (GMC) shall be present throughout any sports entertainment involving boxing, wrestling, judo, karate or other sports entertainment of a similar nature.
- PS28 A medicinal supply of oxygen shall be immediately available on site and located close to ring.
- PS29 Any ring shall be supplied by a company whose business involves the construction of the same. Such business shall be registered at Companies House. A sign off certificate shall be used prior to its first use to state that the ring has been constructed in accordance with the manufactures instructions. The certificate shall be made available on demand to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003).
- PS31 At any wrestling/boxing or other entertainments of a similar nature, members of the public shall not be seated within 2.5 metres of the ring.

Prevention of Public Nuisance

- PN1 All windows will be kept shut after 2300 hours.
- PN2 Noise or vibration shall not emanate from the premises so as to cause a nuisance.
- PN3 The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.
- PN4 All doors and windows at the premises shall be kept closed after 2300 except during immediate access and egress.
- PN5 Live or Recorded music shall be restricted to the area marked on the premises plan
- PN6 Any speaker within the premises shall be directed away from any residential property
- PN7 Acoustic curtains shall be installed over all windows/doors and kept closed during times that the premises provide regulated entertainment
- PN8 All external doors shall be fitted with rubber seals to prevent noise breakout
- PN9 'Noise' from the premises must not be 'audible or discernable' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded

or live) or instrumental music (recorded or live) or a combination of both. Audible or discernable' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.

- PN10 Where regulated entertainment is provided, the premises licence holder or DPS or a responsible person nominated by either in writing will monitor noise emanating from the premises at least xxxxx hour/minutes to ensure that no noise nuisance is being caused and where there is shall cause the noise to be reduced. A written record shall be kept on the premises detailing the name of the person carrying out the monitoring, the monitoring locations, the date and time and the result obtained. Such record shall be made available on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or police.
- PN11 Any musical amplification system/equipment located at the premises, prior to use, shall be wired through a sound limiting device located in a separate and remote lockable cabinet. The level shall be pre-set by a responsible person in charge of the premises to ensure that no noise nuisance is caused to local residents. The operational panel of the noise limiter shall then be secured. The keys securing the noise limiter cabinet shall be held by the premises licence holder or authorised (in writing) manager only, and shall not be accessed by any other person.
- PN12 Loudspeakers shall not be located in the entrance lobby or external to any part of the premises.
- PN13 Alcohol consumed outside the premises building shall only be consumed by patrons seated at tables.
- PN14 Outside tables and chairs shall be rendered unusable by 23.00 each day.
- PN15 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- PN16 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to any beer garden, patio area, smoking area or similar, requesting the public to respect the needs of local residents and to be quiet.
- PN17 The use of explosives, pyrotechnics and fireworks of a similar nature shall not be used at the premises without written notification to the Licensing Authority.
- PN18 No waste such as bottles or refuse shall be placed outside the premises between 10pm hours and the end of licensable activities.

Noxious smells

- PN19 No noxious smell emanating from the premises shall cause a nuisance to nearby properties.

Light pollution

- PN20 Lighting outside premises including flashing lights shall not cause a nuisance to nearby properties, unless written consent has been obtained from the police to the effect that such lighting is necessary to promote the crime prevention objective.
- PN21 Recorded music volume shall not exceed LAeq 90 (5 min) 40 dba during the wind down period.
- PN22 The courtyard/garden shall not be used after 23:00 hours.
- PN23 No external area at the premises shall be used after 23:00 hours.
- PN24 The premises licence holder, or DPS, or nominated responsible person (in writing) shall ensure that noise and vibration does not emanate from the premises so as to cause a nuisance to any person residing in premises situated at

Protection of Children

- PCH1 No person under the age of 18 shall be permitted on the premises unless dining and accompanied by an adult aged 21 or over.
- PCH2 The premises shall operate a Challenge 21/25/30 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of an authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.
- PCH3 A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- PCH4 No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).
- PCH5 No person under the age of 18 years shall be permitted to be on the premises other than a member of staff employed at the premises or a child of the premises licence holder or DPS.
- PCH6 No person under the age of 18 years shall be permitted to be on the premises after 2300 hour other than a member of staff employed at the premises or a child of the premises licence holder or DPS

PCH7 No person under the age of 18 years shall be permitted on the premises when adult entertainment is provided.

PCH8 No person under the age of 18 shall be permitted on the premises during the time that any drinks promotion is in place.



