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Date: Friday, 01 August 2025

Governance Support
Town Hall
Castle Circus
Torquay
TQ1 3DR

Dear Member

STATUTORY LICENSING SUB-COMMITTEE - THURSDAY, 7 AUGUST 2025

I am now able to enclose, for consideration at the Thursday, 7 August 2025 meeting of the Statutory Licensing Sub-Committee, the following reports that were unavailable when the agenda was printed.

Agenda No	Item	Page
5.	To consider an application for a Review of a Premises Licence in respect of Zakopane, 16 Market Street, Torquay	(Pages 65 - 144)

Yours sincerely

Governance Support
Clerk

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IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

ZAKOPANE, 16 MARKET STREET, TORQUAY, TQ1 3AQ

LICENSING SUB-COMMITTEE HEARING 7 AUGUST 2025

WITNESS STATEMENT OF [REDACTED]

Introduction

1. I am [REDACTED], an employee at Zakopane, 16 Market Street, Torquay, TQ1 3AQ. I currently live at [REDACTED]
2. I make this statement in relation to the review that has been launched against the premises licence at Zakopane, 16 Market Street, Torquay, TQ1 3AQ.
3. I have direct knowledge of the contents of this statement, which are true to the best of my knowledge and belief.
4. I can confirm I did have a Tenancy Agreement in place between myself and Zakopane Turkish Limited for the First Floor Flat above the shop at 16 Market Street.
5. I let Mr [REDACTED] and [REDACTED] stay with me in this flat. It was [REDACTED] that was storing the illegal cigarettes in the flat. I had no idea that there were illicit cigarettes in the flat. The majority of the cigarettes that were found were under Mr [REDACTED] bed. There were also some found behind the mirror in my room, I believe this hiding place must have been put in by the previous Landlord and that Mr [REDACTED] hid his cigarettes in there.
6. I still work for Mr Salah, but can confirm I no-longer live at the flat above the shop.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: [REDACTED]

Signed: [REDACTED]

Dated: 31 July 2025

IN THE MATTER OF A LICENSING ACT 2003 REVIEW APPLICATION

ZAKOPANE, 16 MARKET STREET, TORQUAY, TQ1 3AQ

LICENSING SUB-COMMITTEE HEARING 7 AUGUST 2025

WITNESS STATEMENT OF ARI SALAH

Introduction

1. I am Ari Salah, the designated premises supervisor ("DPS") for Zakopane, 16 Market Street, Torquay, TQ1 3AQ. I became DPS of the premises in July 2022, I obtained my personal licence in 2010. I have 15 years of retail experience.
2. I make this statement in relation to the review that has been launched against the premises licence at Zakopane, 16 Market Street, Torquay, TQ1 3AQ.
3. I have direct knowledge of the contents of this statement, which are true to the best of my knowledge and belief.
4. I believe that the premises prior to me taking it on (and my premises licence being granted) that the previous premises licence for the shop had been revoked due to an issue with illegal cigarettes.
5. I would like to comment on the review application and the information provided in support of it. In relation to the 09/08/23 enforcement visit by Trading Standards, I can confirm that I was not present in the shop at the time of this visit. I can also confirm that as I told officers at the time, those cigarettes were for my personal use as they were in my office on the first floor, they were not downstairs in the store. In terms of the vapes that were downstairs in the shop at this time I did not know that they did not meet the relevant requirements.
6. On 17/10/23 Trading Standards officers returned to my shop and did deliver a business advice letter following the recent seizure. I can confirm I did agree to the voluntary surrender of the seized Vapes from 09/08/23. I was present in the shop and an inspection of the Vapes on sale resulted in a further 170 illegal products being seized. Again, at this stage, as I had only just received the advice letter, I was not aware that I was selling illegal vapes, I at that time thought they were legal vapes.
7. I was emailed on 23/10/23 and can confirm I again agreed to the voluntary surrender of these further 170 vapes.
8. The review paperwork then states with no dates or any further evidence: *"Further intelligence reports were received about the supply of illegal tobacco, one report in particular suggested that the staff in Zakopane would repeat the order (for illegal tobacco) over a radio or mobile phone and the required product / brand would be brought down from upstairs a short while later."* I dispute this entirely, I am not aware of a radio in the premises, I of course have a mobile phone, but it was not used for this purpose. As I understand it the

officer is trying to say that there would be someone permanently upstairs waiting to bring down illegal cigarettes, it simply doesn't make sense!

9. I can confirm that an employee [REDACTED] did fail an alcohol test purchase on 22/01/25. I was in the store at the time, but it was not me that sold the alcohol. Mr [REDACTED] was spoken to about the severity of this and so I ensured that all staff were re-trained on underage sales. I can confirm, Mr [REDACTED] is no longer employed at the premises.
10. The statement then states: *"A test purchase (initiated by Trading Standards) was conducted in early 2025 which was positive for illegal tobacco products (unable to provide exact date due and details to the risk of identifying test purchaser)"* Again, I dispute this entirely. There is no supporting witness statement, there is no follow up letter, there is not even an approximate date. I can also confirm that no CCTV of this supposed incident was requested. Since the 2023 failed test purchase, I have ensured that the shop only sells legitimate cigarettes and vapes.
11. On 13/03/25 we were visited by Trading Standards. There is confusion about what was said. I am not the Landlord, I have a lease on the flat above the shop. The flat above the shop was being sub-leased to [REDACTED] (by way of a Tenancy Agreement), [REDACTED] is an employee at the premises. Please see the Tenancy Agreement Exhibit AS 1.
12. [REDACTED] let Mr [REDACTED] and another male stay in the flat with him. The third person was Mr [REDACTED]. It was [REDACTED] who was storing the illegal cigarettes. I had no idea that there were illicit cigarettes in the upstairs flat. As soon as I became aware of the cigarettes in the flat upstairs, I terminated the Tenancy Agreement with Mr [REDACTED] and now the flat is empty.
13. I was not aware of the concealed mirror in the flat upstairs and think it must have been there when the previous premises licence holder had his premises licence revoked.

