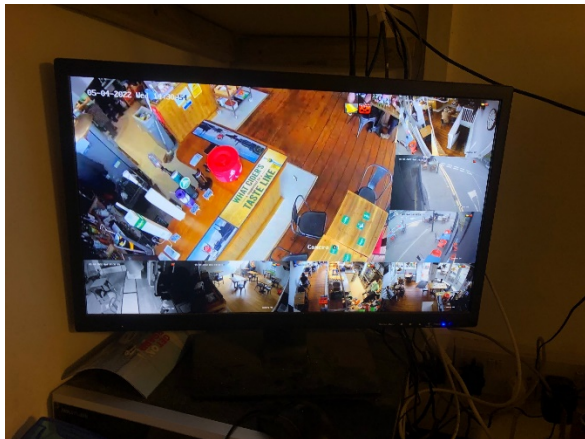


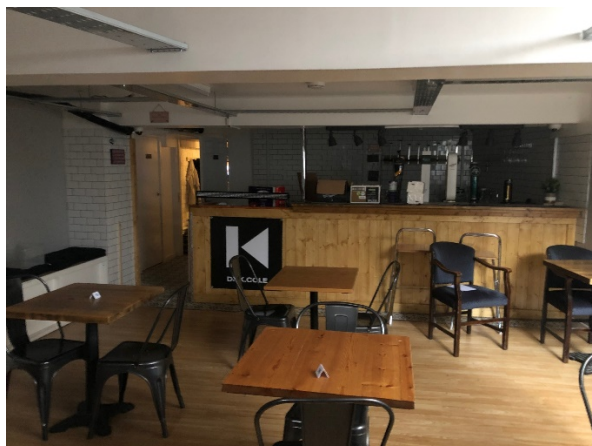
CONROY'S BAR VARIATION APPLICATION

FURTHER EVIDENCE FROM THE APPLICANT

Some photographs of the premises and surroundings might be of assistance:



These photos show the kitchen which takes up about a third of the available space on the Ground floor and the CCTV system.



This is the basement area with a gaming machine.

Representation – EHO

The following is the text of an exchange with Mr Barker:

From: Paul Barker [<mailto:paul.barker@bcpcouncil.gov.uk>]
Sent: 04 May 2022 11:55
To: Philip Day <P.Day@laceyssolicitors.co.uk>
Subject: Conroy's Bar

Hi Philip

Following on from our phone conversation regarding this licence variation. I have spoken to the lady who made the initial noise complaint on 1/4/2022. On the whole she has stated that since that night the music hasn't been as loud but is on occasion still audible in her home. The issue of noise from patrons outside the premises had risen quite sharply apparently.

My primary concern is the potential for noise from any music causing issues with nearby residents. It is noted that the facade of the premises is mainly single paned glass and as such will do little to stop breakout of any regulated musical entertainment. With this in mind would your client be open to having a condition attached to the licence whereby all regulated entertainment is played through a noise limiting device, the levels to be agreed with officers from Environmental Health.

Kind regards

Paul



Paul Barker
Environmental Health Officer
Communities
T. 01202 261743
paul.barker@bcpcouncil.gov.uk
bcpcouncil.gov.uk
[BCP Council Privacy Statement During COVID-19](#)

Dear Paul

I am pleased to confirm that my clients are content to agree your proposed condition with a slight amendment:

“All or any live or recorded music provided as regulated entertainment is played through a noise limiting device, the levels of which are to be agreed with officers from Environmental Health.”

I have copied the relevant officers and trust that you may now consider it appropriate to withdraw your representation.

Regards

Philip
Philip Day | Partner

LACEYS SOLICITORS

Dear Philip

Thank you for dealing with this. I can confirm that I am in agreement with the condition you have amended and as such, withdraw my representation.

I would be grateful if you could pass on my details to your client so they can get in touch when the limiting device is installed. I will then arrange for officers to attend to set the levels.

Kind regards,
Paul

Representation – Police

The following is the text of an exchange with the Police on 20th and 21st April:

Good afternoon Licensing,

Further to the above Full Variation for Conroys, Dorset Police wishes to submit a representation. Dorset Police does not have confidence that the Licensing Objectives, specifically the Prevention of Crime and Disorder and Public Safety, would be upheld. Several breaches have been identified and reported, at two separate visits during the consultation period despite the operator being advised to make themselves fully aware of the conditions of the Premises Licence at the time of the first visit.

Dear Louise

Thank you for sending me this.

Could you please perhaps clarify the detail of the objection and let me have sight please of the evidence that you propose to rely on at the hearing?

As always, I would welcome the opportunity to mediate and resolve any issues that the police might have.

I look forward to hearing from you.

Regards

Philip
Philip Day | Partner

Good morning Philip

I will of course let you have the evidence, as far in advance of the hearing as we are able.

Kind regards



**DORSET
POLICE**

Louise Busfield

Licensing Officer

Tel: 01202 222445 Internal: 752 2445 Mob: 07912 899315

We have heard nothing further from the Police but note that a warning letter was sent which is included in the papers.

Ms O'Gormley has taken some time and trouble to prepare a response. In her words:

Dear Phillip,

Thank you for your e-mail.

To be frank, this is all getting a little ridiculous. Regarding the CCTV/staff training breach letter I would just like to make some points.

