

From: [Savers Age-Restricted](#)
To: [Cllr Michael Labidi](#)
Cc: [Tania Jardim](#)
Subject: Re: M237914 - Savers, 41 Old Christchurch Road, Bournemouth
Date: 14 July 2026 08:00:35
Attachments: [image001.jpg](#)
[image002.png](#)
[image.png](#)
[image850910.jpg](#)
[image074397.png](#)
[image901046.png](#)
[image863299.png](#)
[image090976.png](#)
[image167533.png](#)
[image174314.png](#)
[image580863.png](#)
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Good Morning Michael,

Thank you for your comments and for outlining your concerns regarding the application.

Savers recognises the importance of the licensing objective of preventing crime and disorder and takes its responsibilities as a prospective licence holder seriously. We acknowledge the concerns raised regarding street drinking and anti-social behaviour within the local area and appreciate the impact that such issues can have on residents, businesses and visitors.

As a responsible national retailer, Savers has a number of robust measures in place to ensure that alcohol is sold responsibly and in accordance with licensing legislation. Alcohol sales are not the primary focus of our business; Savers operates predominantly as a health, beauty and household goods retailer, with alcohol forming only a small part of our overall product range.

To support the licensing objectives, Savers operates a strict **Challenge 25** policy. Any customer who appears to be under the age of 25 is required to provide valid photographic identification before an alcohol sale can be completed.

All colleagues who may be involved in the sale of alcohol receive mandatory licensing training, with refresher training undertaken at least twice each year. This training covers age-restricted sales, the operation of Challenge 25, recognising signs of intoxication, identifying proxy purchasing and understanding the circumstances in which sales must be refused.

Particular emphasis is placed on preventing **proxy sales**. Colleagues are trained to identify situations where alcohol may be being purchased on behalf of an underage person and are instructed to refuse the transaction where such concerns arise.

In addition, colleagues are trained to recognise signs of intoxication and are empowered to refuse the sale of alcohol where a customer appears drunk or where completing the transaction would be inappropriate. Refusals are fully supported by management as part of our commitment to responsible retailing.

While we recognise the concerns raised about behaviour that can occur away from licensed premises, Savers is committed to ensuring that every alcohol sale made from the store is conducted responsibly and in accordance with both licensing requirements and company policy. We believe that the procedures, training and controls outlined above provide a strong framework for promoting the licensing objectives and demonstrate our commitment to operating responsibly within the local community.

Thanks,

Laura Smart
Licensing Advisor
Savers Health and Beauty




Please note my working hours are Monday to Friday 8:00 to 4:30.

From: Cllr Michael Labidi <Michael.Labidi@bournemouth-tc.gov.uk>
Sent: Monday, July 13, 2026 6:24 PM
To: Savers Age-Restricted <savers.age-restricted@uk.aswatson.com>
Cc: Tania Jardim <tania.jardim@bcpcouncil.gov.uk>
Subject: Re: M237914 - Savers, 41 Old Christchurch Road, Bournemouth

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Good afternoon Laura,

Thank you for your email and for taking the time to get in touch.

I appreciate your willingness to engage with those who have raised concerns regarding the application. I am always happy to have a constructive discussion where it is genuinely aimed at addressing the issues that have been raised.

My concerns are not directed at Savers as a retailer, nor are they based on any objection to the sale of alcohol in principle. My concern relates specifically to the licensing objective of preventing crime and disorder.

Unlike a pub, restaurant or nightclub, an off-licence has very limited ability to manage what happens once alcohol has been sold. While staff can refuse a sale where appropriate, they have no practical ability to supervise consumption or intervene if individuals become intoxicated and engage in anti-social or disorderly behaviour after leaving the premises.

This is particularly relevant in this location, where there is already a well-documented issue with street drinking, alcohol dependency, and associated anti-social behaviour. It is not uncommon to see individuals congregating outside off-licence premises, intimidating or harassing members of the public, including vulnerable people, as they seek money or alcohol. My concern is that an additional outlet selling alcohol could further contribute to these existing problems.

I would therefore be interested to understand what practical measures Savers believes it can implement to mitigate these risks beyond the standard licensing conditions and staff training, given that the behaviour of concern occurs away from the point of sale and outside the direct control of the retailer.

I am happy to discuss the matter further and hear whether there are any proposals that could meaningfully address these concerns. However, I would not wish to raise expectations that such discussions will necessarily result in my objection being withdrawn, as that will depend on whether the concerns I have outlined can be satisfactorily addressed.

Kind regards,

Michael Labidi
Town Councillor, Central Ward

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From: Savers Age-Restricted <savers.age-restricted@uk.aswatson.com>

Sent: Monday, 13 July 2026 15:20:40

To: Cllr Michael Labidi <Michael.Labidi@bournemouth-tc.gov.uk>

Cc: Tania Jardim <tania.jardim@bcpcouncil.gov.uk>

Subject: Fw: M237914 - Savers, 41 Old Christchurch Road, Bournemouth

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Good Afternoon,

I have been provided with your contact details by the Licensing Service at BCP and have reviewed the correspondence below regarding your concerns in relation to our Premises Licence application.

I am writing to understand your concerns in more detail and to explore whether there are any measures we can offer that would satisfactorily address them. Our aim is to work collaboratively with all interested parties and, if possible, avoid the need for a hearing, which would save both time and resources for all involved.

Savers takes its responsibilities under the Licensing Act 2003 very seriously and is fully committed to upholding the licensing objectives, including the prevention of crime and disorder. We always seek to work positively with the local community, responsible authorities, and elected members to achieve the best possible outcome while promoting a safe and responsible retail environment.

If you would be willing to discuss your concerns, I would welcome the opportunity to speak with you and explore whether a mutually acceptable resolution can be reached.

I have copied in Tania for awareness.

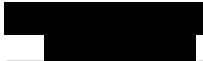
I look forward to hearing from you,

Kind Regards,

Laura Smart

Licensing Advisor

Savers Health and Beauty



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