

**DECISION-MAKER** Licensing (Licensing and Gambling) Sub-Committee  
**SUBJECT** Hearing to Consider an application for Grant of a Premises Licence –  
 JD Wetherspoon, 448 Bitterne Road Precinct, Southampton  
 SO18 5EF  
**DATE OF HEARING** Wednesday 06 April 2016 at 18:00 hrs.

**REPORT OF** Service Director – Legal & Governance  
**E-mail** [licensing@southampton.gov.uk](mailto:licensing@southampton.gov.uk)  
 Application Date : 15 February 2016      Application Received 16 February 2016  
 Application Valid : 16 February 2016      Reference : **2016/00660/01SPRN**



© Crown copyright and database rights 2014 Ordnance Survey 100019679

### ***Representations from Responsible Authorities***

<b>Responsible Authority</b>	<b>Satisfactory?</b>
Local Safeguarding Children Board	Yes
Hampshire Fire And Rescue	Yes
Environmental Health - Licensing	Yes
Planning & Sustainability	No Response Received
Public Health	No Response Received
Hampshire Constabulary	Conditions agreed
Trading Standards	No Response Received

## ***Other Representations***

<b>Name</b>	<b>Address</b>	<b>Contributor Type</b>
Rosemary Lawrence	44 Pound Street Bitterne SO18 6BP	Resident

### ***Summary of application***

<b>Premises:</b>	JD Wetherspoon
<b>Applicant</b>	JD Wetherspoon Plc.
<b>Agent for licence Holder:</b>	Ms. Barbara Morrice, JD Wetherspoon
<b>DPS:</b>	Ms. Deborah Hay

Premises is the former Red Loin public house which had hours as follows

Live music	Recorded music	Facilities for making music
Monday 20:00 - 23:00	Monday 20:00 - 23:00	Monday 20:00 - 23:00
Tuesday 20:00 - 23:00	Tuesday 20:00 - 23:00	Tuesday 20:00 - 23:00
Wednesday 20:00 - 23:00	Wednesday 20:00 - 23:00	Wednesday 20:00 - 23:00
Thursday 20:00 - 23:00	Thursday 20:00 - 23:00	Thursday 20:00 - 23:00
Friday 20:00 - 00:00	Friday 20:00 - 00:00	Friday 20:00 - 00:00
Saturday 20:00 - 00:00	Saturday 20:00 - 00:00	Saturday 20:00 - 00:00
Sunday 20:00 - 23:00	Sunday 20:00 - 23:00	Sunday 20:00 - 23:00
Supply by retail of alcohol	<b>The opening hours</b>	
Monday 10:00 - 23:00	Monday 10:00 - 23:30	
Tuesday 10:00 - 23:00	Tuesday 10:00 - 23:30	
Wednesday 10:00 - 23:00	Wednesday 10:00 - 23:30	
Thursday 10:00 - 23:00	Thursday 10:00 - 23:30	
Friday 10:00 - 00:00	Friday 10:00 - 00:30	
Saturday 10:00 - 00:00	Saturday 10:00 - 00:30	
Sunday 12:00 - 23:00	Sunday 12:00 - 23:30	

Conditions have been agreed with Hampshire Constabulary

Hours have been amended by the applicant due to the Late Night Levy charge and after discussions with Police as follows

- 1) Supply of alcohol – 0900 to 0000 7 days a week + an additional hour on NYE.
- 2) Late Night Refreshment – 2300 to 0000 7 days a week + an additional on NYE
- 3) Opening – 0700 to 0030 7 days a week + an additional hour on NYE



J D Wetherspoon plc, PO Box 616, Watford, WD24 4QU | Telephone: 01923 477777 | Fax: 01923 219810  
www.jdwetherspoon.co.uk | www.jdwetherspoon.ie

**Direct Line: 01923 477 804**  
**Direct Fax: 01923 219 815**

Our Ref: BM/7331

15<sup>th</sup> February 2016

Licensing Team  
Southampton City Council  
PO Box 1767  
Southampton  
SO18 9LA



Dear Sir / Madam

**Wetherspoons (formerly The Red Lion), 438 Bitterne Road, Bitterne, Southampton, SO18 5EF**  
**Application for Licensing Act 2003 Premises Licence**

We enclose the following documentation in support.

1. Notice of application.
2. One copy of drawing number F1756-40 Rev A.
3. Consent of the proposed DPS, Deborah Hay.
4. A cheque in the sum of £315.00 being the application fee.
5. J D Wetherspoon's Code of Conduct for Responsible Retailing by way of additional information as to how the premises will address the licensing objectives.

You will note that we have not stipulated a start date for the licence to commence on page 3 of the application. We are content for the licence to commence on grant as we do not yet have a date for the opening of the premises.

Notice of application will appear in the local press and on the premises for the required 28 day period from Wednesday, 17<sup>th</sup> February 2016.

Nigel Connor is the solicitor dealing with the application and if you or any of the other responsible authorities have any questions then please do not hesitate to contact him or myself.

Yours sincerely

**Barbara Morrice**  
**Licensing Administrator**  
**J D Wetherspoon plc**



[drinkaware.co.uk](http://drinkaware.co.uk) for the facts

RECEIVED  
16 FEB 2016  
L1N  
14/02/2016 12:05



J D Wetherspoon plc, PO Box 616, Watford, WD24 4QU | Telephone: 01923 477777 | Fax: 01923 219810  
www.jdwetherspoon.co.uk | www.jdwetherspoon.ie

-2-

- cc: Force Licensing Team, Hampshire Constabulary, Central Police Station, Southern Road, Southampton SO15 1AN
- cc: Hampshire Fire and Rescue Service HQ, Business Fire Safety, Leigh Road, Eastleigh, SO50 9SJ
- cc: Environmental Health Services, Southampton City Council, Civic Centre Southampton, SO14 7LY
- cc: Trading Standards Service, Southampton City Council, Civic Centre, Southampton, SO14 7LY
- cc: Planning and Sustainability, Southampton City Council, Civic Centre, Southampton, SO14 7LS
- cc: Safeguarding Children, Southampton City Council, Civic Centre, Southampton, SO14 7LY
- cc: Public Health, Southampton City Council, Civic Centre, Southampton, SO14 7LS



drinkaware.co.uk for the facts

**Application for a premises licence to be granted  
under the Licensing Act 2003**

SEAS BAND C  
SUBTOTAL 315.00  
CHEQUE 315.00

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I/We JD Wetherspoon plc  
(Insert name(s) of applicant)

**apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 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**

**Part 1 – Premises Details**

Postal address of premises or, if none, ordnance survey map reference or description			
Wetherspoons (formerly The Red Lion) 438 Bitterne Road Bitterne			
<b>Post town</b>	Southampton	<b>Postcode</b>	SO18 5EF

Telephone number at premises (if any)	
Non-domestic rateable value of premises	<b>£43,500</b>

**Part 2 - Applicant Details**

Please state whether you are applying for a premises licence as

Please tick as appropriate

- a) an individual or individuals \*  please complete section (A)
- b) a person other than an individual \*
  - i. as a limited company  please complete section (B)
  - ii. as a partnership  please complete section (B)
  - iii. as an unincorporated association or  please complete section (B)
  - iv. other (for example a statutory corporation)  please complete section (B)
- c) a recognised club  please complete section (B)
- d) a charity  please complete section (B)

- e) the proprietor of an educational establishment  please complete section (B)
- f) a health service body  please complete section (B)
- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales  please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England  please complete section (B)
- h) the chief officer of police of a police force in England and Wales  please complete section (B)

\* If you are applying as a person described in (a) or (b) please confirm:

Please tick yes

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or

I am making the application pursuant to a  
 statutory function or   
 a function discharged by virtue of Her Majesty's prerogative

**(A) INDIVIDUAL APPLICANTS** (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
<b>Surname</b>			<b>First names</b>		
I am 18 years old or over				<input type="checkbox"/> Please tick yes	
Current postal address if different from premises address					
Post town				Postcode	
<b>Daytime contact telephone number</b>					
<b>E-mail address (optional)</b>					

**SECOND INDIVIDUAL APPLICANT (if applicable)**

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
<b>Surname</b>			<b>First names</b>		
I am 18 years old or over					<input type="checkbox"/> Please tick yes
Current postal address if different from premises address					
Post town		Postcode			
<b>Daytime contact telephone number</b>					
<b>E-mail address (optional)</b>					

**(B) OTHER APPLICANTS**

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

Name JD Wetherspoon plc
Address  Wetherspoon House Central Park Reeds Crescent Watford WD24 4QL
Registered number (where applicable)  01709784
Description of applicant (for example, partnership, company, unincorporated association etc.)  Public Limited Company
Telephone number (if any) 01923 477 804
E-mail address (optional) bmorrice@jdwetherspoon.co.uk

**Part 3 Operating Schedule**

When do you want the premises licence to start?