Condition

2.1.1 - Refresher training shall be provided at least once every 6 months. A record shall be maintained of all staff training and that record shall be signed by the person receiving the training and the trainer. The records shall be kept for a minimum of 12 months and made available for inspection by police, licensing or other authorised officers.

Louise has been made aware on each visit that our paperwork is not kept on the premises due to lack of space. She has been informed of this each and every time. It does not state as a condition that this information has to be kept on the premises. This information can most certainly be made available at their request however, they just make random visits and demand to see this, even though Louise is aware. Going forward, this information will now be kept at the premises but I do not agree at all that this is a breach of licence.

2.4.1 The CCTV system shall continually record and cover areas where alcohol is kept for selection and purchase by the public, whilst the premises is open for licensable activities. It shall operate during all times when customers remain on the premises.

We had only been open for 2 weeks by the time Louise had visited our premises. We were awaiting training on this system from the old owner however, he does not live locally so therefore this was out of our control. We advised Louise that I would come to the premises while she was there and show her anything she wanted to see on my App on my phone but unfortunately, Louise did not want to wait 20 mins and insisted she see it there and then. We had the information available. Please be assured that all staff will know how to access this at any time. All cameras are set at the correct position, which Louise would have seen. We were unaware that the cameras were not set to continuously record (awaiting training from old owner) however, as stated previously, we can view any date/time on playback on my phone so therefore, this information IS available but again, Louise did not want to wait. Please be assured that we have had somebody out and everything is as it should be.

2.4.2 All recordings shall be stored for a minimum period of 31 days with correct date and time stamping. Recordings shall be made available immediately upon the request of Police or an authorised officer of the council throughout the preceding 31-day period. The CCTV system shall be updated and maintained according to police recommendations.

Please refer to my points above. This information is available. Please also be assured that the date/time has now been corrected.

2.4.3 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 to the public. This staff member must be able to show a Police or authorised council officer recent data or footage with the absolute minimum of delay when requested.

Again, please refer to my earlier comments

2.4.4 CCTV shall be downloaded on request of the Police or authorised officer of the council. Appropriate signage advising customers of CCTV being in operation, shall be prominently displayed in the premises

As explained to Louise, we had decorated the premises and removed all of the old signs and were awaiting new CCTV signage. Unfortunately they had not arrived by the time Louise had visited. I can confirm they have since arrived and are on display. Should we have closed our business while awaiting for these? A minor issue I feel.

2.4.5 A documented check of the CCTV shall be completed weekly to ensure all cameras remain operational and the 31 days storage for recordings is being maintained.

Again, please refer to my comments above regarding storage of our paperwork. It is not stated that all paperwork should be kept on the premises but again, this information IS available.

I would also like to refer to the-mail from Louise to BCP Licensing opposing us and stating, *Dorset Police does not have confidence that the Licensing Objectives, specifically the Prevention of Crime and Disorder and Public Safety, would be upheld.* I can only assume that she is stating this as a result of not seeing our staff training paperwork. Please be assured that our staff training covers all 4 objectives of licensing laws which include the prevention of crime and disorder, public safety and more so Louise is just making assumptions here and I do believe that this is personal and in fact is starting to feel like victimisation.

As explained before. We just want to run a community business, for the community. We want to work with the police to help eliminate any issues in the area. I find it shocking that instead of police licensing wanting to work with us to achieve this, they seem to be doing everything they can to shut us down.

Please do advise which steps we now need to take to resolve this and carry on running a community business, to which is very welcomed by the community.

I look forward to hearing from you.

Royston Thorne
Connie O’Gormley

Incidentally, this month’s Pub watch meeting is scheduled to take place at Conroy’s at 10 a.m. on 11th May.....

Representations from Residents

Again, Ms O’Gormley has gone to some lengths to prepare a response and I again quote from her:

Dear Phillip,

Thank you sending over this information. Apologies for the lengthy email however, I feel it only right that we have a say in this and are able to address each issue/concern which has been raised.

I would like to start with the comments from Annabel Kenny. She stated that we did not serve food when we opened. This is completely incorrect. We had food on opening night, 1st April at 6pm to which we served platters on the bar. The only day we did not do food was on Sat 2nd April as we were awaiting our order from Bookers to arrive, to which I can provide a copy of our invoice. We then launched our full menu on Sunday 3rd April, again, we can prove this by our till records.

She then states that all social media marketing posts were not restaurant related but only promoting our DJ. Our social media pages promoted both sides of the business, as you will see if you look on our pages. However, since issues have come to light, we do not currently have a DJ at all and in fact, close our business at 8pm or earlier, and regarding our Juke Box, this is rarely used and we have the very small speakers set to a certain level. To be honest, at the moment, we only have a radio station playing on low volume from our TV which cannot be heard from outside, even with the door open. People come to enjoy a meal and drink with their friends and family, why would we have blaring loud music where people wouldn't be able to converse. This is not a good setting for our business.

She then goes on to comment about smoking outside. This is a public area and there will always be people smoking on the street and this cannot be blamed on us. We shall, as a business, always monitor any litter and noise nuisance either from within or surrounding our premises. In fact, only yesterday, somebody dumped 2 poo bags from their dog at the side of our doorway. As a responsible business, we picked this up and took it across the road and put in the litter bin.