Licensing Act 2003

2003 CHAPTER 17

PART 3

PREMISES LICENCES

Grant of premises licence

17 Application for premises licence

- (1) An application for a premises licence must be made to the relevant licensing authority.
- (2) Subsection (1) is subject to regulations under—
 - (a) section 54 (form etc. of applications etc.);
 - (b) section 55 (fees to accompany applications etc.).
- (3) An application under this section must also be accompanied—
 - (a) by an operating schedule,
 - (b) by a plan of the premises to which the application relates, in the prescribed form, and
 - (c) if the licensable activities to which the application relates (“the relevant licensable activities”) include the supply of alcohol, by a form of consent in the prescribed form given by the individual whom the applicant wishes to have specified in the premises licence as the premises supervisor.
- (4) An “operating schedule” is a document which is in the prescribed form and includes a statement of the following matters—
 - (a) the relevant licensable activities,
 - (b) the times during which it is proposed that the relevant licensable activities are to take place,
 - (c) any other times during which it is proposed that the premises are to be open to the public,
 - (d) where the applicant wishes the licence to have effect for a limited period, that period,

Changes to legislation: Licensing Act 2003, Section 17 is up to date with all changes known to be in force on or before 06 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- (e) where the relevant licensable activities include the supply of alcohol, prescribed information in respect of the individual whom the applicant wishes to have specified in the premises licence as the premises supervisor,
 - (f) where the relevant licensable activities include the supply of alcohol, whether the supplies are proposed to be for consumption on the premises or off the premises, or both,
 - (g) the steps which it is proposed to take to promote the licensing objectives,
 - (h) such other matters as may be prescribed.
- (5) The Secretary of State must by regulations—
- (a) require an applicant to advertise his application within the prescribed period—
 - (i) in the prescribed form, and
 - (ii) in a manner which is prescribed and is likely to bring the application to the attention of the i ^{F1}persons who live, or are involved in a business, in the relevant licensing authority's area and who are] likely to be affected by it;
 - ^{F2}(aa) require the relevant licensing authority to advertise the application within the prescribed period—
 - (i) in the prescribed form, and
 - (ii) in a manner which is prescribed and is likely to bring the application to the attention of the persons who are likely to be affected by it; and”
and]
 - (b) ^{F3}
 - (c) prescribe the period during which ^{F4}responsible authorities and other persons] may make representations to the relevant licensing authority about the application.
- ^{F5}(6) The Secretary of State may by regulations—
- (a) require an applicant to give notice of his application to each responsible authority, and such other persons as may be prescribed, within the prescribed period, and
 - (b) in a case where the application is made by means of a relevant electronic facility, require the relevant licensing authority to give notice of the application to such persons as may be prescribed, within the prescribed period.]

Textual Amendments

- F1** Words in s. 17(5)(a)(ii) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), **ss. 105(3)(a)**, 157(1) (with [s. 105\(11\)](#)); S.I. 2012/1129, art. 2(d)
- F2** S. 17(5)(aa) inserted (22.3.2012 for specified purposes, 25.4.2012 in so far as not already in force) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), **ss. 105(3)(b)**, 157(1) (with [s. 105\(11\)](#)); S.I. 2012/896, art. 2(a); S.I. 2012/1129, art. 2(d)
- F3** S. 17(5)(b) omitted (28.12.2009) by virtue of [The Provision of Services Regulations 2009 \(S.I. 2009/2999\)](#), **reg. 49(2)(a)** (with [regs. 2, 5](#))
- F4** Words in s. 17(5)(c) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), **ss. 105(3)(c)**, 157(1) (with [s. 105\(11\)](#)); S.I. 2012/1129, art. 2(d)
- F5** S. 17(6) inserted (28.12.2009) by [The Provision of Services Regulations 2009 \(S.I. 2009/2999\)](#), **reg. 49(2)(b)** (with [regs. 2, 5](#))

Changes to legislation: Licensing Act 2003, Section 17 is up to date with all changes known to be in force on or before 06 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

Commencement Information

- II** S. 17(3)(b)(c)(4)(5) in force at 16.12.2003 by [S.I. 2003/3222](#), [art. 2](#), [Sch.](#) and s. 17 otherwise in force at 7.2.2005 by [S.I. 2004/2360](#), [art. 2](#), [Sch.](#)

Changes to legislation:

Licensing Act 2003, Section 17 is up to date with all changes known to be in force on or before 06 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

View outstanding changes

Changes and effects yet to be applied to :

- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
- s. 2(1A) inserted by 2015 c. 20 s. 67(1)
- s. 8(1A) inserted by 2025 c. 10 Sch. 4 para. 2(b)
- s. 10(4)(e) and word inserted by 2011 c. 13 s. 121(3)(b)
- s. 17(3)(b) word omitted by 2025 c. 10 Sch. 4 para. 3
- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
- s. 197A197B inserted by 2011 c. 13 s. 121(2)
- Sch. 3 Pt. 1 heading inserted by 2025 c. 10 Sch. 4 para. 6(3)
- Sch. 3 Pt. 2 inserted by 2025 c. 10 Sch. 4 para. 6(5)
- Sch. 3 Pt. 1 para. 1 words in Sch. 3 renumbered as Sch. 3 Pt. 1 para. 1 by 2025 c. 10 Sch. 4 para. 6(4)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
- s. 2(1A) inserted by 2015 c. 20 s. 67(1)
- s. 8(1A) inserted by 2025 c. 10 Sch. 4 para. 2(b)
- s. 10(4)(e) and word inserted by 2011 c. 13 s. 121(3)(b)
- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
- s. 197A197B inserted by 2011 c. 13 s. 121(2)
- Sch. 3 Pt. 1 heading inserted by 2025 c. 10 Sch. 4 para. 6(3)
- Sch. 3 Pt. 2 inserted by 2025 c. 10 Sch. 4 para. 6(5)
- Sch. 3 Pt. 1 para. 1 words in Sch. 3 renumbered as Sch. 3 Pt. 1 para. 1 by 2025 c. 10 Sch. 4 para. 6(4)



Licensing Act 2003

2003 CHAPTER 17

PART 3

PREMISES LICENCES

Grant of premises licence

18 Determination of application for premises licence

- (1) This section applies where the relevant licensing authority—
 - (a) receives an application for a premises licence made in accordance with section 17, and
 - (b) is satisfied that the applicant has complied with any requirement imposed on him under subsection (5) of that section.
- (2) Subject to subsection (3), the authority must grant the licence in accordance with the application subject only to—
 - (a) such conditions as are consistent with the operating schedule accompanying the application, and
 - (b) any conditions which must under section 19, 20 or 21 be included in the licence.
- (3) Where relevant representations are made, the authority must—
 - (a) hold a hearing to consider them, unless the authority, the applicant and each person who has made such representations agree that a hearing is unnecessary, and
 - (b) having regard to the representations, take such of the steps mentioned in subsection (4) (if any) as it considers [^{F1}appropriate] for the promotion of the licensing objectives.
- (4) The steps are—
 - (a) to grant the licence subject to—

Changes to legislation: Licensing Act 2003, Section 18 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- (i) the conditions mentioned in subsection (2)(a) modified to such extent as the authority considers [^{F2}appropriate] for the promotion of the licensing objectives, and
 - (ii) any condition which must under section 19, 20 or 21 be included in the licence;
 - (b) to exclude from the scope of the licence any of the licensable activities to which the application relates;
 - (c) to refuse to specify a person in the licence as the premises supervisor;
 - (d) to reject the application.
- (5) For the purposes of subsection (4)(a)(i) the conditions mentioned in subsection (2)(a) are modified if any of them is altered or omitted or any new condition is added.
- (6) For the purposes of this section, “relevant representations” means representations which—
- (a) are about the likely effect of the grant of the premises licence on the promotion of the licensing objectives,
 - (b) meet the requirements of subsection (7),
 - (c) if they relate to the identity of the person named in the application as the proposed premises supervisor, meet the requirements of subsection (9), and
 - (d) are not excluded representations by virtue of section 32 (restriction on making representations following issue of provisional statement).
- (7) The requirements of this subsection are—
- (a) that the representations were made by [^{F3}a responsible authority or other person] within the period prescribed under section 17(5)(c),
 - (b) that they have not been withdrawn, and
 - (c) in the case of representations made by [^{F4}a person who is not a responsible authority], that they are not, in the opinion of the relevant licensing authority, frivolous or vexatious.
- (8) Where the authority determines for the purposes of subsection (7)(c) that any representations are frivolous or vexatious, it must notify the person who made them of the reasons for its determination.
- (9) The requirements of this subsection are that the representations—
- (a) were made by a chief officer of police for a police area in which the premises are situated, and
 - (b) include a statement that, due to the exceptional circumstances of the case, he is satisfied that the designation of the person concerned as the premises supervisor under the premises licence would undermine the crime prevention objective.
- [^{F5}(9A) Where a London licensing authority is to hold a hearing in accordance with subsection (3) in relation to an application of potential strategic importance to Greater London, the authority must give to the Greater London Authority—
- (a) in advance of the hearing, specified information relating to the hearing within the specified period;
 - (b) following the hearing, specified information relating to the hearing within the specified period.
- (9B) In subsection (9A)—

Changes to legislation: Licensing Act 2003, Section 18 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

“application of potential strategic importance to Greater London” means a licence application that has been notified to the London licensing authority by the Greater London Authority under section 17A(3) as being of potential strategic importance to Greater London;

“specified” means specified in regulations made by the Secretary of State.]