Steps Taken

14. When any issues arose, I have dealt with them. I can confirm that I did voluntarily surrender the products I didn't realise were illegal. I did conduct training after the failed test purchase. I have also organised further third-party external training in relation to, the sale of illegal cigarettes and vapes, underage sales, licence conditions, as well as the licensing objectives.

In addition, I am proposing further conditions, to ensure that all purchases of cigarettes and vapes are recorded, with the supporting invoices.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name:

Signed

Dated: 31 July 2025

WITNESS STATEMENT

(CJ Act 1967. s. 9, MC Act 1980, s.s.5A (3a) and 5B MC Rules 1981, r70)

Statement of: [REDACTED]

Occupation: Licensing and Security Compliance Consultant

Age if under 18: Over 18 (*over 18 insert "over 18"*)

This statement (consisting of 6 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 31st July 2025

Signature: [REDACTED]

This report has been produced in relation to an investigation pertaining to a premises licence review at Zakopane 16 Market Street Torquay TQ1 3AQ.

Qualifications and Experience

1. I am an independent licensing consultant and a former Police Inspector, having completed 30 years' service with the Greater Manchester Police in a variety of uniform and non-uniformed roles.
2. The longest period of attachment to a department was between 1998 and 2006 when I performed the role of Force Licensing Inspector. This role involved the supervision of 12 divisional licensing officers, tasking and management of a covert licensing unit comprising a sergeant and six constables, developing force policy and enforcement in relation to all licensed units and employment and briefing of a licensing solicitor to act on behalf of the force in more complex licensing hearings.
3. During the period as the Force Licensing Inspector, I was responsible for the good conduct of outlets involved in selling alcohol but also those that provided gambling, betting and bingo facilities. I have represented Greater Manchester Police at Magistrates' Court hearings, Crown Court Appeals, The High Court and Council Licensing Committee hearings to oppose unsuitable applications and to take enforcement action against those premises whose standards had fallen below an acceptable level. I was responsible for the Force's response to support the Government led Alcohol Misuse Enforcement Campaigns (AMEC) which was highly acclaimed for reducing alcohol related crime and disorder.

Signature [REDACTED]

4. Throughout my period in the central licensing role Assistant Chief Constable [REDACTED], also from the Greater Manchester Police, was the Association of Chief Police Officers (ACPO) lead spokesman on Alcohol and Licensing matters. As a result of this connection, I became secretariat to the ACPO National Licensing officers' group and National Licensing Forum (NLF). The latter group was comprised of trade organisations including the British Beer and Pub Association, Retail Trade Consortium, Business in Sport and Leisure, Magistrates Association, Justices Clerks Society, Local Government Association, Home Office, and Department for Culture, Media and Sport. During the period above, these groups scrutinised and made recommendations for amendments to the proposed Green and White papers, which were subsequently presented to the House of Commons as the Licensing Act 2003.
5. In 2006 on leaving the Central Licensing Unit I received a Chief Officer's Commendation, recognising the contribution I had made to licensing enforcement across Greater Manchester, particularly in relation to my leadership and commitment shown in developing force policy and training in response to the Licensing Act 2003.
6. Between 2006 and my retirement from the Greater Manchester Police in December 2010 I took up the role of Neighbourhood Inspector for the town of Heywood on the Rochdale division. I continued to work with the licensed trade in that area to improve safety in and around licensed premises and reduce crime and disorder. I was chairperson of the Heywood Pub Watch and closed several premises in the town that failed in their licensing objectives using my powers under the Licensing Act 2003 and subsequent amendments.
7. In recent years I have continued my professional development regarding licensing knowledge by taking and passing the National Licensees Certificate and National Door Supervisors courses. This enabled me both to successfully apply for a Personal Licence and to become approved by the Security Industry Authority (SIA) as a front line operative. In September 2011 I successfully applied to become a nominated tutor with the British Institute of Inn keeping enabling me to carry out training in the award for responsible alcohol retailing and the award for personal licence holders which are National Vocational Qualifications. Annually and lately in February 2023 I attended a Licensing Seminar to update solicitors, council officers and practitioners on licensing changes.
8. Since January 2011 I have worked in a consultancy role with licensed premises in Basingstoke, Bedford, Birmingham, Blackpool, Brighton, Bristol, Bromsgrove, Buxton, Canterbury, Cardiff, Chester, City of London, Derby, Guildford, Harrogate, Huddersfield, Lancaster, Leeds, Lincoln, London, Manchester, Matlock, Mildenhall, Newcastle, Nottingham, Ormskirk, Preston, Sheffield, Skipton, St. Helens, Stratford, Trafford, Watford, Worcester and York, producing strategies aimed at reducing crime and disorder in and around venues. In addition to conducting investigations on behalf of operators I have also been engaged by Camden LBC and residents in Cardiff, Chester, City of London, Newcastle and York to conduct observations and reports on licensed venues. I would estimate that since January 2011 I have conducted more than 2,500 investigations at premises licensed under the Licensing Act 2003. In all these cases I believe that I have been able to make a positive impact on the licensing objectives. Only

Signature [REDACTED]

one venue has subsequently suffered a second review application following my guidance. This venue continues to operate following further interventions being made.