She is also concerned about a DJ and 'other events'. As stated many times previously, this is in a basement area and we have done everything to ensure that this does not become a nuisance to the residents. We are VERY aware that we are in a residential area and want to work WITH the residents. Her comment about 'future events' is presumptuous.

She then goes on to state that the area itself is a very anti-social 'corner' and she feels we have made the situation worse as the drug dealers have apparently moved round the corner. This a bit of a contradiction here. So she has confirmed that we have moved them on from the area of where our business is, this was our intention. How can we now be held responsible for the area they have moved to? Surely this is a council issue and not a local business if we have already, which has been confirmed by this resident, moved on from this 'corner'.

Again, I feel she is being presumptuous stating that she feels with our business being here, will worsen the situation with people urinating and vomiting in their front garden. How on earth can we, as a professional community business be held responsible for the actions of the public when they are not in/on our premises and actually, there are other pubs, clubs and restaurants in the area so why is this solely our fault? We all have a responsibility as local businesses, not one sole business.

Regarding her comments about SWRAC I feel is incredibly offensive calling them 'vulnerable adults'. This is a school which helps individuals with special educational needs and we fully support this. In fact, as a business wanting to support the community and the residents, we ourselves have offered somebody with SEN an opportunity of in-house training, courses with a path to a future and a qualification, to which I'm sure his support worker will confirm and fully support this. As stated, we are a 'community' business for the 'community' and we pride ourselves in being able to offer such opportunities to the local people.

I am very confused with her comments stating that we do not 'fit in'. This is clearly just her own opinion and I am extremely offended how she is comparing it to our other bar, Marroy's which in fact, again, has a strong sense of community where we have had trader of the week and held charity events for CRUK & pramacare (dementia). I feel this lady is being very judgemental here regarding

our customers at Marroy's. Has she ever visited either of our businesses, met any of our customers? or is she just coming to her own conclusion. I think the latter is more likely. We are literally doors away from the Obsidian which has an almost identical set up to us. Basement room and residents directly above the premises. So therefore, how do we not 'fit in'? For the short time we have been here, we have had nothing but praise from local residents who welcome us and what we stand for.

We are fully aware, as she has stated, that the local police are stretched, so I do not understand why she would assume that having a local business here would stretch them even further? Again, as mentioned multiple times before, we want to work with the police to eliminate any issues in the area and from what I can see, in the short space of time we have been there, have made a great start! We are very aware of the licencing objectives and will always ensure that these are upheld in order to achieve this. We pride our business in welcoming families, holiday makers and local residents to enjoy food and drink. We do not promote it or run it as 'just a bar' so we are certainly not giving out the wrong impression at all. Why would we do this as a business? If we sell both, why would we only promote part of this? I think she is clutching at straws here.

She has ended her e-mail by writing – 'from very concerned Westby & Sea Road residents'. Well who are these residents? Surely if they were that concerned they would have made individual representations? Anybody can type 'from residents' but which ones?

The next representation I would like to address is the comments from Ewelina Stawiarsk. She states that she feels with our business being there, it will not promote the licencing objectives. Again, this is presumptuous. Again, I would like to reiterate that we are fully aware of these. She states that since Conroy's has opened, they have experienced anti-social behaviour in the context of: loud music – we have previously explained that we only have a TV on that cannot be heard from outside of the premises so this is a blatant lie. Loud crowds outside the venue – again, this is untrue and we welcome anybody in a position of authority to look at ours, and other local business CCTV. She states our customers are swearing, shouting, smashing glasses and arguing, again, untrue information and we welcome viewing of our CCTV to prove this. Where is her evidence of this? What does she have to back up these claims?

Another objection is from somebody who wishes to remain anonymous, however they state firstly that Conroy's Bar is a dated/grotty looking boozer that serves alcohol from 8am. Firstly, we can't please everyone in the area with our choice of Decor so this is a completely pointless remark. Now, as they stated, let's consider the licencing objectives! The prevention of public nuisance is where they start. Firstly, we have no intentions whatsoever of selling alcohol from 8am. We would like the premises to be opened at this time for the morning breakfast trade and nothing more. It is also very rude and judgmental stating that everybody here is a 'problem' drinker. Is this the same for all pubs and restaurants in the area? Or just us? We have not even been trading for a month. How can somebody be so presumptuous about the local residents? Many of our customers are hard working full time professionals. In addition, they have stated that it would be a nuisance if we stay open until 2am. We are not looking to stay open until 2am 7 days a week, far from it. We would just like to offer a safe welcoming space for the younger (and older) residents of the area somewhere they can come and unwind on a weekend in a safe welcoming environment where all licencing objectives will be upheld. They then go on to state that Boscombe is always struggling to move forward and overcome a bad reputation, and if we were granted our licence this would be a step back! We were fully aware of these struggles before we took the premises on and this urged us even more to go ahead. As stated many times, we want to be a big part of the regeneration of Boscombe and to help eliminate all of the current issues it has and believe we can be a great addition to the area.