DD	MM	YYYY
±	±	±
±	±	±
±	±	±

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD	MM	YYYY
±	±	±
±	±	±
±	±	±

Please give a general description of the premises (please read guidance note 1)

A proposed 3 storey public house/restaurant with bar servery, internal and external customer area and office on the ground floor. Internal and external customer area, kitchen and male and female customer toilets on the first floor. Staff facilities and cold cellar on the second floor.

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

What licensable activities do you intend to carry on from the premises?

(Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment

Please tick any that apply

- a) plays (if ticking yes, fill in box A)
- b) films (if ticking yes, fill in box B)
- c) indoor sporting events (if ticking yes, fill in box C)
- d) boxing or wrestling entertainment (if ticking yes, fill in box D)
- e) live music (if ticking yes, fill in box E)
- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)



**Provision of late night refreshment** (if ticking yes, fill in box I)

**Supply of alcohol** (if ticking yes, fill in box J)

**In all cases complete boxes K, L and M**

**A**

Plays Standard days and timings (please read guidance note 6)			<b>Will the performance of a play take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Mon			<b>Please give further details here</b> (please read guidance note 3)		
Tue					
Wed					
Thur			<b>State any seasonal variations for performing plays</b> (please read guidance note 4)		
Fri					
Sat			<b>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sun					

**B**

<b>Films</b> Standard days and timings (please read guidance note 6)			<b>Will the exhibition of films take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon					
			<b>State any seasonal variations for the exhibition of films</b> (please read guidance note 4)		
Tue					
			<b>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Wed					
Thur					
Fri					
Sat					
Sun					

C

Indoor sporting events Standard days and timings (please read guidance note 6)			<u>Please give further details</u> (please read guidance note 3)
Day	Start	Finish	
Mon			
Tue			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 4)
Wed			
Thur			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 5)
Fri			
Sat			
Sun			

**D**

<b>Boxing or wrestling entertainments</b> Standard days and timings (please read guidance note 6)			<b><u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon			<b><u>Please give further details here</u></b> (please read guidance note 3)	Both	<input type="checkbox"/>
Tue					
Wed			<b><u>State any seasonal variations for boxing or wrestling entertainment</u></b> (please read guidance note 4)		
Thur					
Fri			<b><u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sat					
Sun					

**E**

<b>Live music</b> Standard days and timings (please read guidance note 6)			<b>Will the performance of live music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon					
Tue					
Wed			<b>State any seasonal variations for the performance of live music</b> (please read guidance note 4)		
Thur					
Fri			<b>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sat					
Sun					

**F**

<b>Recorded music</b> Standard days and timings (please read guidance note 6)			<b>Will the playing of recorded music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
<b>Day</b>	<b>Start</b>	<b>Finish</b>	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Mon					
Tue			<b><u>State any seasonal variations for the playing of recorded music</u></b> (please read guidance note 4)		
Wed					
Thur			<b><u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Fri					
Sat					
Sun					

# G

<b>Performances of dance</b> Standard days and timings (please read guidance note 6)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Mon					
Tue			<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 4)		
Wed					
Thur			<b><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Fri					
Sat					
Sun					

# H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 6)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<b>Will this entertainment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<b>Please give further details here</b> (please read guidance note 3)		
Wed					
Thur			<b>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</b> (please read guidance note 4)		
Fri					
Sat			<b>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sun					




**I**

Late night refreshment Standard days and timings (please read guidance note 6)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 2)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon	2300	0000	<b><u>Please give further details here</u></b> (please read guidance note 3)  Hot food together with hot drinks including tea and coffee		
Tue	2300	0000			
Wed	2300	0000	<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 4)		
Thur	2300	0100			
Fri	2300	0100	<b><u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u></b> (please read guidance note 5)  Christmas Eve / Boxing Day / Maundy Thursday / Sundays preceding Bank Holiday Mondays / New Year’s Eve / morning BST commences – an additional hour		
Sat	2300	0100			
Sun	2300	0000			

**J**

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 6)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 7)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 4)		
Mon	0900	0000			
Tue	0900	0000			
Wed	0900	0000			
Thur	0900	0100			
Fri	0900	0100			
Sat	0900	0100			
Sun	0900	0000	<b>Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</b> (please read guidance note 5)  Christmas Eve / Boxing Day / Maundy Thursday / Sundays preceding Bank Holiday Mondays / New Year's Eve / morning BST commences – an additional hour		

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

Name Deborah Hay
Address 
Personal licence number (if known) 30659
Issuing licensing authority (if known) London Borough of Richmond upon Thames

K

**Please highlight any 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 (please read guidance note 8).**

None

L

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 6)			<u>State any seasonal variations</u> (please read guidance note 4)
Day	Start	Finish	
Mon	0700	0030	
Tue	0700	0030	
Wed	0700	0030	
Thur	0700	0130	<p><b><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u></b> (please read guidance note 5)</p> <p>Christmas Eve / Boxing Day / Maundy Thursday / Sundays preceding Bank Holiday Mondays / New Year's Eve / morning BST commences – an additional hour</p>
Fri	0700	0130	
Sat	0700	0130	
Sun	0700	0030	

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

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 9)**

1. The premises licence holder shall adhere to the JD Wetherspoon’s “Code of Conduct for Responsible Retailing” as amended from time to time.
2. The premises licence holder will ensure that all staff at the premises have been trained in accordance with established JD Wetherspoon plc training procedures. Specifically the premises licence holder will ensure that all employees are trained in their responsibilities to prevent alcohol being served to anybody who is under the legal age limit or to anyone who appears to be drunk or to anyone who is trying to purchase alcohol on their behalf.

**b) The prevention of crime and disorder**

1. The premises licence holder will ensure that there are sufficient staffing levels including managers to encourage responsible behaviour on the premises at all times.
2. CCTV shall be installed in the premises in compliance with any reasonable requirements of the police. Images will be retained for a minimum of 30 days and will be available to the police upon request. Members of the management team will be trained in the use of the system.
3. Non-alcoholic beverages including soft drinks, water (including free drinking water), coffee and tea shall be available at all times the sale by retail of alcohol carried out at the premises.

**c) Public safety**

See conditions 1 to 3 Box B above.

**d) The prevention of public nuisance**

See conditions 1 to 3 Box B above.

**e) The protection of children from harm**

1. The premises licence holder will operate a "Challenge 21" Policy at all times.
2. Suitable food and non-alcoholic beverages shall be available at all times children are allowed on the premises.

**Checklist:**


**Please tick to indicate agreement**

- I have made or enclosed payment of the fee.
- I have enclosed the plan of the premises.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.
- I understand that I must now advertise my application.
- I understand that if I do not comply with the above requirements my application will be rejected.

**IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING 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.**

**Part 4 – Signatures** (please read guidance note 10)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (see guidance note 11).  
**If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	15/02/2016
Capacity	APPLICANT

**For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent** (please read guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 13)			
Barbara Morrice c/o Legal Department Wethespoon House Central Park Reeds Crescent			
Post town	<b>Watford</b>	Postcode	<b>WD24 4QL</b>
Telephone number (if any)	01923 477 804		
If you would prefer us to correspond with you by e-mail, your e-mail address (optional) bmorrice@jdwethespoon.co.uk			

#### Notes for Guidance

1. 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.
2. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
3. For example the 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.
4. For example (but not exclusively), where the activity will occur on additional days during the summer months.
5. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
6. Please 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.
7. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
8. Please 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 or the presence of gaming machines.
9. Please list here steps you will take to promote all four licensing objectives together.
10. The application form must be signed.
11. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
12. Where there is more than one applicant, each of the applicant or their respective agent must sign the application form.
13. This is the address which we shall use to correspond with you about this application.

**Consent of individual to being specified as premises supervisor**

I Deborah Hay

-----  
*[full name of prospective premises supervisor]*

of



-----  
*[home address of prospective premises supervisor]*

hereby confirm that I give my consent to be specified as the designated premises supervisor in relation to the application for

**NOMINATING AN INDIVIDUAL TO BE A PREMISES SUPERVISOR**

-----  
*[type of application]*

by

**JD WETHERSPOON PLC**

-----  
*[name of applicant]*

relating to a premises licence

-----  
*[number of existing licence, if any]*

for

Wetherspoons (formerly The Red Lion)  
438 Bitterne Road  
Bitterne  
Southampton  
SO18 5EF

-----  
*[name and address of premises to which the application relates]*



and any premises licence to be granted or varied in respect of this application made by

JD WETHERSPOON PLC

-----  
*[name of applicant]*

concerning the supply of alcohol at

Wetherspoons (formerly The Red Lion)  
438 Bitterne Road  
Bitterne  
Southampton  
SO18 5EF

-----  
*[name and address of premises to which application relates]*

I also confirm that I am applying for, intend to apply for or currently hold a personal licence, details of which I set out below.

Personal licence number

30659

-----  
*[insert personal licence number, if any]*

Personal licence issuing authority

London Borough of Richmond upon Thames

-----  
*[insert name and address and telephone number of personal licence issuing authority, if any]*

Signed



Name (please print)

Deborah Hay

Date

15/02/2016





**J D Wetherspoon**

**Code of Conduct for Responsible Retailing**

Updated April 2015

## Contents

Overview.....	3
1 Prevention of Crime and Disorder .....	4
1.1 Food.....	4
1.2 Responsible Drinks Retailing.....	5
1.3 Price Structure .....	6
1.4 Highly Trained Staff.....	6
1.5 Management Structure.....	7
1.6 Preventing Drunkenness and Disorderly Behaviour .....	7
1.7 Zero Tolerance to Drug Use.....	8
1.8 CCTV .....	9
1.9 Door Staff.....	9
1.10 Toughened Glassware & Polycarbonates.....	9
1.11 Pubwatch and Best Bar None .....	10
1.12 Drinkaware.....	11
2 Maintaining Public Safety .....	12
2.1 High Quality Design .....	12
2.2 Fully Accessible Facilities.....	12
2.3 Electrical and Gas Safety .....	12
2.4 Health and Safety.....	13
2.5 Fire Safety.....	13
3 Prevention of Public Nuisance.....	14
3.1 Dispersal Policy.....	14
3.2 Liaison with Our Neighbours .....	15
3.3 Music and Dancing.....	15
3.4 Standards Monitoring Visits (CQSMA) .....	15
3.5 Pavement Cafés and Outside Areas .....	16
3.6 Preventing Odour Escapes .....	17
3.7 Refuse Collections and Deliveries .....	17
4 Protection of Children from Harm .....	18
4.1 Family-Friendly Environment.....	18
4.2 Proof of Age Policy.....	18
4.3 Gambling.....	19

## Overview

J D Wetherspoon began trading in 1979. Over time we have developed a sophisticated range of practices and procedures aimed at providing a safe and convivial environment in which our customers can enjoy the wide range of facilities which we offer. The procedures that we have put in place are subject to constant review and improvement and are the result of careful consideration by our experienced team of directors, managers and professional advisors.

Overall, our aim is to provide a distinctive kind of pub which attracts a broad range of customers. We aim to retain the congenial atmosphere of the traditional pub and couple it with features found in modern cafés, restaurants and bars. We successfully achieve this through a combination of high-quality design, good management and the provision of an all-day menu and a range of quality products.

J D Wetherspoon was the first company to develop a Code of Conduct for Responsible Retailing. This Code sets out the operational procedures that we as a company have put in place to ensure we are actively promoting the four licensing objectives; the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm. At all times we operate to ensure that our commercial imperatives do not override the core values set out in the Code. The Code was developed in April 2004 and formed an integral part of all applications that we submitted to convert and vary licenses prior to the introduction of the new licensing regime. The Code is regularly reviewed as a result of our experience in dealing with local authorities, police forces and various other statutory bodies to ensure it reflects best practice.

The Code is divided into four sections, one for each of the four licensing objectives, with specific practices and procedures identified under the relevant objective. There is, however, considerable overlap between our practices and the objectives so that some of our procedures simultaneously address more than one of the objectives. For example, our staff training procedures address all four objectives and our CCTV policy meets both the crime prevention and the prevention of public nuisance objectives.

Our approach has always been to work closely with the statutory authorities and with local residents to ensure that the licensing objectives are being actively promoted. We appreciate that the success of the licensing regime depends on the continuation of strong partnerships between the licensed trade, responsible authorities and local communities.

# 1 Prevention of Crime and Disorder

## 1.1 Food

- 1.1.1 At J D Wetherspoon the provision of good quality food at reasonable prices is at the core of our business. A full menu is available in our premises from opening until 2300, 7 days of the week.
- 1.1.2 Food has become an increasingly important element of our operation in recent years and in particular since the introduction of the smoking ban in England and Wales in 2007. Our experience is that a smoke-free pub provides a much more conducive atmosphere in which to eat, especially for families with children. As a consequence, in the past few years we have seen our food sales increase significantly. Food and soft drinks currently amounts to 40% of the total sales across the estate. In a number of our pubs a figure of 50% and higher is achieved especially in newly opened pubs. Including bar purchases made in association with table meals, diners now account for approximately two-thirds of sales.
- 1.1.3 The majority of our pubs open from 0800 and some even earlier to cater for customers who want to join us for breakfast. We pioneered the availability of breakfasts across all our pubs. We now sell approximately 520,000 breakfast items per week including approximately 280,000 full breakfasts. In a similar vein, we now sell over 900,000 hot drinks every week including 650,000 cups of Lavazza coffee.
- 1.1.4 Our Mexican, Curry, Chicken, Steak and Sunday Clubs are key offers available in all of our pubs. These promotions are typical of our approach to responsible drinks retailing where we link drinks promotions with the sale of affordable food. During all our club promotions, customers are offered a drink inclusive with their meal and can choose from a pint of lager, real ale, Guinness or cider, a bottled lager or beer, a glass of wine, a single spirit and mixer, or they can choose a coffee or tea, a bottle of water or a non-alcoholic soft drink such as Pepsi or J2O.
- 1.1.5 We always use high quality ingredients and increasingly offer regional dishes and locally sourced products. We also take great care to ensure that artificial ingredients are avoided wherever possible. For example we use free range eggs, cod from sustainable stocks, the beef in our burgers is 100% British and our cooking oils are without trans-fats.
- 1.1.6 Our award winning children's menu is available throughout our trading hours. A number of our children's meals use only organic ingredients. We have no preservatives or sugar or artificial colours or flavours in any of the meals in the children's menu. All of our children's meals come with a bag of fresh fruit as well as milk, orange juice drink or water as the drink options. We provide nutritional information about the meals offered on the children's menu to help parents make informed decisions about what their children are eating.