(10) In discharging its duty under subsection (2) or (3)(b), a licensing authority may grant a licence under this section subject to different conditions in respect of—

- (a) different parts of the premises concerned;
- (b) different licensable activities.

Textual Amendments

- F1** Word in s. 18(3)(b) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 109\(2\)\(a\)](#), 157(1) (with [s. 109\(15\)](#)); S.I. 2012/1129, art. 2(d)
- F2** Word in s. 18(4)(a)(i) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 109\(2\)\(b\)](#), 157(1) (with [s. 109\(15\)](#)); S.I. 2012/1129, art. 2(d)
- F3** Words in s. 18(7)(a) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 105\(4\)\(a\)](#), 157(1) (with [s. 105\(11\)](#)); S.I. 2012/1129, art. 2(d)
- F4** Words in s. 18(7)(c) substituted (25.4.2012) by [Police Reform and Social Responsibility Act 2011 \(c. 13\)](#), [ss. 105\(4\)\(b\)](#), 157(1) (with [s. 105\(11\)](#)); S.I. 2012/1129, art. 2(d)
- F5** [S. 18\(9A\)\(9B\)](#) inserted (29.4.2026 for specified purposes, 29.6.2026 in so far as not already in force) by [English Devolution and Community Empowerment Act 2026 \(c. 23\)](#), [s. 108\(1\)\(5\)](#), [Sch. 26 para. 8](#) (with [s. 102](#), [Sch. 26 para. 21](#))

Changes to legislation:

Licensing Act 2003, Section 18 is up to date with all changes known to be in force on or before 05 August 2026. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

View outstanding changes

Changes and effects yet to be applied to :

- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
- s. 2(1A) inserted by 2015 c. 20 s. 67(1)
- s. 8(1A) inserted by 2025 c. 10 Sch. 4 para. 2(b)
- s. 10(4)(e) and word inserted by 2011 c. 13 s. 121(3)(b)
- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
- s. 197A197B inserted by 2011 c. 13 s. 121(2)
- Sch. 3 Pt. 1 heading inserted by 2025 c. 10 Sch. 4 para. 6(3)
- Sch. 3 Pt. 2 inserted by 2025 c. 10 Sch. 4 para. 6(5)
- Sch. 3 Pt. 1 para. 1 words in Sch. 3 renumbered as Sch. 3 Pt. 1 para. 1 by 2025 c. 10 Sch. 4 para. 6(4)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- Pt. 5A inserted by 2015 c. 20 s. 67(2)Sch. 17
- s. 2(1A) inserted by 2015 c. 20 s. 67(1)
- s. 8(1A) inserted by 2025 c. 10 Sch. 4 para. 2(b)
- s. 10(4)(e) and word inserted by 2011 c. 13 s. 121(3)(b)
- s. 17(3)(ba) inserted by 2025 c. 10 Sch. 4 para. 3
- s. 29(6)(ba) inserted by 2025 c. 10 Sch. 4 para. 4
- s. 71(4)(ba) inserted by 2025 c. 10 Sch. 4 para. 5
- s. 140(2)(e) inserted by 2015 c. 20 s. 67(4)(b)
- s. 141(2)(e) inserted by 2015 c. 20 s. 67(5)(b)
- s. 143(2)(e) inserted by 2015 c. 20 s. 67(6)(b)
- s. 144(2)(e) inserted by 2015 c. 20 s. 67(7)(b)
- s. 147A(4)(c) inserted by 2015 c. 20 s. 67(8)(b)
- s. 153(4)(d) inserted by 2015 c. 20 s. 67(9)(b)
- s. 197(3)(cza) inserted by 2015 c. 20 s. 67(12)(a)
- s. 197A197B inserted by 2011 c. 13 s. 121(2)
- Sch. 3 Pt. 1 heading inserted by 2025 c. 10 Sch. 4 para. 6(3)
- Sch. 3 Pt. 2 inserted by 2025 c. 10 Sch. 4 para. 6(5)
- Sch. 3 Pt. 1 para. 1 words in Sch. 3 renumbered as Sch. 3 Pt. 1 para. 1 by 2025 c. 10 Sch. 4 para. 6(4)