Comments from another 'anonymous' resident. Firstly, they themselves may not eat out after 9.30pm however, this does not mean that nobody else does. Many restaurants in Dorset are open passed 9pm so I feel this comment is irrelevant. Their comments regarding only dance music will play and all tables and chairs will be pushed aside is utter nonsense and very presumptuous. We would certainly not have outside seating late into the night and in fact, we plan to take all seating indoors between 9 and 10pm. They state that 'before you know it, the door will be left open and lots of people hanging around the street late into the night and blocking the corner and leading to late night crime & disorder

etc' again, a presumptuous comment. If/when we will be open past 11pm we fully intend to have security on the door to avoid this potential issue. Please do let me reiterate, we were FULLY aware of the issues in the area before we took the premises and have everything in place. I'm also confused as to how us having off sales would lead to crime and disorder? We do take away food and some people would like a bottle of wine or can of beer with their food. I really do not see an issue with this at all. Their comments regarding the residents of Windsor Road, stating It is the most socially deprived roads is unfortunately, an insult to these residents and very judgemental. Again, have they met any of the residents? Or are they just coming to their own conclusions. I would also like to ask why some of this persons email has been blanked out? Surely we have a right to see the full email?

One of the objections I find most interesting is from Aleksandra Mackiewicz. She states that since we have been open, herself, son and neighbours had suffered from nuisance and anti-social behaviour at late night hours. She says that her bedroom is directly above the bar and with very loud music being played until 1am, it is impossible for them to sleep. Now this is very interesting because, since a licensing issue has come to light, we have closed at 8pm or earlier daily, again, we can prove this, so this is a blatant lie. She is claiming her child cannot sleep on weekends and accuses us of, her words, 'breach of children's basic needs'. This is just an insult and I believe this lady's purpose of this is for some kind of personal gain and in fact nothing to do with us being there. I myself have children and I am very sensitive to the needs of children. She then accuses us of breaking Licensing objectives and states that she has proof so therefore, we are within our rights to request to see this proof. To reiterate, we fully welcome the council to come and view our CCTV and to speak with neighbouring businesses to clarify her claims. I can assure you, it will be a very different story. I would also like to add that another resident from the flats above the premises has assured us that he cannot hear anything from our premises and I welcome you to question this. He is a single Father of a young son. I only know him as Declan but I am unsure of which flat he is in. IF, what this lady is saying is true, surely this gentleman would clarify this so I welcome you to question him about this situation. Yes, this is a residential area so please do bear in mind, that residents themselves can often have loud music playing with their windows open. Are we getting blamed for this too?

Now the objection from Adrian Gunner at SWRAC. A little bit of a contradiction here. He states that their students had one serious level of abuse and look at the below email. The email is from what I can see, a staff member. Firstly, we have witnessed many people using surrounding businesses park on their premises, again, this is not our responsibility to control this, we are too busy trying to run a business to sort out their parking issues and I am confident, they had these issues even before we were there. The e-mail also quite clearly states that the lady was across the road from our premises. I am not aware of any situation here with a male from our premises and I welcome the CCTV so we can take necessary action for somebody behaving in such a disrespectful way however, this kind of situation could occur at any bar, restaurant or in fact any street at all so how can we as a small business be condemned for this? If this is in fact true, and the person comes to light, please do be assured that they will immediately be barred from our premises and we in no way condone this behaviour.

We fully understand that people may have concerns however, we have taken all necessary steps to uphold the Licencing objectives. We were fully aware of the issues the area had, the school across the road and the fact it is a residential area and we still believe we can be a positive asset to the community. We have offered local people, local jobs with training, including an individual with SEN. We have put staff through training courses to achieve qualifications to ensure we have a strong team and are all capable of upholding the licensing objectives. We continue to support 2 charities, CRUK and the local Dementia charity to which we welcome the community to get involved with. We welcome and want to work with the other businesses in the area to create a positive community spirit and make this a part of Boscombe to be proud of and thrive. We are also part of the 'Too good to go' team which helps reduce food waste, helps the environment and offers people full meals for only £3.39, and as many of the residents have stated in their objections, apparently this is the most deprived area! So surely all of the above is positive.

Putting it simply, this business is not just about making 'profit'. This business is an opportunity to make a positive impact within the community and offer people jobs, a safe welcoming environment and something to be proud of in their area. How many other businesses in the area have the same

outlook? Surely this would be a positive thing for the residents. Unfortunately, we have not even been open for 1 month yet and people are just assuming the worst, 'assuming' being the operative word here.

I would like to think that our local council would support such a business in an area they are trying to improve. A local business run by local people FOR the people of the area. A business that wishes to work with the police to help eliminate any anti-social behaviour, drug deals and alcoholics in the area. A local business considerate of the residents needs. We have had many local residents in our premises on a regular basis who are over the moon that we are there. It has given some of them a new lease of life. As stated previously, we understand there may be concerns however, these concerns could happen in any bar, restaurant, hotel or street, therefore, we should not be condemned for things that MAY happen.

I urge you to consider our points made, the positive impact we can have, the e-mails from those in favour of us, the opportunities we can offer to local people in the way of jobs/courses etc, the charities we support and reducing food waste aspect. Do we sound like a business that is there to cause trouble? Or a business that wishes to make a positive impact? Even though Boscombe residents themselves, I think there is a lot of judgement here about other residents in the area simply because they enjoy a drink in a bar in the area.

Our objective is simple – A local community business – run by local people – offering jobs and opportunities to the residents – working with the police – upholding all licensing objectives – a positive asset to the community – charity fundraisers – need I go on?

I trust that all points will be considered and have faith in the council to not just take peoples word of what they state has/is happening, but to actually get proof of this to support their claims. To reiterate, we welcome any person of authority to look at our CCTV, to visit our premises at any time of the day/night so you can witness the relaxed calm and quiet atmosphere that we have created.