## 1.2 Responsible Drinks Retailing

- 1.2.1 J D Wetherspoon takes the issue of responsible drinks retailing extremely seriously. We understand that we are in the business of selling alcohol but we strive to operate our pubs in such a way that we create a safe and welcoming atmosphere which encourages people to behave well and consume alcohol in a responsible fashion. We work closely with the statutory authorities to ensure that any local initiatives designed to achieve these goals are fully supported by our pubs. We are continually looking for new ways to ensure that the facilities and promotions offered in our pubs do not encourage the excessive consumption of alcohol and the health harms and anti-social behaviour that can go with it.
- 1.2.2 The provision of food for a high percentage our trading hours is a vital component of our approach to responsible drinks retailing. The consumption of food both before and during the consumption of alcohol is widely recognised to slow down its absorption into the blood stream. We encourage adults to drink in moderation and to enjoy alcoholic beverages in a sensible manner.
- 1.2.3 We do not engage in irresponsible drinks promotions. We do not offer 'all inclusive' promotions where our customers can drink unlimited amounts for a set fee. Neither do we offer promotions that entice customers with free alcoholic drinks such as "buy-one-get-one-free" promotions. The majority of our drinks promotions form part of our food promotions. Our practices and procedures are frequently held-up by the police and local authorities as 'best practice' for others to follow.
- 1.2.4 We sell a wide range of soft drinks, fruit juices, tea and coffee. Where drinks form part of a promotion, we always offer a range of drinks including ones of different alcoholic strengths, soft drinks, tea and coffee. The mandatory condition requiring the provision of small measures is fully complied with.
- 1.2.5 We concentrate on the provision of cask conditioned beers and sell more than any other pub company. Our premises regularly feature in the CAMRA "Good Beer Guide". In 2014 we had 318 pubs in the Guide; more than any other pub company. Throughout the year we run national and regional festivals showcasing the very best ales from local microbrewers as well as larger provincial brewers. The vast majority of our premises are accredited by Cask Marque for the quality of their ales. Real ale typically attracts a broader, often older, cross-section of customers. This broad customer base creates an atmosphere within our pubs that we believe leads to better behaved customers.
- 1.2.6 We are the only pub company in the United Kingdom to produce a comprehensive, bi-monthly customer magazine called Wetherspoon News. The print run per issue is 250,000 however there is an estimated readership of 1,000,000 (4 readers per copy). Wetherspoon News is distributed nationally throughout all our pubs, Wetherspoon Hotels, the company's head office and via our website. It is provided free-of-charge to customers. Wetherspoon News is an invaluable method of communicating responsible retailing messages to our customers. We also devote a large proportion of this

publication to recognise and highlight our staff who have worked hard to promote responsible retailing and sensible drinking messages in their pubs. We encourage charities such as the Drinkaware Trust to contribute articles and information.

- 1.2.7 We recognise the importance of informing customers about the alcoholic strength of products and unit measurements. All of our drinks lists and menus record the ABV content for draught ales, lagers, spirits & bottled beers & ciders and since October 2014 the unit alcohol content per drink making us the first major pub company to provide this information.
- 1.2.8 We adopt a socially responsible approach to marketing. We ensure that low-alcohol and/or non-alcoholic beverages are prominently advertised in our table talker/drinks lists.
- 1.2.9 We support the Responsibility Deal between the alcohol industry and the government and are a signatory to a number of its key pledges, the delivery of which are monitored on an annual basis.

### **1.3 Price Structure**

- 1.3.1 J D Wetherspoon offers competitive prices across the full range of products on offer to our customers and not just on alcoholic drinks. This approach has always been an attractive part of our offer from the customer point of view. In our view, customer behaviour is primarily influenced by strong management, highly trained staff, and a robust approach to responsible drinks retailing rather than the pricing of alcoholic products. We do however keep under review the pricing structure of our alcoholic and non-alcoholic products to ensure that we are encouraging sensible drinking at all times.
- 1.3.2 Our approach to the sale of alcohol is to concentrate on the range and quality of the products on offer rather than to use price as an incentive. Our approach has been both welcomed and supported by the police and other statutory authorities around the United Kingdom. In 2005 we won the national 'Responsible Drinks Retailer - Pub Chain Company' award organised by the Morning Advertiser and supported by the Home Office and were short listed for the same award in 2006. We won the award again in 2008 and 2009.

### **1.4 Highly Trained Staff**

- 1.4.1 At J D Wetherspoon there is a very strong culture of thorough induction training and on-going refresher training increasingly by e-learning and other interactive methods. Training is provided for all employees regardless of their role, their age or their hours of work. It is widely recognised that the level and quality of staff training is a significant factor in controlling the behaviour of customers on licensed premises. Our employees are extensively trained on their obligations under licensing law particularly the legal requirement not serve drunks and the restrictions of the sale and consumption of alcohol to and by under 18s.
- 1.4.2 Our training systems have been consistently praised by employees and by the industry. We have won many awards including the Supreme Training

Award from the British Institute of Innkeeping ('BII') for two consecutive years. We have also won the National Inn-keeping Training awards for Best Catering Training, Best Training in Managed Estates and in 2007 the Best Training Scheme by Institutions of Further and Higher Education in Partnership within the Licensed Retail Industry.

- 1.4.3 Training of our management personnel is conducted on a modular basis with continuing assessment throughout their employment period. Bar staff training is primarily carried out on site by management personnel coupled with on-line training modules
- 1.4.4 An essential element in having a well trained staff is our ability to retain our employees. Turnover of Pub Managers is around 12% which is less than half the industry average. Moreover, 75% of all management employees began with J D Wetherspoon as hourly paid employees and, typically, anyone appointed to run one of our pubs for the first time is likely to have been employed by the Company for at least 5 years.
- 1.4.5 The quality of our training, recruitment and employment practices have been recognised by J D Wetherspoon being included in "Britain's Top Employers" for 10 consecutive years.

## **1.5 Management Structure**

- 1.5.1 Our management structure is designed to ensure that we encourage responsible behaviour on our premises. Our pubs each have an average of five managers and the majority of these hold personal licence qualifications or are working towards them. There is always at least one manager, often more, on duty in every pub throughout trading hours and at peak times there will be a designated managers supervising the bar and 'walking the floor'.
- 1.5.2 Pub managers have the support of their area manager who in turn reports to a general manager. The operations director maintains regular contact with management at all levels. This management structure ensures that if any employee has any question or requires further support they can immediately ask for assistance from their management team. Area managers look after an average of only 12 pubs each which is a low number of pubs in comparison to regional managers in competitor pub companies.

## **1.6 Preventing Drunkenness and Disorderly Behaviour**

- 1.6.1 We have taken numerous positive steps to ensure that the facilities and promotions offered in our pubs do not encourage the excessive consumption of alcohol. All of our employees are provided with intensive induction and refresher training on our Don't Do Drunk policy. This policy is designed to ensure that alcohol is not served to anyone who appears to be drunk or to anyone who is trying to purchase alcohol on their behalf. Our employees are trained to continually assess the state of sobriety of any customer purchasing alcoholic drinks or consuming alcohol within the premises. As part of this training we reassure our employees that if they ever feel uncomfortable dealing with a situation then they must notify the pub manager and ask for

their assistance. Our management teams are asked to support the decision of any employee not to serve a customer who appears to be drunk or disorderly.

We monitor the effectiveness of this training by reviewing the use of the 'Refusal' button on the EPOS till system (pressed whenever a customer is refused alcohol) and from feedback given by enforcement authorities, customers and company representatives. Adherence to our Don't Do Drunk policy is closely monitored through regular visits to all pubs at any time during trading hours. These visits are completed by senior J D Wetherspoon managers and also independent "mystery" visitors.

- 1.6.2 All employees are trained to immediately notify the pub manager if any customer becomes insulting, threatening or aggressive. The pub manager is then able to act to prevent this behaviour escalating into violence. If such disorderly behaviour does occur on our premises the pub management team will take immediate action to diffuse the situation. If the disorderly individual refuses to leave the premises then, if necessary, the police will be called to assist in the ejection.
- 1.6.3 Details of disorderly customers are circulated to other licensed venues via the Pubwatch or similar local intelligence systems. We will always support 'Banned from One - Banned from All' or similar initiatives which ensure that a consistent approach is taken by licensed premises in a town or city to refuse entry to anyone who has been included on the Pubwatch 'banned list'.