9. I am experienced in the production of independent written reports and giving evidence before Licensing Sub-Committees and Magistrates' Courts. It is important to stress that in carrying out this work, I act independently, record what I see and express my own opinions. I am aware that my primary role and duty is to assist the court in reaching its decision.

Scope of investigation

10. I have been requested by Christopher Rees Gay of Woods Whur LLP to investigate the application for a review of a licence at the above premises. I have seen and read the application for the review and associated documents. I have not had any previous involvement with Zakopane or the designated premises supervisor, nor have I previously conducted licensing investigations in Torquay or its suburbs. I have previously visited the town in a social capacity. The following terms of reference for the investigation have been agreed with those instructing me.
- (a) Audit the representation and assess the veracity of the evidence.
 - (b) Attend the location and conduct bespoke training and a licensed premises compliance check.
 - (c) Consider the review papers and the result of my observations to determine what additional steps can be taken to ensure that these behaviours are not repeated again.
 - (d) Make recommendations to support the premises in promoting the licensing objectives.
 - (e) Compile a report of my findings.
 - (f) Attend any future licensing hearings to assist the court in any aspects of my report.
11. It is important to stress that when conducting my investigations, I act totally independently of those instructing me and record accurately what I observe.

Police.UK website

12. In order to risk assess my visit to this new area I have conducted a review on the police.uk website. This area forms part of the Ellacombe policing area of the Devon and Cornwall force. The area generally suffers approximately 80 crimes/month in the previous 12-month period. This is one of the lowest crime areas that I have been requested to conduct an investigation in. The most prevalent crime type is violence, In May 2025 7 crimes were recorded in the Market Street area (3 violence, 2 shoplifting, 1 theft other and 1 theft x shoplifting). The area outside the shop is subject to a public space's protection order.

Licensee

13. The Licensee in this case is Zakopane Turkish Limited, Ari Salah is the director of this company. He is also the designated premises supervisor at Zakopane. Mr Salah has been DPS since July 2022.

Thursday 31st July 2025

14. At 1300 hours on Thursday 31st July 2025, I attended at Zakopane in Torquay to conduct licensing training to the designated premises Supervisor, and 9 other members of staff

Signature [REDACTED]

[REDACTED]
[REDACTED]). This training included the BII award in responsible alcohol retailing, Illicit products, Vapes, age related sales, conflict management, crime scene management, vulnerable customers, good customer service, premises licence conditions and counter terrorism. I have produced a copy of these training modules (exhibit reference letter DJB1 refers). Due to the current issues the training focussed on illicit goods, vapes, premises licence conditions, not buying from cold sellers and paying for goods with a credit card so a document trail could be retained. It also highlighted all other age-related sales that Zakopane currently supply.

15. Prior to the training I conducted a review of the alcohol, tobacco and vapes in the venue. I did not uncover any items that the premises were unable to produce formal invoices from reputable wholesalers for. I was also able to examine the alcohol and tobacco products (including vapes) which all appeared to be tax paid in the UK and in respect of the vapes were compliant with the updated legislation. There was a quantity of +6% lagers in the store room which were pointed out to me by Mr Salah, which he informed me he had removed from the fridges and displays. I advised that these should be removed from the property completely so as to remove the possibility of a misunderstanding.
16. Following the training I completed a licensed premises compliance check. The record of my findings was recorded on a licensed premises compliance check sheet which I also produce (exhibit reference letter DJB 2 refers). The premises was broadly compliant with licensing legislation, the premises licence and industry best practices. By implementing the minor recommendations below the premises will be fully compliant.
17. Following the compliance check I interviewed Mr Salah regarding the discovery of illegal vapes at the store and breaches of the premises licence conditions on the 23rd July 2025. Mr Salah informed me that he had no knowledge of these products, had not purchased them and they had not been in or sold from the shop whilst he was present. Regarding the sale of alcohol with a strength above 6% Mr Salah stated that he had consulted a licensing advisor from Secure Licences Ltd who had wrongly advised him that this was not in breach of the licence. He now accepts that this advice was not correct.
18. I then looked at where in the premises the illicit goods were discovered. Mr Salah showed me the previously rented flat on the third floor where the property had been recovered. The flat was clearly no longer rented as a residential property.

Summary

19. Mr Salah fully accepts that he should not have sold beers and lagers with a strength above 6% and he has removed these from the displays. He has also been advised to remove them completely from the premises.
20. A search of the shop did not reveal any illicit products on display or in the store rooms. Neither of the staff members had vehicles nearby that required searching. No vans were located nearby that staff visited to restock counterfeit or restricted products. Whilst

Signature [REDACTED]

conducting my enquiries I took 10 photographs of the responsible retailing signs displayed around the premises (exhibit reference letter DJB 3a- DJB 3J refers)

Torquay Council Licensing Policy

21. The Council licensing policy recommends stores and shops to participate in the store and licensed premises radio system. I would recommend that the licence holder engages with the local provider to see whether the system would assist in promoting the licensing objectives.

Review application

22. In the review application the statutory authorities advise licence holders that the best effect in preventing illegal sales is to implement a rigorous training schedule for all staff. I can confirm that this bespoke training, highlighting all the previous concerns of the regulatory authorities, was conducted with all staff on the 31st July 2025.
23. This advice to licence holders also recommends the implementation of a refusals book, which should be monitored by the licence holder on a regular basis. This will then highlight which members of staff are challenging customers who are suspected of making illegal purchases. I can confirm that the premises had such a refusals book during my licensing inspection.