I look forward to hearing from you.

Kind Regards,
Royston Thorne
Connie O'Gormley

Other information.

Mr Daclan Hore lives in a flat two stories above the application premises and advises as follows in an email to me dated 4th May 2022:

I have been asked to email you regarding my email sent to bcp licening. It has come to my attention that it was not recognised by the court so I have copied it below.

It is my understanding that a hearing will take place next week, while I would love to attend to help out local businesses I will be working.

If the court would like further information regarding my views on Conroys I am happy to speak with anyone after my work hours

This is what I stated on my email sent from my iCloud account [REDACTED] on the 21/4/22 at 15.37

I live in the flat 2 stories above Conroys bar and have had no issues what so ever, I feel an extended licence would not be a problem. I have heard people complaining about noise and antisocial behaviour but in all honesty this has nothing to with Conroys. The area itself is known for a lot of drug dealing going on and Conroys being open has deterred them from meeting on this corner. Being a single parent with a young child I would much rather a local business than drug dealers and junky's hanging around

Kind regards
Daclan hore

Other documents

I also attach as separate documents the following:

Staff Training Manual and records

Incident Book

Bar Cellar Managment - Index to Training Manual

Specimen training Record – Bar Management

CCTV Log (Note the photograph of the CCTV system which appears to have been functioning properly when viewed by me on 4th May 2022).

Conclusion

There will be oral submissions but in essence, Mr Thorne and Ms O’Gormley acquired this business without taking legal advice on neither the transaction itself nor the licence.

I was simply instructed originally to transfer the licence and have Ms O’Gormley appointed as DPS. Those applications were submitted and granted.

I was then instructed to make the present application to extend hours with no changes to the conditions.

It is now clear that my clients had overlooked the “restaurant condition” but since this was brought to their attention, they have observed the same.

Dependent on the outcome of today’s application, it may well be that a further application will be made to replace the restaurant condition so that customers might enjoy an alcoholic beverage without having to be served with a meal but that is a matter for another day.

Philip Day
Partner – Laceys Solicitors LLP
9 Poole Road
Bournemouth BH2 5QR
01202 377867
p.day@laceyssolicitors.co.uk

9th May 2022

CONROY'S BAR

APRIL 2022

Staff

Training

ALCOHOL SALES

It is important all staff know the four
licensing objectives

PUBLIC SAFETY

PROTECTION OF CHILDREN FROM
HARM

PREVENTION OF PUBLIC
NUISANCE

PREVENTION OF CRIME AND
DISORDER

This booklet and training will help all
staff meet these four licensing
objectives

UNDERAGE SALES

PERHAPS THE MOST IMPORTANT ASPECT OF RUNNING A LICENSED PREMISES IS TO PREVENT UNDERAGE SALES.

THEREFORE THE FOLLOWING PRCEDURE MUST BE FOLLOWED:

IF A PERSON APPEARS TO BE UNDER 25 YEARS OF AGE

THEN THEY MUST BE ASKED FOR I.D.

THE FOLLOWING ARE THE ONLY I.D. THAT IS ACCEPTABLE:

PASSPORT

NEW STYLE PHOTO I.D. DRIVING LICENCE

PASS ACCREDITED I.D. CARD SUCH AS CITIZEN CARD.

WHEN PRESENTED WITH THE I.D. CHECK THE FOLLOWING:

PASSPORT:

Look for hologram

CHECK THAT THE PASSPORT IS INTACT AND HAS NOT BEEN TAMPERED WITH. FOR EXAMPLE THE PHOTO DOES NOT STAND UP FROM THE PAGE. OR THAT THE TRANSPARENT COVER OVER THE PHOTO IS NOT DAMAGED AND A DIFFERENT PHOTO PUT INSIDE.

CHECK THE PHOTO IS A LIKENESS OF THE PERSON PURCHASING THE ALCOHOL.

CHECK THE DATE OF BIRTH ON THE PASSPORT.

DRIVING LICENCE:

CHECK ALL DETAILS AS FOR PASSPORT. CHECK THE DVLA HOLAGRAM OR THE LATEST CIRCULAR HOLAGRAM NOW ON

Check photo is likeness of person

Check embossed Surname or triangle or one way sign or steering wheel. Or embossed section 9

Check dvla hologram on older cards.

THE LICENCE.

PASS ACCREDITED CARDS

CHECK AS FOR PASSPORT. CHECK THE PASS HOLAGRAM ON THE CARDS.

IF IN DOUBT DO NOT ACCEPT ANY OF THE ABOVE I.D.

LIQUER CHOCALATES

It is advisable to adopt the same procedure as above for sales of liquer chocolates and i.d. persons under 21 and not sell to persons under 18

CONSEQUENCES OF AN UNDERAGE SALE

IF AN UNDERAGE SALE TAKES PLACE THE FOLLOWING MAY OCCUR .A FINE OF UP TO £5,000 FOR THE MEMBER OF STAFF WHO SELLS THE ALCOHOL- OR A FIXED £80 FINE

- 1)THE DPS CAN BE FINED AS ABOVE
- 2)THE LICENCE CAN BE REVIEWED
- 3)ALSO DEFENDANTS MAY HAVE TO PAY COURT COSTS

The Police can issue a fixed penalty notice of £80 for the following offences:

Consumption of alcohol by an under 18 year old

Selling alcohol to an under 18 year old

Obtaining alcohol for an under 18 year old

Allowing consumption of alcohol by an under 18 year old

Delivery of alcohol to an under 18 year old

Allowing delivery of alcohol to an under 18 year old

It is an offence to persistently sell alcohol to someone under the age of eighteen. The offence is committed if on two or more occasions in three consecutive months alcohol is sold unlawfully to a person under eighteen at the same premises. The fine can be up to £20,000 and/or six months in jail.