## **1.7 Zero Tolerance to Drug Use**

- 1.7.1 J D Wetherspoon operates a zero tolerance policy towards drug use and we will take whatever measures are necessary to ensure this policy is being actively promoted. In particular, we co-operate with the police to ensure that wherever a risk has been identified appropriate action is taken and where illegal substances are found, they are confiscated, securely stored and given to the police at the earliest opportunity in accordance with any protocol requested by the police.
- 1.7.2 Where a search policy is in place, we make every effort to ensure that customers are aware that this is a voluntary procedure and that they have the right to decline this condition of entry. If a customer does decline and our door staff or employees remain concerned that the person is in possession of illegal substances, they will make every effort to notify the police of these concerns so that a police search can be considered.
- 1.7.3 Employees are expected to be extra vigilant to prevent drug use occurring and all receive specific training on how to deal with such issues should they arise. Our pub managers will always welcome any additional site specific training that local police wish to offer that may be particularly relevant to their locality.
- 1.7.4 Toilet checks are carried out by employees at frequent intervals during peak trading times and they are carried out at least once every hour during all other trading hours. These checks help ensure that no illegal activities take place in these areas.



## **1.8 CCTV**

- 1.8.1 CCTV is provided throughout our premises. It has proved to be an active deterrent for anti-social behaviour and we are committed to continuing its provision. The vast majority of our existing premises and all our new premises are fitted with digital equipment and the camera locations are selected in conjunction with the local police crime prevention officer whenever possible. A project to replace existing analogue video systems in our estate will be completed shortly.
- 1.8.2 We are committed to training adequate numbers of employees in each pub in the use of the CCTV system so that immediately following an incident a trained member of staff is always available to replay footage, download material or provide a VHS tape where the CCTV is recorded on an analogue system. This material will always be made available to the statutory authorities without delay.
- 1.8.3 All CCTV footage will be retained for a period of at least 30 days and is subject to the required Data Protection Act processes.
- 1.8.4 Where given the opportunity, we participate in local CCTV initiatives such as Facewatch.

## **1.9 Door Staff**

- 1.9.1 The vast majority of our premises operate successfully without the need for door supervisors. We continually risk assess the need to provide door supervision and are willing to follow any reasonable recommendations of the police to engage door supervisors where that is deemed necessary.
- 1.9.2 Where door staff are engaged they work in accordance with our policies and procedures under the control of a head door supervisor. Their primary function is to ensure that the points of exit and entry and outside areas remain under supervision while also monitoring the interior of the premises to maintain a safe and relaxing environment for customers and employees alike. We would always expect door staff to meet the high standards of service and behaviour that we would expect from our own staff. We expect them to give customers confidence in their ability and our ability to create a safe environment. We expect that they behave in an appropriate manner in any situation where customers are rude, aggressive, violent and know how, when deemed necessary, to use proportionate force in controlling a situation. We ensure that all door supervisors are registered and in possession of an SIA badge and refuse to allow any unlicensed door supervisors to work on our premises.

## **1.10 Toughened Glassware & Polycarbonates**

- 1.10.1 J D Wetherspoon is 100% committed to working with the police and other authorities to improve industry standards for customer safety in licensed premises and in particular reduce the risk of glass related injuries.

- 1.10.2 We strive to eradicate glass-related incidents in our pubs through strong front-of-house management, staff training, effective door and customer management policies, regular glass collection, well-maintained premises and the use of toughened glass. Wherever possible the glassware used in our pubs is toughened glass. Due to the methods employed in the manufacture of toughened glass, the glass, if broken, tends to break into very small pieces thereby reducing the possibility of it being used as a weapon. Our employees are trained to ensure that when customers leave our premises they do not leave taking glassware or bottles with them. Our employees are also tasked to ensure empty drinking vessels are cleared away in a timely fashion so as to reduce the risk of breakages and their use as weapons. Most importantly, however, J D Wetherspoon, unlike the vast majority of pub companies, has an extensive food offer which is available to customers throughout trading hours from opening to 2300 hours, 7 days a week. In the majority of our pubs this means food is available from 0800 or even 0700 up to 2300. The result of this is that our pubs attract a much broader range of age groups and types of clientele than many of our competitors. We consider that this is a significant factor in reducing the potential for alcohol-related violence and anti-social behaviour which can result in injury.
- 1.10.3 We will always consider whether polycarbonates should be introduced on a premises-by-premises basis. When problems have been identified with a particular pub or location then we accept that this approach may assist to address those problems. Similarly, there may be specific occasions when a temporary use of polycarbonates is appropriate, for example, on match days in premises that are situated close to major football grounds. The issue of whether we are willing to adopt polycarbonates involves a very delicate balancing exercise between our desire to work with the authorities to reduce the risk of glass-related injury, the need to promote customer and staff safety whilst at the same time accommodating and respecting the expectations of our customers.

## **1.11 Pubwatch and Best Bar None**

- 1.11.1 J D Wetherspoon is a member of the National Pubwatch organisation and a senior representative of J D Wetherspoon sits on the National Pubwatch committee. We are the only national pub company that is involved in this organisation at a national level whom we also support financially via an annual contribution and one off funding for particular projects. National Pubwatch is an entirely voluntary organisation that is set up to support local Pubwatch schemes and encourages the creation of new schemes. The National Pubwatch organisation has the key aims of achieving a safe, secure and responsible social drinking environment in all licensed premises throughout the United Kingdom and helping to reduce alcohol-related crime.
- 1.11.2 Our pub managers are expected to take an active role in their local Pubwatch scheme. We will support the establishment of a local Pubwatch where one is not already in existence. The type of support we can provide includes providing expertise on how to set up a local Pubwatch scheme and/or Pubwatch online, offering our premises as venues in which Pubwatch meetings can be held and chairing those meetings.

- 1.11.3 We always support initiatives introduced by local Pubwatch schemes to reduce crime and disorder in town centres. For example, many of our premises operate the 'Banned from One - Banned from All' initiative and subscribe to the Radio-Link scheme which provides radio contact with other licensed operators and with the town centre CCTV operators.
- 1.11.4 We provide national support for the Best Bar None Award scheme. The UK-wide scheme, which is backed by the Home Office, was piloted in Manchester in 2003 and has since been adopted by over 100 other towns and cities with great success. Best Bar None aims to promote the responsible management and operation of alcohol-licensed premises with the ultimate intention of offering and maintaining a safer, more welcoming, attractive and lively drinking experience. The scheme encourages local operators to act responsibly and take pride in their premises and surroundings and, in so doing, put something back into the town and their local community. Wetherspoon pubs have won numerous awards throughout the UK in the Best Bar None Awards scheme.
- 1.11.5 We also actively back other partnership based initiatives to promote safe, vibrant and welcoming late night economies such as late night Business Improvement Districts and Purple Flag schemes.

## **1.12 Drinkaware**

- 1.12.1 J D Wetherspoon is one of only four pub companies in the UK who was a founding supporter of the Drinkaware Trust ('the Trust'). We fully support its strategic aims and hope to raise its profile and highlight its valuable work by communicating its sensible drinking messages within our pubs. We also provide a significant annual subscription to fund the Trust.
- 1.12.2 We actively promote the Trust by including a reference to their website [www.drinkaware.co.uk](http://www.drinkaware.co.uk) on the vast majority of our alcohol-related point-of-sale and marketing materials. Their website is recognised as the leading public source of information on sensible drinking behaviour. A link to their website is provided on our own company website. The website is also advertised on our table-talker/drinks list, our front-of-house posters and all single-issue flyers/mail-drops/vouchers. The website is advertised on any promotional materials for our bi-annual beer and wine festivals. The link features routinely in the header of the 'responsible drinking' section of Wetherspoon News. We offer the Trust a free page to support campaigns such as "Why Let The Good Times Go Bad" in Wetherspoon News.
- 1.12.3 We are continually working with the Trust to update our own sensible drinking messages and develop marketing material which can be used in our pubs to reinforce this message. We are pleased to be actively supporting the Trust to achieve their key objective, namely, change the United Kingdom's drinking culture in order to help reduce alcohol misuse and alcohol-related harms.

