

Jessica Bolton

From: Licensing
Sent: 19 August 2013 12:08
To: Jessica Bolton
Subject: FW: Edenbridge Cellar, 58 High Street, Edenbridge

FYI..

Janet,

From: Clare.Hooper2@kent.gov.uk [mailto:Clare.Hooper2@kent.gov.uk]
Sent: 15 August 2013 15:45
To: Licensing
Subject: RE: Edenbridge Cellar, 58 High Street, Edenbridge

Dear Janet

Yes I can confirm it is in support of the application.

Kind regards

Clare

Mrs Clare Hooper
Trading Standards Officer

Kent County Council
Customer and Communities
Regulatory Services Group
8 Abbey Wood Road
Kings Hill
West Malling
Kent, ME19 4YT
Internal tel: 7003 5291
External tel: 01732 525291
Fax: 01732 525319
Email: clarem.hooper@kent.gov.uk

www.kent.gov.uk/tradingstandards
www.buywithconfidence.gov.uk

From: Licensing [mailto:licensing@sevenoaks.gov.uk]
Sent: 14 August 2013 10:37
To: Hooper, Clare - CC CS
Subject: RE: Edenbridge Cellar, 58 High Street, Edenbridge

Dear Clare,

Thank you for your comments re the above.

I have passed them to our Licensing Officer but would be grateful if you could confirm that your comments are made in support of the review application.

Many thanks,

Janet Lockie

Licensing Administration Officer


for Sevenoaks District Council, Tunbridge Wells Borough Council and Maidstone Borough Council

Direct: 01732 227185

Fax: 01732 742339

Email: janet.lockie@sevenoaks.gov.uk

www.sevenoaks.gov.uk

 please don't print this e-mail unless you really need to

The Licensing Partnership

Sevenoaks District Council, Tunbridge Wells Borough Council and Maidstone Borough Council have a Licensing Partnership to process and issue licensing applications.

Applications should be sent to the address below where there is a central administration.

Licensing Officers are located at each local licensing authority, together with admin support to deal with people visiting the Gateways and Tunbridge Wells Town Hall.

Please send all licensing applications to:



Licensing Partnership

P.O. Box 182

Sevenoaks

Kent TN13 1GP

Email: licensing@sevenoaks.gov.uk



tel: 01732 227004

Payments: For all licensing applications please make cheques payable to: "Sevenoaks District Council". Alternatively card payments may be made over the telephone on the number above.

Help us to improve our licensing service to you by completing our online survey [Click here to comment](#)



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- We value your feedback, comment online on the service you receive from us: [Click here to comment](#)

From: Clare.Hooper2@kent.gov.uk [mailto:Clare.Hooper2@kent.gov.uk]

Sent: 13 August 2013 13:52

To: Licensing; Kent Police - Mark Beresford

Subject: FW: Edenbridge Cellar, 58 High Street, Edenbridge

Further to my brief email below, I have been unable to add the whole content of the attached letter to the following alcohol licence review. Therefore I have sign posted my online application to the attached letter.

Your ref: 13/02178/REVIEW

Premises: Edenbridge Cellar, 58 High Street, Edenbridge, Kent, TN8 5AJ

Kind regards

Clare

Jessica Bolton

From: Clare.Hooper2@kent.gov.uk
Sent: 13 August 2013 13:52
To: Licensing; Kent Police - Mark Beresford
Subject: FW: Edenbridge Cellar, 58 High Street, Edenbridge
Attachments: Edenbridge Cellar .doc

Further to my brief email below, I have been unable to add the whole content of the attached letter to the following alcohol licence review. Therefore I have sign posted my online application to the attached letter.