If this occurs the police or trading standards can agree that alcohol will not be sold from the premises for a period of from 48 to 336 hours instead of prosecution

Other consequences

- 1) Children are more vulnerable when drunk
- 2) They may supply to even younger children
- 3) They may be more inclined to commit anti-social behaviour

LICENSING HOURS

Please make yourself familiar with the
displayed premises licence

It is illegal to sell outside these hours and
a **fine of £20,000 can be imposed.**

**Sales cannot take place a minute
before or after these hours**

PROXY SALES

STAFF NEED TO BEAR IN MIND THAT ADULTS MAY ATTEMPT TO PURCHASE ALCOHOL FOR PEOPLE UNDER EIGHTEEN YEARS AGE.

STAFF SHOULD ENSURE THEY USE THERE BEST ENDEAVOURS TO PREVENT THIS.

THE FOLLOWING MAY MEAN THAT PEOPLE ARE BUYING FOR

PERSONS WHO ARE UNDERAGE:

A PERSON MAY PURCHASE A GREAT DEAL OF ALCOHOL WHICH MAY SIGNAL THEY ARE PURCHASING FOR OTHER PEOPLE. THEY MAY HOWEVER JUST BE HAVING A PARTY. IF YOU ARE IN ANY DOUBT ASK

THE PURCHASER IF THE ALCOHOL IS FOR THEIR OWN CONSUMPTION.

VERY OFTEN THE CHILDREN WILL BE WAITING FOR THE ALCOHOL NOT FAR FROM THE SHOP. OBSERVE WHAT IS GOING ON OUTSIDE . DO NOT OBSCURE VIEW FROM WINDOW.

UNDERAGE PEOPLE MAY COME INTO THE SHOP AND ASK FOR SAY TWO CANS OF STELLA AND A COKE

IMMEDIATELY OR SOON AFTER AN ADULT ASKS FOR TWO CANS OF STELLA AND A COKE

THIS IS A SURE SIGN THAT IT IS LIKELY A PROXY SALE

SIGNS SHOULD BE PUT UP IN THE SHOP NEAR THE ALCOHOL SALES SECTION REMINDING CUSTOMERS THAT IT IS A CRIMINAL OFFENCE TO PURCHASE

ALCOHOL ON BEHALF OF PERSONS UNDER EIGHTEEN
YEARS OF AGE.

IF STAFF SUSPECT AN INDIVIDUAL THEN THEY CAN
REMIND THEM OF THIS LAW. ALSO AN INDIVIDUAL MAY
RETURN TO THE SHOP FOR MORE ALCOHOL. IT SHOULD
BE ASKED WHY THEY DID NOT BUY THE ALCOHOL THEY
NEEDED ON THE FIRST VISIT

IF IN DOUBT SAY IT IS A LICENSING REQUIREMENT THAT
THEY CANNOT SERVE A PERSON MORE THAN ONCE IN A
DAY.

REMIND PEOPLE IT IS A CRIMINAL OFFENCE TO SUPPLY
UNDER EIGHTEENS WITH ALCOHOL

IF IN ANY DOUBT DO NOT SERVE.

GROUPS OF PEOPLE BEING A NUISANCE OUTSIDE THE SHOP

IT IS IMPORTANT NOT TO OVERREACT TO THIS
SITUATION.

IT MIGHT BE A GROUP OF TEENAGERS KNOWN TO YOU
WHO ARE NOT CAUSING TROUBLE .HOWEVER IT MIGHT
BE A GROUP WHO ARE QUITE OFFENSIVE.

IN THIS CASE REPORT TO THE DPS OR YOUR IMMEDIATE
SUPERVISOR.

IF YOU ARE THE SUPERVISOR YOU SHOULD FIRST SEE
IF THEY MOVE ON QUICKLY.

SO THEY DO NOT TAKE IT PERSONALLY AS FROM YOU
STATE IT IS A CONDITION OF YOUR LICENCE.

IF A PROBLEM CONTINUES THE DPS WILL LIASE WITH
THE SAFER NEIGHBOURHOOD TEAM

IF NOT YOU MAY NEED TO QUIETLY ASK THEN TO LEAVE
STATING THAT IT IS A CONDITION OF THE LICENCE.

DRUNKS AND STREET DRINKERS

PLEASE DO NOT SERVE DRUNKS OR STREET DRINKERS.

HOW DO WE DEFINE A DRUNK?

THIS IS A VERY DIFFICULT PROCESS SOMETIMES.

MANY SO CALLED EXPERTS HAVE TROUBLE WITH THIS. WE ONLY HAVE TO GO OUT ON A FRIDAY NIGHT TO SEE MANY CLUBS AND BARS HAVE A TOTAL DISREGARD OF THIS AND SEEM TO GET AWAY WITH IT.