Recommendations

24. a) A sign should be displayed at the front door of the premises that clearly states, "No Cold Callers".
- b) Beers and lagers above 6%ABV should be removed from the premises.
- c) A "No Smoking" sign should be displayed at the entrance.
- d) The condition regarding an external waste bin outside the premises should be complied with or amended.
- e) A condition should be added to the licence that only goods obtained from a reputable wholesaler will be sold in the future. Receipts for goods should be retained for a two-year period and made available for inspection to a police officer or authorised person.
- f) Enquiries should be made with the shop and licensed premises radio network provider to see if the system would assist the licence holder in promoting the licensing objectives.

Conclusion

26. Mr Salah accepts his previous mistakes in regards to undermining the licensing objectives, however, I could find no evidence during this investigation that indicates that this is continuing or that the way the venue is now managed by the current licence holder is failing in supporting the licensing objectives.
27. These conclusions are based on my previous experiences as a police licensing Inspector, and my observations in many areas where crime and disorder has historically been an issue.

[Redacted Signature]

Licensing and Security Consultant

Signature [Redacted Signature]

Appendix

Exhibit reference letter DJB 01 Training Course Modules

Exhibit reference letter DJB 02 Licence Premises compliance check sheet

Exhibit reference letter DJB 03 photographs DJB A-J.

Signature 

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OFF-LICENCE VISIT TO LICENSED PREMISES PRO FORMA Exh Ref DJB 02

Premises

1. Name of premises	Zakopane
2. Address of premises	16 Market Street Torquay TQ1 3AQ
3. Day/ Time/ Date of visit	1300-1630 hours Thursday 31 st July 2025
4. Name of consultant conducting visit	

Licences, Signage and Notices

5. Summary of premises licence displayed	Yes
6. Is there authority from premises licence holder giving custody of the licence	Yes
7. Is the premises licence on the premises and available for inspection	Yes
8. Sign warning CCTV in operation	Yes
9. Is there responsible alcohol signage	Yes
10. Had pre-opening checks been carried out	Yes
11. Is there a written record of these checks	Yes
12. Is No smoking signage displayed	No. See recommendation
13. Is signage displayed regarding tobacco sales	Yes
14. Is signage displayed asking customers to leave quietly	Yes
15. Other crime prevention/ public safety signage	Yes

Mandatory Conditions

16. Door Supervisors SIA licensed (if employed)	No
17. Valid PLH for supply of Alcohol	Yes
18. Sales of alcohol authorised	Yes
19. Age verification policy	Yes. Challenge 25
20. If yes is this in writing	Yes

Outside area

21. Is the outside area tidy	Yes
22. Is there evidence of litter/ Bottles/ glass	No

Entrance

23. How many door supervisors are there (if	None
---	------

EDMUND LOCARD

Licensing and Security Solutions

zero go to question 30	
24. What are their locations	
25. Are they clearly identifiable	
26. Are they displaying their badges correctly	
27. What is their appearance	
28. Is there a door supervisor log	
29. Is it up to date and correct	
30. Are managers present and proactive	Yes
31. Is there an incident book for the venue	Yes
32. Is it up to date	Yes
33. Is there a refusal log at the venue	Yes
34. Is it up to date	Yes
35. Is there a manager at the door	On occasion
36. Are there staff at the counter/ cash till	Yes
37. Town centre radio	No

Premises Interior

38. What Licensable Activities are permitted	Sale of alcohol off the premises
39. What are the terminal hours for activities	2200 sun-thur. 2300 Fri and Sat
40. What are the opening hours	0800
41. Who is the Designated Premises Supervisor	Ari Saleh
42. Are they present	Yes
43. Is there a Personal Licence Holder present	Yes. [REDACTED]
44. Do the non PLH's have written authority to sell alcohol	Yes
45. Are all fire doors closed and working	Yes
46. Are all storage rooms locked and secure	Yes
47. What is the quality of lighting inside	Good
48. What is the quality of lighting outside	N/K
49. Is the floor dry and free from bottles/glass	Yes
50. Did any customers appear to be inebriated	No
51. Did any customers appear to be u/18	No
52. Any evidence of drug misuse in venue	No
53. How many staff on duty	6
54. Is the premises layout as per the licensing plans	Yes

Escape Routes

55. Are escape routes clearly signed	Yes
56. Are they illuminated	Yes
57. Are all fire exits free and unobstructed	Yes
58. Are all escape routes well lit	Yes
59. Are fire extinguishers properly positioned and in valid date	Yes

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60. Is there a fire risk assessment and when was it last updated	March 2024
61. General comment on Fire procedure	Satisfactory

CCTV

62. Is CCTV installed	Yes. 27 camera system
63. Is the system working correctly	Yes
64. Is the system secure	Yes
65. Are records kept	Yes
66. Are they up to date	Yes
67. General comments on CCTV	Good

Conditions consistent with the operating schedule

Annex 1 Conditions 1-4 compliant
Annex 2 Conditions 1-8 compliant
Crime and disorder Conditions 1-12 compliant
Public safety Condition 1 & 2 compliant. Condition 3 regarding external rubbish bin non-compliant.
Condition 4-6 compliant
Protection of children. Condition 1-10 compliant

Annex 3 conditions

Condition 1 compliant

General Observations

The premises was broadly compliant with its premises licence except for condition 3 (public safety)
The premises does have an internal rubbish bin but the condition requires an external bin.