Your ref: 13/02178/REVIEW

Premises: Edenbridge Cellar, 58 High Street, Edenbridge, Kent, TN8 5AJ

Kind regards

Clare

Mrs Clare Hooper

Trading Standards Officer

Kent County Council

Customer and Communities

Regulatory Services Group

8 Abbey Wood Road

Kings Hill

West Malling

Kent, ME19 4YT

Internal tel: 7003 5291

External tel: 01732 525291

Fax: 01732 525319

Email: clarem.hooper@kent.gov.uk

www.kent.gov.uk/tradingstandards

www.buywithconfidence.gov.uk

From: Hooper, Clare - CC CS
Sent: 13 August 2013 13:27
To: 'licensing@sevenoaks.gov.uk'; 'Mark BERESFORD PC 9923'
Subject: Edenbridge Cellar, 58 High Street, Edenbridge

Please find attached, for your information, a copy of a letter I am going to submit electronically.

Kind regards

Clare

Mrs Clare Hooper

Trading Standards Officer

Kent County Council

Customer and Communities

Regulatory Services Group

8 Abbey Wood Road

Kings Hill

West Malling

Kent, ME19 4YT

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Email: clarem.hooper@kent.gov.uk

www.kent.gov.uk/tradingstandards

www.buywithconfidence.gov.uk

APPENDIX A

TRADING STANDARDS
West Kent Area Office
PO Box 286
West Malling
Kent ME19 4HW
Tel: 01732 525291
Fax: 01732 525319

Website: www.tradingstandards.gov.uk/kent
Email: clarem.hooper@kent.gov.uk
Ask for: Clare Hooper
Ref: CH/ 379532
Date: 19 August 2013

Dear Sirs

Licensing Act 2003

Your ref: 13/02178/REVIEW

Premises: Edenbridge Cellar, 58 High Street, Edenbridge, Kent, TN8 5AJ

I write with regards to the above premises licence review. On Thursday 4 July 2013 I visited Edenbridge Cellar with Police Licensing Officer Mark Beresford, as we were visiting off-licenses in the area. I spoke to two sales assistants working in the shop. The shop displayed for sale a large amount of alcoholic drinks. The visit included:

1. Reviewing the shops refusals record

A record of refused sales of age restricted products was reviewed. This record showed that during 2013 only one member of staff had recorded refusals. This one person had only made records of refusals for the months of March and April this year. There was no evidence to suggest the refusals record is monitored.

2. Age verification policy (condition of an alcohol license)

At the time of my visit two sales assistants were standing behind the till area, working in the shop. I tried to discuss with the two sales assistants what they have to do when they sell age restricted products (such as alcohol) and how they ensure no underage sales of alcohol take place. Neither sales assistant could satisfactorily explain to me what the shop's policy is.

3. Staff training refresher

Edenbridge Cellar had a folder behind the till, which Trading Standards previously provided. This folder includes some staff training material and a refusals record template. There was evidence to show that staff had been trained on the sale of age restricted products, but nothing which showed that staff actually understood the information they were given, or are doing what they have been told. There was also no refresher training.

4. Business Advice Notice issued

At the time of visit I was aware that my colleague, Trading Standards Officer Gillian Powell, previously had a meeting with the shops Designated Premise Supervisor, to advise on the sale of age restricted products. Also present at this meeting was Police Licensing Officer Mark Beresford. From viewing Kent Trading Standards records, this meeting took place 5th November 2012. This visit was arranged due to lack of confidence in the shops age verification policy when the shop was previously visited on 11th October 2012, when Gillian Powell spoke to a sales assistant.

Therefore at the time of my recent visit I knew that comprehensive advice on the sale of age restricted products had been provided to The Designated Premise Supervisor, so I left a notice which made the following points:

- a. Lack of refusals with the refusals record not being monitored. There was no evidence to show that all staff make refusals.
- b. To have an age verification policy is a condition of having an alcohol licence, requesting contact during the next 10 days to inform me what the shop's policy is.
- c. Staff training had not been updated and should be refreshed.
- d. Whilst I specifically asked to be contacted during the next 10 days, that they should also contact me if they have any questions. At the time of this record made on 13 August 2013, I have not had a response to the notice left.

Yours faithfully

Clare Hooper
Trading Standards Office