IN AN OFF-LICENCE I WOULD DESCRIBE A DRUNK AS :

SOMEONE WHO IS UNSTEADY ON THERE FEET
HAS TROUBLE SPEAKING AND SLURS THERE
WORDS

HAS TROUBLE SORTING OUT THEIR MONEY.

AND DROPPING THEIR MONEY

HAVE ALCOHOL SMELL ON THEIR BREATH
ALTHOUGH SOME ARE GOOD AT HIDING THE
SMELL

IF IN DOUBT DO NOT SERVE.

SOME PEOPLE HOWEVER THEY WILL BE FEW AND
WILL LIKELY BE KNOWN TO YOU WILL HAVE
DIFFICULTY WITH THE ABOVE DUE TO ILLNESS
BUT YOU MUST BE CAREFUL AND REALISE THAT
SOME GENUINE PEOPLE WILL NOT GET
SERVED BUT IT WILL NOT STAND UP IN COURT IF
YOU SAY YOU THOUGHT THE PERSON HAD AN
ILLNESS

IF you see PERSONS drinking alcohol in the street do
not serve them alcohol if they come into the shop AND
REPORT THE MATTER TO THE DPS.

STREET DRINKERS may be a problem in the area.
Liasing with the police community support team MAY
help identify any problem street drinkers.

STREET DRINKERS

MAY BE UNSHAVEN AND HAVE SCRUFFY
APPEARANCE.

MAY BE DRUNK

The dps will talk to you about this.

THE POLICE MAY IDENTIFY STREET DRINKERS TO
US.

UNDER NO CIRCUMSTANCES SERVE THESE
PEOPLE.

Do not serve street drinkers. Be aware of the local area so any street drinkers go somewhere else.

THERE MAY BE SOME PHOTOS POLICE PROVIDE OF REGULAR STREET DRINKERS.

PLEASE FAMILIARIZE YOURSELF WITH THESE PEOPLE AND DO NOT SERVE THEM

CONFLICT

DURING YOUR TRAINING YOU WILL BE TOLD HOW TO REFUSE SERVICE BY SAYING I AM SORRY BUT THE POLICE HAVE REQUESTED THAT WE DO NOT SERVE YOU.

IF THEY SAY ANYTHING ELSE SAY THE DPS HAS INFORMED YOU AND YOU ARE ONLY ACTING UNDER HIS/HER ORDERS

DEFLECT THE BLAME FROM YOURSELF.

IF YOU HAVE ANY DIFFICULTIES PLEASE SPEAK TO THE DPS.

REFUSAL REGISTER

THE REFUSAL REGISTER REGISTER AND INCIDENT BOOK ARE THERE FOR A REASON. PLEASE USE THE REFUSAL BOOK WHENEVER YOU REFUSE A SALE FOR WHATEVER REASON . IT MAY HELP OUT OTHER STAFF IF A PATTERN EMERGES.

ALL REFUSED SALES MUST BE ENTERED IN THE REFUSAL REGISTER. PLEASE USE THE INCIDENT BOOK IF AN INCIDENT OCCURS.

GROUPS OF PEOPLE

A GROUP OF PEOPLE MAY COME INTO THE SHOP TO
BUY ALCOHOL.

ONE OF THE GROUP MAY BE OVER EIGHTEEN.
HOWEVER IN THIS CASE THE WHOLE GROUP SHOULD
BE ASKED FOR I.D.

HOWEVER COMMON SENSE SHOULD PREVAIL.

TWO ADULTS AND A SEVEN YEAR OLD

OBVIOUSLY FAMILY GROUPS SHOULD NOT BE ASKED TO
PROVIDE I.D. FOR CHILDREN SO YOUNG.

HOWEVER YOU MAY HAVE A PARENT COME IN THE
SHOP AND THEIR CHILD WHO IS A TEENAGER BUT NOT
EIGHTEEN STARTS SELECTING THE ALCOHOL FOR THE
PARENT TO BUY. IN THIS CASE CLEARLY THE ALCOHOL
IS FOR THE CHILD SO THE SALE SHOULD BE DECLINED
EXPLAINING THAT IT IS A CONDITION OF THE LICENCE
TO ASK ALL PERSONS IN THE GROUP FOR I.D. AND THAT
THE MATTER IS OUT OF YOUR HANDS.

OBVIOUSLY COMMON SENSE WILL HAVE TO PREVAIL
BUT DO NOT FORGET IT IS YOU THAT WILL BE HELD
RESPONSIBLE BY THE POLICE SHOULD AN ADULT PASS
ALCOHOL ON TO UNDER EIGHTEENS IF YOU HAVE NOT
CARRIED OUT THE REQUIRED CHECKS.