Recommendations

Authority should be obtained from the local authority to site a bin on the street furniture outside or the condition should be amended to include an internal refuse bin.
A no smoking sign should be displayed in accordance with the smoking act requirements

Training in:

Responsible Alcohol Retailing

Premises licence conditions

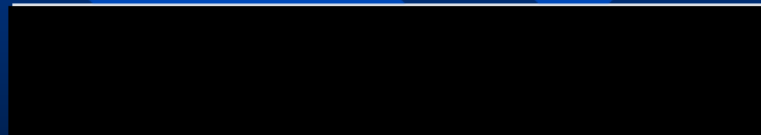
Conflict Management

Crime Scene Preservation

Contraband tobacco, alcohol and vapes

Vulnerable people

Presenter :



Alcohol

Alcohol is classed as a drug

Licensing Act 2003 :

- Premises Licences
- Personal Licences

Premises Licence Conditions

Every licensed premises has a list of conditions that is unique to that venue.

The Government has decided that some conditions are so important that they must be contained on all premises licences (Mandatory Conditions)

We will go through the premises licence and discuss what each condition requires you to do at the end of the presentation

Alcohol

How does alcohol affect you ?

- Dehydration
- Weakness & drowsiness
- Vomiting
- Bad headaches
- Adjusted body temperature
- Adjusted sleep pattern
- Depression

Binge Drinking

Binge Drinking can lead to the risk of:

- Accidents
- Alcohol poisoning
- Becoming a victim of violence
- Committing crime
- Impaired decision-making
- Birth defects / pregnancy

Alcohol & the Body

- Bloodstream
- Why do people get drunk ?
- No legal definition of drunk
- BAC – Blood Alcohol Concentration
- Eliminating alcohol -1 unit per hour

Licensing Objectives

- Prevention of CRIME & DISORDER
- PUBLIC SAFETY
- Prevention of PUBLIC NUISANCE
- PROTECTION OF CHILDREN from harm

LICENSABLE ACTIVITIES

SALE of alcohol by retail

SUPPLY of alcohol in club premises

Provision of REGULATED
ENTERTAINMENT

Late night REFRESHMENT

Rights of Entry

A Police Officer or an Authorised Person may enter your premises at any reasonable time to assess its effect on the licensing objectives

They may enter at any time if they believe it is being used for a licensable activity

Sale of Alcohol to Children

Under 18's may never be sold alcohol

Offences :

- Sell (or allow sale) to under 18
- Purchase (or attempt) if under 18
- Purchase on behalf of under 18

Sales BY under 18's

Protection of Children

TEST PURCHASING

PROOF of AGE

- Driving licence with photo
- Passport
- PASS prove of age card

Challenge 25

Social Responsibilities

Promote & serve alcohol responsibly

Drinks pricing & promotions should not:

- Encourage or allow excessive drinking
- Give big discounts over a short period

Irresponsible promotions give the industry & your premises a bad name

What are the signs of Drunkenness ?

■ Loss of co-ordination

Page 92

Staggeres whilst attempting to stand still; holding onto the bar or stool

Falls off chair or stool

Loss of train of thought

Slurred, too loud or too fast speech

Stands with feet wide apart for balance

■ Reduced Judgement

Argumentative/ Annoying to staff or customers

Gulps or consumes drinks quickly

Complains about strength of drink or slow service

Sudden and unexplained mood changes

Appears sleepy or falls asleep

■ Others

Glazed eyes

Closes one eye to focus

Spills drinks or misses mouth

Lack of comprehension or response to questions

Smell of alcohol

Heavy sweating

Nausea & vomiting

Signs of Increasing Intoxication

Licensees should be able to recognise the signs of increasing intoxication:-

- Initial cheerfulness
- Increased talkativeness
- Slurred speech
- Aggressiveness
- Over sentimentality

Duty to refuse service

- *offences*

- Sell alcohol to a person who is drunk
- Allow alcohol to be sold to a person who is drunk

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Refuse to serve tactfully

Ejecting disorderly people

Alcohol Related Crime & Conflict

Crime Prevention

Page 97

CCTV

Staff Training

Good Levels of Customer Service

Vulnerable Persons

- Being under the influence of alcohol or drugs;
- Being alone or receiving unwanted attention
- Being separated from friends
- Appearing lost or isolated
- Being followed or threatened
- Victims of domestic violence
- Young people under the age of 18
- Having a physical or learning disability

ASKFORANGELA

- A national scheme to assist vulnerable people who find themselves in licensed premises and feel unsafe.
- If a person approaches a member of staff and asks if Angela is working they will expect bar staff to know that they need some help getting out of an unsafe situation by calling them a taxi or help them out discreetly

Follow these steps to help someone when they Ask for Angela

- Believe what you are being told
 - Ask the person in distress what it is they want you to do and if they are ok
 - Take the person away from the situation and to a safe place. This will give them the opportunity to be open about what has happened
- If the person is a victim of sexual harassment or violence call the police immediately on 999
- Offer to call the person a taxi or assist them in calling a friend or family member to come and collect them
 - If the person becomes aggressive or angry consider calling the police

Never provide lifts home to drunk or otherwise vulnerable people whilst working. The consequence extends from genuine well-meaning acts of assistance to allegations of rape and sexual assault .

To avoid unwanted allegations of misconduct or activity inconsistent with your duty to safeguard, you should not escort vulnerable people in relation to your work unless it is to the immediate safety of a responsible adult

What to do

- Seeking help of street pastors, street marshals or any other active schemes
- Calling a relative to assist in the case of a younger or vulnerable adult
- Calling for a licensed taxi to take the vulnerable person home
- Using 'safe havens' or other local initiatives run by organisations such as St John's Ambulance
- Calling the police

Any Questions ???