## **2 Maintaining Public Safety**

### **2.1 High Quality Design**

- 2.1.1 J D Wetherspoon works closely with planning officers, listed building specialists and where appropriate, English Heritage to ensure that each new pub is designed and built to the highest specification. We aim to provide comfortable and efficient dining facilities and accessible customer areas suitable for all types of customer.
- 2.1.2 Customer areas are designed aesthetically and surfaces are carefully chosen to ensure safety. The majority of our premises are spacious and this allows us to provide ample seating space which in turn prevents overcrowding and creates a safer and more welcoming atmosphere. All floor coverings are assessed for suitability and are slip resistant so as to minimise slips and trips. The sanitary accommodation consists of ceramic tiles and either quarry tile flooring or non-slip flooring similar to the kitchen and behind the bar. Again, consideration is given to maximising slip resistance when choosing flooring.

### **2.2 Fully Accessible Facilities**

- 2.2.1 We are fully aware of our obligations in respect of accessibility for disabled persons and we aim to make all new developments as accessible to everyone as is possible within the constraints of the building.
- 2.2.1 J D Wetherspoon is highly respected by consumer and enforcement bodies interested in the provision of services and facilities for those with disabilities. Significant emphasis is placed on designing premises which will provide easy access to toilet facilities and also lifts for customers with disabilities where they are required.
- 2.2.2 All new buildings meet the requirements of Part M of the Building Regulations 2002.

### **2.3 Electrical and Gas Safety**

- 2.3.1 All electrical systems are installed in accordance with Part P Building Regulations and are under the supervision of an electrical services consultant. The Company follows good electrical practice guidance and ensures that all equipment is maintained in a safe condition in accordance with the Electricity at Work Regulations 1989.
- 2.3.2 All gas appliances are installed by Gas Safe registered engineers and thereafter maintained within a planned maintenance scheme.
- 2.3.3 Electrical safety procedures form part of our overall health and safety management system.

## **2.4 Health and Safety**

- 2.4.1 All pub management staff and associates are trained in basic health and safety to a level commensurate with their job responsibilities.
- 2.4.2 A Safety Policy Statement is displayed on the staff notice board or in the staff room of every pub and detailed procedures in respect of safe working practices etc are contained in the written Safety Policy Manual.
- 2.4.3 Regular audits of all our pubs are carried out by senior managers and by independent consultants. These audits are often unannounced and are made throughout the entire estate.
- 2.4.4 An extensive accident and incident reporting and monitoring system is in place, with all accidents / incidents being reported to our independent health and safety consultants. Monthly records of types of accidents are collated using computer software. Accidents are investigated where necessary and RIDDOR reporting is undertaken.
- 2.4.5 We are developing a wide range of standard operating procedures which we call “SOPs” to ensure our policies and procedures are easily understood and implemented by our employees.
- 2.4.6 We work closely with our Primary Authority Partner, Reading Borough Council, across all relevant areas to ensure best practice is implemented and maintained.
- 2.4.7 We are the highest scoring pub company in the Food Standards Agency maintained food hygiene “Scores on the Doors” scheme. As of April 2015, 94% of our pubs had a 5 Star rating and we are seeking to improve that going forward. Our aim is that all our pubs will hold such a rating.

## **2.5 Fire Safety**

- 2.5.1 All Wetherspoon premises comply with the terms of the Regulatory Reform (Fire Safety) Order. We engage independent consultants to conduct regular fire risk assessments focusing on the safety of all relevant persons in situations of fire. We identify and define the nature and extent of both the fire precautions that must be put in place to protect against fire and the inherent risks that remain, and take steps to remove or reduce those risks where appropriate.
- 2.5.2 All employees are trained in basic fire safety and regular refresher training is undertaken. Daily, weekly and monthly logs of fire safety checks are kept and all fire protection / precaution systems are regularly maintained.

## 3 Prevention of Public Nuisance

### 3.1 Dispersal Policy

- 3.1.1 A poorly managed pub can be a potential source of nuisance, anti-social behaviour and crime which may create concern for the immediate neighbourhood, its residents and the authorities. J D Wetherspoon places great importance on ensuring that our premises do not have such a negative impact. We accept that our responsibilities cannot simply end at our front door and that by operating a well-managed pub throughout the time that we trade, we can help deliver a quieter safer environment in the immediate vicinity of our premises.
- 3.1.2 We also implement a dispersal policy in our pubs through which we manage customers leaving the premises. The policy allows us to reduce any pressure on the authorities at the end of trading, ease customers' passage home and minimise the likelihood of local residents being disturbed. The key factors of that policy are:
- Where music is provided in our pubs, music levels will be reduced towards the end of the evening to assist in the quiet and orderly dispersal of customers. Our experience is that because customers have not been using raised voices against the background of loud music immediately prior to leaving the premises they tend to leave more quietly.
  - Wherever possible, lighting levels are manipulated to become 'brighter' at the end of trading hours to encourage the gradual dispersal of patrons during the last part of trading and the drinking up period.
  - On dispersal, our staff actively encourage customers not to congregate outside the venue, direct customers to the nearest taxi ranks or other transportation away from the area and ensure the removal of all bottles and glasses from departing customers.
  - Our managers will not hesitate to speak to any groups that congregate in the vicinity of the premises after closing time and ask them to move on.
  - A minimum of 30 minutes drinking-up time is incorporated in the premises licence as an aid to the gradual dispersal of all customers in the premises at the end of the evening.
  - We ensure that there is strong management and staff presence in the customer area and at all exit points during the dispersal period.
  - We routinely place signage at exit doors asking customers to respect the rights of our neighbours to the quiet enjoyment of their homes.
  - Where it is deemed appropriate, we can provide customers with site-specific information on how they can get home safely. Where customers require individual assistance in obtaining safe transport from our premises, we do whatever is reasonably possible to help, for example by providing details of bus routes or contacting taxi and private hire operators on their behalf.

### **3.2 Liaison with Our Neighbours**

- 3.2.1 We attach the utmost importance to the careful investigation and prompt resolution of any complaint made in relation to the day-to-day running of any of our pubs. This includes the effect any pub may have on its surrounding area. Over a third of our premises have residents living above or adjacent to them. We have always emphasised the importance of building close relationships with our neighbours, whether residents or local businesses. Our pub managers are expected to resolve any complaints from the local community quickly and effectively. If they cannot be resolved on a premises level they are referred to an area or general manager for resolution.
- 3.2.2 We are always willing to convene meetings with residents. These meetings provide a useful forum for residents to raise any concerns that they may have regarding our operation and provide our local management teams with an opportunity to become a better neighbour.

### **3.3 Music and Dancing**

- 3.3.1 The vast majority of our premises do not have permission to provide regulated entertainment and operate without music of any kind, even background. For many that is a key appeal of a Wetherspoon pub. However, where music is provided in some of our Lloyds No. 1 branded pubs, it is provided by means of high quality sound systems controlled by central computers or carefully selected DJs so that we maintain control over the style of music played. Where it is deemed necessary sound limiters will be installed. The sound systems allow for music to be zoned within the premises. This means that the level of music can be varied in accordance with the use of each area and ensures that particularly sensitive parts of the premises can be kept quieter. Music levels are reduced towards the end of the evening to assist in the quiet and orderly dispersal of customers.
- 3.3.2 Designated dance floors are generally provided where customer dancing is allowed and, to ensure the safety of customers, it is company policy that drinks are not permitted in these areas.
- 3.3.3 All premises are developed to a high standard to ensure good sound attenuation.

### **3.4 Standards Monitoring Visits (CQSMA)**

- 3.4.1 J D Wetherspoon sets very high operational standards and these standards are maintained through constant supervision and monitoring using a system of mystery visits to the premises to assess 'Cleanliness, Quality, Service, Maintenance and Atmosphere' (CQSMA).
- 3.4.2 All senior head office and operational employees including Directors are required to undertake between 15 and 60 'mystery visits' to Wetherspoon pubs every month. They are required to assess the premises in a number of areas varying from the cleanliness of the toilets to the friendliness of the staff.