CONROY'S BAR - STAFF TRAINING - ALCOHOL SALES

[illegible]

14th

Thur 18th April 6pm 2 Customers/friends were messing about, they went outside and continued to play/argue. Then one of them punched the other one the one that got punched is called Samuel and the one who's punched him is called Anthony. I've barred [REDACTED]

DPS

Friday 15/4/22 (Laura)

Aman was asked to leave as he was barred and then he attacked another customer. [REDACTED]

DPS

Friday 15/4/22 Laura

a group of 3 came in for food + drink once eaten they went out for a fog witch then got heated with a few sat outside. I then asked them to drink up and leave ^{witch} ~~with~~ they did [REDACTED]

DPS

01/05/22 (Laura)

Sam Turner came into the bar for a drink + food with a highly intoxicated friend. They were very polite to start with and generally kept the peace. His friend disappeared leaving Sam on his own. Sam joined the other customers for a chat. After a few more pints he decided to impact his opinion on the food. After becoming increasingly aggressive and everyone started starting to ignore him he started to get loud saying no one could take any ^{criticism} ~~criticism~~ he was a far better chef than anyone here. Once we continued to call him out on his behavior and asked him to calm down he started shouting stating he was allowed his ~~opinion~~ opinion and started to criticise everything that Dave was doing in the kitchen. At this point he was asked to leave but he became aggressive pushing chairs and becoming very aggressive to

to other customers and staff. he then was asked very politely
to leave as he was no longer welcome in here. I advised him
that he would now be barred from both establishments
Staff in marroys was were also warned of his presence



DP's

- 2/8/22 - CCTV checked
CAMERA 8



CONTENTS.

- 1. Introduction (Page 2)**
- 2. Counting Your Stock (Pages 4 – 9)**
- 3. Ordering Stock (Pages 10 – 12)**
- 4. Working Out Your Stockholding (Page 13)**
- 5. Rotating Your Stock (Page 14)**
- 6. Taking Care Of Your Stock (Pages 15 & 16)**
- 7. Cleaning The Cellar (Page 17)**
- 8. Cleaning The Lines (Pages 18 – 20)**
- 9. Changing Kegs (Page 21)**
- 10. Changing The Gas (Page 22)**
- 11. Changing The Post Mix (Page 23)**
- 12. Troubleshooting (Page 24)**
- 13. Displaying And Promoting Stock (Pages 25 & 26)**
- 14. Serving Drinks (Pages 27 – 29)**
- 15. Up Selling (Page 30)**
- 16. Bar Hygiene And Cleaning (Page 31)**
- 17. Your Bar Tariff (Page 32)**
- 18. Understanding ABV's And UNITS (Pages 33 & 34)**
- 19. Weights & Measures (Page 35)**
- 20. Your Responsibilities (Page 36)**
- 21. Dealing With Awkward Customers (Page 37)**
- 22. Dealing With Thieving Staff (Page 38)**
- 23. Wastage (Page 39)**
- 24. Training Your Staff (Page 40)**
- 25. How To Pour The Perfect Pint (Page 41)**
- 26. Conclusion (Page 42)**
- 27. Test Questions (Pages 43 – 45)**
- 28. Training Record (Page 46)**
- 29. Certificate (Page 47)**



INDIVIDUAL TRAINING RECORD.

Name: *Billy Feller*

Date: *26/4/22*

Job Title: *Bar/Waiting*

Trainer: *Conco*

Area	Signature	Trainer's Signature
Bar Hygiene & Cleanliness		
Cleaning The Lines		
Changing Kegs		
Changing Gas		
Changing Post Mix		
Caring For Your Stock		
Stock Rotation		
Serving Drinks		
Up Selling		
Weights & Measures		

Your Responsibilities	
Wastage	

You must sign to say you have received this bar & cellar training.

Keep the original copy for employee personnel records.



This is to certify that

Billy

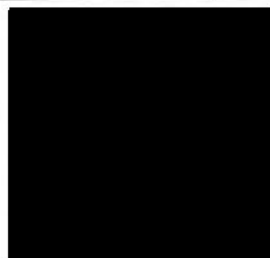
Has successfully completed
our in house training course



On;

26/4/22

Signed by:



CONROY'S BAR

CCTV LOG BOOK

SITE ADDRESS 33 Sea Road

DATE & TIME	STAFF NAME	REASON FOR VIEWING	CAMERA DETAILS/NUMBR	BRIEF DETAILS OF ANY INCIDENT & ACTION TAKEN	DETAILS OF ANY FAULTS & ACTION TAKEN
11/4/22 2pm	Conrie	Check All camera work	All	All OK - N/A	N/A
15/4/22 11am	Conrie	"	All	N/A	N/A
15/4/22	Conrie	INCIDENT ON 14TH	CAMERA 1	1 CUSTOMER PUNCHED OUTSIDE PREMISES. CUSTOMER BARRED	N/A
16/4/22	Conrie	INCIDENT ON 15TH	All	AN AIRLEIGH BARRED CUSTOMER ENTERED THE PREMISES & ASKED TO LEAVE	N/A
16/4/22	Conrie	"	"	CUSTOMERS ARGUED & ASKED TO LEAVE	N/A
20/4/22	Conrie	General Check	"	N/A	N/A
26/4/22	Conrie	"	"	N/A	N/A

CONROY'S BAR

CCTV LOG BOOK

SITE ADDRESS 33 Sea Road

DATE & TIME	STAFF NAME	REASON FOR VIEWING	CAMERA DETAILS/NUMBER	BRIEF DETAILS OF ANY INCIDENT & ACTION TAKEN	DETAILS OF ANY FAULTS & ACTION TAKEN
22/4/22 3.10 PM	Carrie	Spot Check	All	N/A	UNABLE TO PLAY BACK ON 1 OR MORE CAMERAS - CAN ACCESS FROM PHONE ENGINEER - BOOKED
21/5/22 12.45	Carrie	INCIDENT REPORTED 1/5/22	CAMERA 2	PLEASE REFER TO INCIDENT BACK. PERSON BANNED	