Illicit tobacco / alcohol

- Never buy alcohol or tobacco from anyone other than a reputable wholesaler.
- A reputable wholesaler will always provide you with a receipt which should be retained.
- Where possible purchase tobacco/alcohol using a credit or debit card.

Vapes

Single use (disposable) vapes are banned
regardless of whether they contain tobacco (1st
June 2025)

Nicotine levels must not exceed 20mg/ml (2%)

Capacity levels must not exceed 2ml of e-liquid
10 ml for refill containers

Just because a product has a ECID reference
number does not make it legal

The legal age for purchasing vapes is 18

The latest UK government regulations don't set a specific puff limit. Instead, the focus is on whether the device is rechargeable and refillable. Most 4000-puff disposables that can't be recharged or refilled have now been banned.

You must display a notice that states:

IT IS ILLEGAL TO SELL TOBACCO PRODUCTS TO
ANYONE UNDER THE AGE OF 18

The notice must be displayed in a prominent position and be easily visible at the point of sale. The notice must be no less than 297 mm x 420 mm (A3) and the characters must be no less than 36 mm in height. It is an offence if you do not have the required notice on display.

Reusable Vapes

To be treated as reusable, a vape must be all of the following:

Ø refillable. This means that it is designed to include a single-use container* that is available for the user to buy separately, or it is designed to include a container* that a user can refill with vape liquid

Ø rechargeable. This means that it is designed to contain a battery that can be recharged

Ø replaceable. It must have a coil (whether or not it is part of a replacement cartridge or pod) that is capable of being replaced by the user and is available for them to buy separately to the vape itself

[*The Regulations define a 'container' as "a cartridge, pod, tank, capsule or other any other receptacle designed to hold a vaping substance and to be used with a vape".]

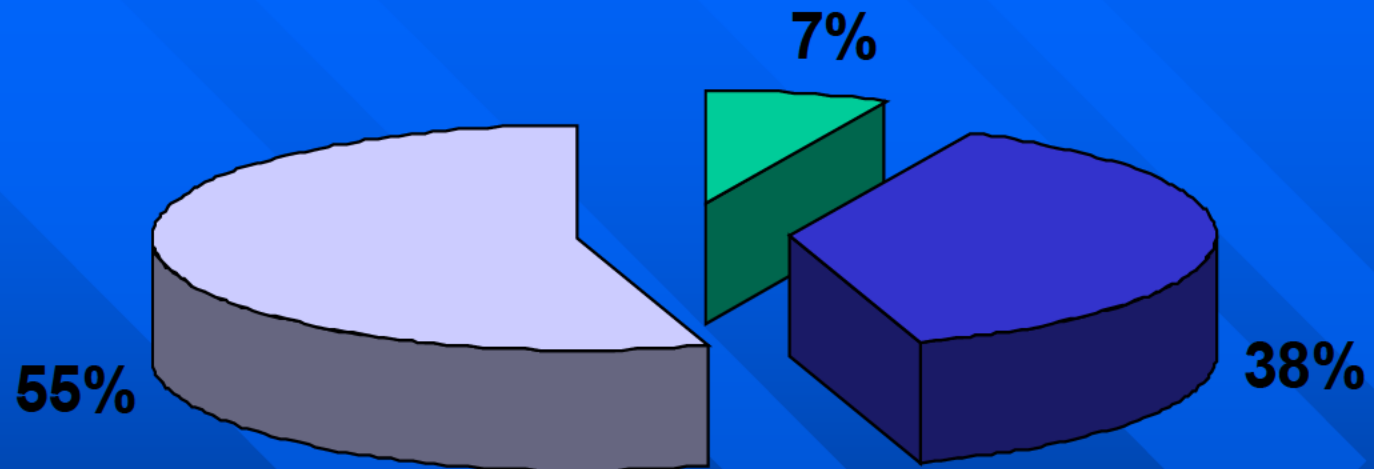
If in any doubt do not sell




Products can be checked @
<https://cms.mhra.gov.uk/ecig>

- Never buy alcohol or tobacco from anyone other than a reputable wholesaler.
- A reputable wholesaler will always provide you with a receipt which should be retained.
- Where possible purchase tobacco/alcohol using a credit or debit card.

Conflict Management

COMMUNICATION



 Words  Voice  Body Language

Warning Signs

Direct prolonged eye contact.

Facial colour may change.

Head is back.

Subject stands tall.

Warning Signs

Kicking the ground.

— Large movement particularly with the hands.

Breathing rate accelerates.

Abrupt stop/start behaviour.

Danger Signs

Fist clenching/unclenching.

Changed facial colour.

Lips tightening over teeth.

Head drops to protect throat.

Eyebrows lower.

Danger Signs

Stance changing to the side or fighting stance.

Lowering the entire body before launching an attack.

Glancing at intended target areas.

Hands rising above the waist.

Shoulders tensing.

What are your powers ?

Criteria

- Prevent injury to self/other
- Prevent injury to themselves (offender/subject)
- Prevent loss/damage to property
- Making off before a constable can assume responsibility

Assault

The threat of or the use of force against another without their consent.

Detention (Short of Arrest)

- Every citizen (whether a policeman or not) in whose presence a breach of the peace is being, or appears about to be committed, has the right to take reasonable steps to make the person who is breaching or threatening to breach the peace refrain from doing so ...those reasonable steps in appropriate cases will include detaining him against his will short of arresting him.
- **Albert v Lavin 1981**

Any Questions ???

