

Hi Richard,

As discussed I am emailing in reply to your representation in respect of the Way 2 Save variation application.

Having spoken to Mr Murat Alma the premises licence holder and Mr Can Alma DPS for Way 2 Save I understand that they have had no adverse issues since the determination of the review leading to reduced hours. There have been no adverse incidents with the Police nor to our client's knowledge with other Responsible Authorities or local residents including at the immediately adjacent sheltered accommodation.

I further understand that Way 2 Save has successfully passed test purchases for underage sales and also unannounced inspection visits for illegal tobacco products. The shop is well lit & set out and is clean and tidy. I can confirm that all staff who were involved in the isolated incident that led to the Review have been dismissed and no longer work at the premises.

The premises are covered by a comprehensive CCTV system which, as required, covers the interior of the premises including the ground and upper floor store rooms, the exterior display area to the front and the areas to the side of the shop including the space in front of the adjacent sheltered accommodation. The CCTV can be viewed by the Premises Licence Holder and DPS on their mobile phones. A member of the Management Team is usually on duty; Murat Alma is on duty during the day and one of his sons either Can or Cem is on duty at night.

Mr Alma now employs female staff behind the counter at night as he considers this presents a softer less confrontational approach at night although male staff are present. Management regularly check the stock room and behind the counter to ensure the past, when weapons were stored by rogue staff in the stock room, is not repeated. We have advised they record the checks in the incident record.

Murat Alma says the demographics of the area are changing with the building of new flats just along & over the road, with many of the new occupiers including Doctors, Solicitors & City Workers now visiting the shop. City Workers who live locally are now working later and come home via nearby Barking Station. Many pop into the shop on their way home and if it is after 23.00 when they get home they cannot buy a bottle of wine or a few beers to take home. They have asked our clients to try to extend their hours.

In considering the request for applying for extended hours Mr Murat Alma working with us took all the relevant factors into account including the above points. He considers that the full list of robust conditions on the premises licence will address most issues but he has offered a condition specifying a minimum number of 3 staff to be on duty after 23.00 until close although in practice the number will be higher especially at weekends. One of those staff will be tasked to monitor the outside to ensure customers do not loiter outside drinking or making a noise. The staff member will politely ask any who do loiter or drink to leave the shop front calling Police if they refuse and barring them from the premises.

There does not seem to be any condition recorded the copy of the Premises Licence that I have for a personal licence holder to be on duty when alcohol is being sold. Our clients have five personal licence holders among their staff and consider it appropriate to have someone who has received that level of training and responsibility to be on duty and that it is also a matter of good management practice.

Therefore Mr Alma offers a condition that a personal licence holder shall be on duty at all times that alcohol is available for sale.

Further our client is sending Mr Cem Alma on a conflict management course and he will then cascade this onto other staff starting with those who work at night. This measure is also offered as a condition as follows "A member of the management team shall attend a conflict management course provided by a competent external trainer which shall then be cascaded to all staff members and management. Details to be recorded on staff training records."

Kind regards,

Graham Hopkins
GT Licensing Consultants
12/12/19