In addition. Every single premises is visited and assessed by an independent third-party company on at least two occasions every month.

- 3.4.3 Every pub must receive at least five CQSMA visits each month but most will receive as many as 8-10 visits and every pub receives a minimum of 60 CQSMA visits per annum to assess quality and standards. Any pub which is assessed as being below standard in any way is highlighted and revisited the following week. Monthly bonuses based on the CQMSA results are paid to all employees in the pubs, including bar staff.
- 3.4.4 The CQSMA results assist in maintaining high standards but also allow pubs experiencing operational difficulties to be identified so that improvements can be made.
- 3.4.5 The CQMSA scheme is the cornerstone of our business and employees at all levels are trained and incentivised to deliver the highest standards. Management staff earn around 40% of their total bonus through CQSMA and bar staff around 60%. As far as we are aware, no other company places so much emphasis (or awards such a high percentage of bonus) on this non-financial aspect of running a pub.
- 3.4.6 In addition, we operate an on-line customer feedback system called “My Customer Feedback” which in its first 6 months of operation from April 2013 generated 45000 responses.

### **3.5 Pavement Cafés and Outside Areas**

- 3.5.1 Pavement cafes and outside areas have become an increasingly important part of our premises. Whatever the scope, size or location of these areas, we ensure that we always create carefully managed areas that are both sympathetic to the premises and the surrounding environment and, more importantly, are designed to ensure that minimal impact is caused to the public who are going about their business using the public highway.
- 3.5.2 While each area is developed specifically for the environment it occupies, we operate all our outdoor areas in accordance with the following principles; provision of sufficient furniture to discourage vertical drinking, allocation of staff to ensure the areas are kept clean and empty glassware and bottles are regularly removed, and in the case of pavement cafes, a clear pedestrian route is always maintained for those walking past the premises.
- 3.5.3 All outside areas that are specifically used by smokers are closely managed to prevent any noise or litter nuisance occurring. All areas are equipped with adequate cigarette disposal bins and employees ensure that these bins are regularly checked and that any smoking materials discarded on the ground are removed. Outside areas are managed at all times to ensure that customer behaviour outside the premises does not adversely affect our neighbours or the general public. Our outside areas are the pub equivalent of a shop window and it is therefore commercially important to us that they create a good impression of our premises.
- 3.5.4 We cannot legally prevent customers from smoking on the pavement in front of our premises but where we have alternative areas in which they can smoke,



we actively encourage them to use such an area either by personal request from a member of staff or via signage.

3.5.5 All our pavement cafés and outside areas are covered by CCTV.

### **3.6 Preventing Odour Escapes**

3.6.1 All our premises have independently connected mechanical ventilation systems incorporating fans and ducting which terminate above the level of the eaves where applicable.

3.6.2 All kitchen extract ventilation passes through grease eliminating baffles at a rate that reduces the risk of odour-nuisance occurring. Kitchen extracts are usually located away from neighbouring properties. Where it is deemed necessary and subject to site survey, odour control equipment is installed.

### **3.7 Refuse Collections and Deliveries**

3.7.1 Provision for refuse is made according to the limitations of the premises; for example, sometimes external storage facilities are not available and so an internal store is created. Refuse collection is conducted at frequent intervals either via the local authority contract services or through the use of a private refuse collection company.

3.7.2 We are conscious of the noise that the late night disposal of glass and refuse into external bins can cause and where we have residential properties in close proximity, will voluntarily limit the times these can take place to ensure no disturbance is caused.

3.7.2 We control and operate our distribution network from our main hub in Daventry. This allows us to minimise the number of separate deliveries to our premises and also to dictate the time of those deliveries to minimise any potential noise or traffic impact.

## 4 Protection of Children from Harm

### 4.1 Family-Friendly Environment

- 4.1.1 The limited amount of entertainment provided in most of our pubs together with the range of products mentioned previously and an emphasis on drinks such as traditional ales means that a broad range of age-groups are attracted to our pubs. We encourage families to dine with us in all of our pubs which, together with our award-winning children's menu, further increases the age and range of our customers.
- 4.1.2 Unaccompanied young persons aged between 16 and 18 are welcome in the majority of our premises where they may order and consume food and non-alcoholic drinks. We do not permit them to consume alcohol even though the law does allow them to do so in certain circumstances
- 4.1.3 Children aged 16 or under age bracket are only permitted in our pubs provided they are accompanied by a responsible adult. If adults are visiting the pub with children and young people and purchasing alcoholic drinks then we operate a 'house rule' which requires them to purchase meals for each member of the group. Once the meals have been finished and the tables cleared we recommend that only one additional alcoholic drink be purchased per adult. This approach is designed prevent children and young people being neglected by their responsible adult whilst in our pubs. There is no requirement for food to be purchased if no alcohol is being consumed.

### 4.2 Proof of Age Policy

- 4.2.1 We abide by a Challenge 21 proof of age policy in all of our premises. Certain premises operate a Challenge 25 proof of age policy either because of a premises licence condition or at the request of the authorities. Under this policy, all of our employees are trained to ask any customer who appears to be under the age of 21 years (or 25 years as appropriate) to provide valid proof of age that they are 18 or older. We apply this policy not just to the sale of alcohol but also to the use of licensed premises gaming machines. Employees are also trained to be vigilant to ensure that customers buying drinks at the bar are not buying them for underage individuals.
- 4.2.2 All employees receive induction training on our relevant proof of age policy when they commence employment with J D Wetherspoon and then receive regular refresher training via on-line learning modules. All training records are retained on personnel files and these files are regularly reviewed by the pub management team and members of our Retail Audit department to ensure that the training system is being satisfactorily completed.
- 4.2.3 If any shortcomings are identified, the individual employee is required to undergo further training until the policy is satisfactorily understood by them and applied.

- 4.2.4 Our proof of age policies are actively promoted within the premises using self-adhesive signs at entrances, staff badges and back-of-house posters throughout the premises. Every customer that is refused the sale of alcohol, entry to the premises or is asked to leave the premises should be logged via the 'Refusal' or 'Refused Service' button on the EPOS till system.
- 4.2.5 J D Wetherspoon has adopted the industry standards and recognises only the following forms of identification as valid forms of proof of age:
- National passport
  - Photographic Drivers' Licence
  - United Kingdom 'PASS' accredited age identification card with photograph.
  - UK Military ID
- 4.2.6 We were the first pub company to enter into an exclusive arrangement with CitizenCard, the United Kingdom's leading proof of age and ID card. Under this arrangement, any customer who does not possess any form of proof-of-age has the opportunity to purchase a CitizenCard at half the normal retail price.

### **4.3 Gambling**

- 4.3.1 J D Wetherspoon upholds the principles of the Gambling Act 2005. Our employees are trained to adopt a Challenge 21 (or Challenge 25 as appropriate) policy towards the use of licensed premises gaming machines and take proactive measures throughout trading hours to prevent children and young people from accessing these machines.

**From:** [Nigel Connor](#)  
**To:** [REDACTED]  
**Cc:** [Barbara Morrice](#); [Licensing](#)  
**Subject:** FW: New Premises Licence - Bitterne Southampton  
**Date:** 18 February 2016 12:20:57  
**Importance:** High

---

Jaqueline

Thank you for your below e-mail.

In light of the concerns you have raised and the existence of the LNL, we have decided to amend the operating schedule of the application as follows:

- 1) Supply of alcohol – 0900 to 0000 7 days a week + an additional hour on NYE.
- 2) Late Night Refreshment – 2300 to 0000 7 days a week + an additional on NYE
- 3) Opening – 0700 to 0030 7 days a week + an additional hour on NYE.

All other aspects of the operating schedule will remain as existing.

I have copied the licensing authority in to this e-mail and authorise them to amend the operating schedule of the application accordingly.