Crime Scene Prevention

Basic reasons for crime scene preservation

- Reconstruction
- Focus on key evidence
- Provide immediate investigative leads
- Present evidence
- Preserve evidence from contamination

What is a crime scene

- Evidence of events, sequence and time
- Evidence from the suspect
- Evidence from the scene on the suspect

Basic considerations

- Arrival issues
- Scene security
- Boundaries
- General survey
- Access control
- Powers

The five C's

- Control
- Clear
- Cordon
- Communicate
- Co-operate

Types of evidence

- Fingerprints
- DNA (hair, skin, saliva, blood, bodily fluids)
- Residual material (soil, fibres)
- Footprints
- Objects

How would you protect these?

Co-operation

- Providing evidence
- Keeping an audit trail
- Assisting authorities
- Handover of evidence

Counter Terrorism

A review of existing arrangements might be necessary because the national threat level has increased. Information on the national threat level can be obtained by visiting <https://www.gov.uk/terrorism-national-emergency>.

Further information on risk management can be found on the Protect UK website - <https://www.protectuk.police.uk/risk-management-template-and-examples> – along with the Action Counters Terrorism (ACT) e-learning course - <https://www.protectuk.police.uk/group/2>

Customer Service

- First and Last impressions
- your SIA badge
- Look smart
- Meet and Greet
- Mobile phones
- Chewing gum/ eating food/ drinks
- Say goodnight to patrons leaving
- Behaving in a professional manner at all times

Any Questions ???

General condition

As respects the Premises Licence, the Licensee shall be responsible for ensuring that the Licensee complies with the following conditions:

1. When the LPH is not in duty, there shall be another authorised person who will be responsible at all times and be able to afford the premises, within one hour, when the supply and sale of alcohol is being undertaken without identity will be known to all other staff engaged in the supply or sale of alcohol except in cases of emergency.

The prevention of crime and disorder

1. Buller screens have been installed at the front of the premises on the inside of all windows.
2. Security doors have been fitted to the external rear and side security the rear doors.
3. All goods will be stored and sold from behind the counter inaccessible to the customers.
4. No single cane of beer, lager or cider will be sold from the premises. Signage notifying customers of this will be displayed at the entrance to the premises.
5. The premises will not store or sell any psychoactive substances known as 'legal highs', drugs or sell fireworks and remove all any such or description.
6. The names and contact details of all persons who have been authorised to sell alcohol whether paid or unpaid shall be maintained and kept on the premises. This document will be found at the front of the training manual and shall be produced to a Police Constable or an Officer of the Local Authority upon demand.
7. The Designated Premises Supervisor and all members of staff when on duty shall ensure that all useful instructions and/or directions given by the Police are complied with.
8. Signage to inform customers will be in place near the point of sale and will warn customers of the Public Space Protection Order.
9. No credit will be given for the sale of alcohol.
10. The premises shall maintain an incident book to record details of the following:
- Any violence or anti-social behaviour on or immediately outside the premises.
 - Any other crime or criminal activity on the premises.
 - Any call for police/emergency assistance to the premises.
11. This log records shall be made immediately available on request to a Police Constable or an Officer authorised by the Licensing Authority. All records shall be retained on the premises for 12 months from the date of the incident.
12. A written report will be kept of all training carried out. These records will be shown on the premises and made available for inspection to a Police Constable or an Officer authorised by the Licensing Authority within a reasonable time.

Public safety

1. An adequate and appropriate supply of food and equipment and materials shall be kept on site and available for use at any time the premises is open to the public.

The prevention of public nuisance

1. Prominent, clear and legible signage shall be displayed at the entry to the premises requesting the public to respect the needs of local residents, businesses and to leave the premises and the area quickly and quietly.
2. The Premises Licence holder / Designated Premises Supervisor will ensure that litter arising from events using the premises is cleared away on a regular basis.
3. The Premises Licence holder will be a waste bin outside the premises and empty this daily.
4. The Premises Licence holder will ensure that no lighting or air conditioning units will cause any nuisance to another neighbouring property.
5. All trade waste will be stored in a commercial sealed waste container at the side of the premises and removed under contract by a registered waste collector.



Alcohol / Licensing Interaction Form

To be completed for any alcohol related incident or for information on any licensed premises. When attending an incident please use the reverse of this form to record as much detail as operationally possible. This form to be submitted to the Licensing Unit as soon as possible. **Nominal and / or intelligence MUST be submitted via Niche RMS / UNIFI.**

Licensing objectives:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance;
- The protection of children from harm.

Report type: ☒ Visit ☐ Incident ☐ Other:

Date: 23/7/25 Time:

Officers in attendance: 57742 SHOTON / JUNE SMART TEBBATT

Incident / Storm Ref.:

Unifi / Niche Ref.:

Name of premises (where applicable): ZAKOPANE

Address: 16 MARKET STREET

TORQUAY, TQ1 3AQ

Brief summary / action taken:

Designated Premises Supervisor (DPS) on the premises? (S19 Licensing Act 2003) ☒ Yes ☐ No

Name of DPS (or person in charge if no DPS): MR. ALI SALEH

Personal Licence Holder? ☐ Yes ☐ No If Yes, PLH number:

Issuing Licence Authority:

SPRITS ACCESSIBLE FROM SIDE OF COUNTER

MR. SALEH TO REMOVE FROM SIDE OF COUNTER

SINGLE CANS ON SALE - ONLY SOLD IN TWO'S

SALE OF BEER 69c ON SALE BLEND OF ANNEX 3

MR. SALEH HAS BEEN ADVISED BY AGENT AS MISSED

ANNEX 3 CONDITION MR. SALEH TO REMOVE ANY

BEER, CIDER, CASH BEER 69c

Officers signature:

Print name:

Person seen signature:

Print name:

Any queries or concerns regarding this report should be directed as follows:

Devon & Cornwall – licensing.team@devonandcornwall.pnn.police.uk / www.devon-cornwall.police.uk

Dorset – licensing@dorset.pnn.police.uk / www.dorset.police.uk

- Leave the shop and surrounding areas quickly and quietly
- Respect the needs of any local businesses and residents
- Be aware of the close proximity of the road and passing traffic
- Place all your litter in the waste bins

**IT IS ILLEGAL TO SELL
TOBACCO PRODUCTS
TO ANYONE UNDER
THE AGE OF 18**

This venue fully supports our Police and Trading
Standards in the prevention and detection of crime and
disorder using our CCTV system

**CHALLENGE
25**

You might think you look over 18
but we don't – and it's 'MY' licence

No ID - No Sale







Licensing Act 2003

Premises Licence Summary

1225

LOCAL AUTHORITY

**TORBAY
COUNCIL**

Torbay Council
Licensing & Public Protection
Town Hall
Castle Circus
Torquay
TQ1 3DR

Premises Details

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

Zakopane

16 Market Street, Torquay, Devon, TQ1 3AQ.

WHERE THE LICENCE IS TIME LIMITED THE DATE

Not applicable

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

- the sale by retail of alcohol

THE TIMES THE LICENCE AUTHORIZES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Activity (and Area if applicable)	Description	Time From	Time To
M. The sale by retail of alcohol for consumption OFF the premises only	Sunday to Thursday	8:00am	10:00pm
	Friday to Saturday	8:00am	11:00pm

THE OPENING HOURS OF THE PREMISES

Description	Time From	Time To
Sunday to Thursday	8:00am	10:00pm
Friday to Saturday	8:00am	11:00pm

WHERE THE LICENCE AUTHORIZES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES

- M. The sale by retail of alcohol for consumption OFF the premises only

NAME, (REGISTERED) ADDRESS OF HOLDER OF PREMISES LICENCE

Zakopane Turkish Ltd

16 Market Street, Torquay, Devon, TQ1 3AQ.

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER (WHERE APPLICABLE)

Zakopane Turkish Ltd

13306198

NAME OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORIZES THE SUPPLY OF ALCOHOL

Ari SALEH



LICENSING ACT 2003

Refusals Policy

The Management & Staff

Welcomes all our customers, however please note

WE WILL NOT SELL ALCOHOL TO:

- 1: Persons who are drunk (or appear to be drunk)
- 2: Persons who are attempting to purchase alcohol for another person who is drunk or appears to be drunk
- 3: Persons who are either verbally or physically abusive to the staff or other customers
- 4: Persons who are unable to produce valid ID when asked
- 5: Any person who behaves in an anti-social manner towards any customer, staff or the premises.

This venue fully supports the local Police and Council in the prevention and detection of crime and disorder using our CCTV system.

Any person who is in breach of this policy on these premises may be reported to the police and your details given including an image from the CCTV

This business fully supports our Police and Trading standards in the prevention and detection of crime and disorder using our CCTV system

CHALLENGE 25

You might think you look over 18
but we don't – and it's 'MY' licence

No ID - No Serve

Don't try to buy
alcohol for kids

We will report you



All ID presented must contain the following as outlined by the Home Office.

Photograph, date of birth, signature, holographic mark and issued by a government department.



JMC Licensing Consultants©2010

This document is called a Challenge 25 Notice.

It is a condition of your licence and a legal requirement that it is displayed in your shop at all times.

It must be fixed to a place where it can easily be seen by the Public, Police or Authorised Officers from the Council.

There are 4 sticky peel off pads enclosed for each notice, please attach to the back and display at the entrance and at the sales counter of this premises

JMC Licensing Consultants - info@licensinghouse.co.uk

This document is called An Age Verification Policy Notice.

It is a requirement that it is displayed in your shop at all times.

It must be fixed to a place where it can easily be seen by the Public, Police or Authorised Officers from the Council.

There are 2 sticky peel off pads enclosed for this notice, please attach to the back and display. There is a copy of this policy in your staff induction training book, please ensure all your staff read, fully understand the content of this document and sign a copy in the book

JMC Licensing Consultants - info@licensinghouse.co.uk

This document is called a Refusals Policy Notice.

It is a legal requirement that it is displayed in your shop at all times.

It must be fixed to a place where it can easily be seen by the Public, Police or Authorised Officers from the Council.

There are 4 sticky peel off pads enclosed, please attach to the back and display in a prominent position around your service counter, at the entrance to the premises

This document is called a Section 57 Notice.

It is a legal requirement that it is displayed in your shop at all times.

It must be fixed to a place where it can easily be seen by the Police or Authorised Officers from the Council.

There are 2 sticky peel off pads enclosed, please attach to the back and display

The Management & Staff

Wish all our customers a safe journey home
and kindly ask you that when leaving to:

- Leave the shop and surrounding areas quickly and quietly
- Respect the needs of any local businesses and residents
- Be aware of the close proximity of the road and passing traffic
- Place all your litter in the waste bins

**LEGAL TO SELL
PRODUCTS**

remement of your licence conditions that it is displayed in your shop at all times.

It must be fixed to a place where it can easily be seen by the Public, Police or Authorised Officers from the Council.

Sticky peel off pads enclosed, please attach to the back and display at the exit of the premises

JMC Licensing Consultants – info@licensinghouse.co.uk

quickly & quietly
and respect the needs
of the local residents

LEV
CORDED FOR THE
ENTION AND PUBLIC SAF
RECORDING