If you have any questions in respect of the above please do not hesitate to contact me.

Regards

**Nigel Connor**

**Solicitor**

**Head of Legal/Company Secretary**

[REDACTED] | Reeds Crescent | Watford | Hertfordshire | WD24 4QL

*Please consider the environment before printing this email.*

---

**From:** Barbara Morrice  
**Sent:** 17 February 2016 16:04  
**To:** Nigel Connor  
**Subject:** FW: New Premises Licence - Bitterne Southampton  
FYI and action.

---

**From:** [jaqueline.cherry](#) [REDACTED]  
**Sent:** 17 February 2016 15:31  
**To:** Barbara Morrice  
**Subject:** New Premises Licence - Bitterne Southampton

Hello

Further to my telephone conversation with you this morning I have detailed below my concerns regarding this premises staying open to 0130hrs on all 3 days, Thurs, Fri and Sat.

This premises is located within a small shopping precinct, on either side of the pub there are flats above the shops which house residents. This will be the only premises still open in this area serving alcohol. The geography of this pub may be a magnet for the wrong type of customer as it is surrounded by council estates where their local pubs have almost nearly all closed down.

By opening to 0130 will inevitably draw groups of youths etc into the area where we predominately try and encourage members of the public to leave the area, there is no infrastructure in place for policing this area unlike the main city centre.

Additionally the night time levy still applies to this premises even though it is not in the main area of Southampton, this may also have financial implications for your business.

As a compromise we wonder if you would accept a 0100 closing with a last serving of alcohol at 0030hrs.

I await your response.

Jackie

*PC 24272 Cherry*

*Western Licensing Department*

*Southampton Central Police Station*

*Southern Road*

*Southampton*

*SO15 1AN*

*Int tel: 741539*

*Ext tel: 02380 478373*

**From:** [Licensing & Alcohol Harm Reduction Team Mailbox](#)  
**To:** [Licensing](#)  
**Subject:** FW: Wetherspoons(Former Red Lion), 438 Bitterne Rd,Bitterne, Soton - Application for Premises Licence  
**Date:** 04 March 2016 15:05:39

---

**Please see our representation for the below premises licence application whereby I have suggested the following proposed wording be adopted for each of these conditions, this has been attached within the letter included. Based on the amendment to the application to include the below conditions, the Constabulary believes that a hearing will not be necessary.**

**Regards**  
**Jackie**  
**PC 24272 Cherry**  
**Western Licensing Department**  
**Southampton Central Police Station**  
**Southern Road**  
**Southampton**  
**SO15 1AN**  
**Int tel: 741539**  
**Ext tel: 02380 478373**

**e-mail: jaqueline. [REDACTED]**  
**force.licensing@hampshire.pnn.police.uk**

**1. CCTV**

*CCTV shall be installed at the premises in compliance with any reasonable requirements of the police. The CCTV system must be operating at all times whilst the premises are open for licensable activities and must have sufficient cameras to cover all public areas (with the exception of toilets) as well as any external entrances and exits of the premises .Images will be retained for a minimum of 30 days and will be available to police the upon request for the purposes of the prevention or detection of crime and disorder. Members of the management team will be trained in the use of the system including providing viewable copies immediately to police on request when investigating allegations of offences or criminal activity. Any images recovered must be in a viewable format downloaded on to a disc.*

**2. Incident book**

The following condition is proposed to reflect the fact that our incident recording system is computer based:

*The premises licence holder will maintain an incident recording system at the premises and written copies of any incidents logged will be available to the police or authorised officer of the licensing authority on request.*

**3. Refusals Register**

The following condition is proposed to reflect the fact that our refusals recording system is computer based:

*The premises licence holder will maintain a refusals recording system at the premises and written copies of any refusals logged will be available to the police or authorised officer of the licensing authority on request. Records shall be kept for 12 months.*

**4. Proof of Age**

Our estate standard is Challenge 21 and for consistency's sake we would want to maintain that at these premises. It is also unreasonable to criminalise by way of condition the otherwise perfectly lawful sale to a 19 year old in circumstances where ID has not been requested where no such offence is imposed by statute. The following condition is therefore proposed:

*The premises licence holder will operate a proof of age policy at the premises which will require any customer who appears under the age of 21 to provide acceptable photo identification to prove that they are aged 18 or above. Acceptable identification will be a driving licence, passport, photographic identification bearing the "PASS" logo and the persons date of birth or military ID.*

**5. Training**

All our staff receive extensive training in their social and legal responsibilities surrounding the sale of alcohol as you would expect from a retailer of our standing and experience. How this is delivered has been arrived at over a long period and continues to evolve. For example much of our training is delivered in an on-line format , completion of which is monitored electronically via the member of staff's online training profile rather than by way of signature and retained hard copy records. We do not believe that a condition over and above that already in the operating schedule is required.

**6. Doorstaff**

We are grateful for the flexibility shown here but would propose the following wording which appears on a significant number of our premises licences:

*The premises licence holder will risk assess the requirement for door supervisors and employ them in such numbers and at such times as required by the risk assessment.*

**7. No-Entry Condition**

We operate our premises on the basis that they are available to any customer who wishes to use them at any time they are open subject to him or her adhering to our expectations as to their behaviour. We do not want to deny customers who wish to use after 2300 the opportunity of doing so. Suffice to say, any customer at whatever time who is behaving inappropriately will not be served or allowed to remain on the premises. As such we are not able to agree this condition.

**8) Dispersal Policy:**

A dispersal procedure will be adopted to ensure minimal disturbance to neighbours and to tackle the problem of anti-social behaviour and crime.



44, Pound St.  
Bitterne.  
SO18 6BP.  
15/3/16

To  
The Licensing Team,

Dear Sir,

I am writing to express my objections to the proposed hours of opening for the Wetherspoons 'Red Lion' application.



As you are very probably well aware the City is awash with drunks, street drinkers and beggars etc: and Bitterne is able to 'boast' its fair share of these problems.

This area has experienced countless problems of vandalism and brawling in the streets during the hours of darkness - after the pubs have closed. I have personally had two of my vehicles damaged as have several of my neighbours. Shop windows in the precinct are regularly smashed, again during the hours of darkness - after the pubs have closed!!

The last street brawl took place outside the development of flats called 'Stuart Bridgewater House' in Pound Street. The residents of these

flats are elderly and infirm and were fearful of the situation developing outside of their homes.

I have spoken to several of them and they are very concerned about the proposed opening hours of the 'Red Lion' and its possible impact on their situation. The road is widely used by people making their way home from their nights out!!

My immediate neighbour Mrs DANIELLA SLOZZI opened her front door a little while ago to be confronted by a young man who was in fear of 3 youths on the small park at the end of this road threatening to stab him!!!

The Red Lion is situated in an area of shops with homes above them - it is the main route for parents bringing their children to and from the local school. It is also adjacent to two churches and whilst I am not a churchgoer regularly, I do think people should be able to progress to church without being confronted by people drinking from 9 a.m. in the



morning !!

The Royal Lion is a nice family pub where people can get a meal and enjoy a drink - I'm perfectly certain it has its own problems with people who do not know their limits with drink - but all day and night drinking in this type of area will only fuel the problems we already experience. There is great concern with residents in this area, which I do share, about the lack of a police presence. I cannot think that they will be in a position to deal with any problems the Wetherspoons pub will create - they are lacking in man power and perhaps will not do the job - this is why there is an element of fear amongst the older residents in this area. The mindset is 'no good calling the police because they don't come' (rightly or wrongly). Finally I would add with the tremendous pressure of the NHS and the astronomical number of

people suffering from alcohol  
related illnesses to allow  
allow all day and night drinking  
seems to be irresponsible and  
uncaring for people affected.  
The ubiquitous Wetherspoon's machine  
could surely manage with more  
reasonable opening hours -  
they perhaps should be encouraged  
to think of 'people not p's'

Many thanks for your consideration  
in reading this and apologies for  
'scribble' but I had to write it  
quickly



( ROSEMARY LAWRENCE )