

**From:** [BARKER Rebecca 58734](#)  
**To:** [Smart, Julie](#)  
**Subject:** FW: East In The West - New Licence Application  
**Date:** 14 April 2023 14:00:50  
**Attachments:** [image002.png](#)  
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Good afternoon Julie,

I refer to an application for the grant of a premises licence in respect of East in the West, 39 Torwood Street, Torquay.

I have discussed the application with the applicant, Ms Surya Dinesh, and agreement has been reached to add further conditions to the licence as follows:

1. Substantial meals shall be available at all times during normal permitted hours.
2. Alcohol shall be consumed on the premises only by persons sat at a table or at the bar.
3. No alcohol shall be removed from the premises by customers.
4. The premises shall install operate and maintain a comprehensive digital colour CCTV system to the satisfaction of the Police and local authority
  - (a) All public areas of the licensed premises including entry and exit points will be covered, including any outside areas under the control of the premises licence holder.
  - (b) The system must record clear images permitting the identification of individuals, and in particular enable facial recognition images (a clear head and shoulder image) of every person entering and leaving in any light condition.
  - (c) The CCTV system will continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.
  - (d) All equipment must have a constant and accurate time and date generation.
  - (e) All recordings will be stored for a minimum period of 28 days with date and time stamping.
  - (f) Viewable copies of recordings will be provided on request to the Police and local authority officers as soon as is reasonably practicable and in accordance with the Data Protection Act 1998 (or any replacement legislation)
  - (g) The CCTV system will be capable of downloading images to a recognisable viewable format.
  - (h) There will be security measures in place to ensure the integrity of the system to prevent the tampering with, and deletion of, images.
5. All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

- a. The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- b. The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence
- c. How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- d. Recognising the signs of drunkenness.
- e. The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
- f. Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 6 monthly intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

Training records will be retained for at least 12 months.

6. An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:
  - a. the date and time of refusal
  - b. the reason for refusal
  - c. details of the person refusing the sale
  - d. description of the customer
  - e. any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority.

7. The premises shall operate a Challenge 25 Policy and any individual who appears to be under the age of 25 will be required to produce an approved form of photographic identification i.e.
  - a. A photo driving licence
  - b. A passport
  - c. An identification card carrying the PASS hologram

Unless such identification is produced the sale of alcohol must be refused.

All entries must be made within 24 hours of the refusal.

In accordance with Section 9.2 of the Revised Guidance issued under Section 182 of the Licensing Act 2003 (December 2022) an agreed position has been reached and therefore a hearing is not required.

Regards

Becs

**Rebecca Barker**  
Alcohol Licensing Officer  
South Hams and [REDACTED]  
[REDACTED] | [REDACTED]

**Drug and Alcohol Harm Reduction  
Prevention Department**

[REDACTED]

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**From:** Surya Dinesh [REDACTED]  
**Sent:** 13 April 2023 21:27  
**To:** BARKER Rebecca 58734 <Rebecca.BARKER@devonandcornwall.pnn.police.uk>  
**Subject:** Re: East In The West - New Licence Application

Dear Ms Rebecca Barker

Thank you for your recommendation given below regarding our new premise license application.

I have thoroughly gone through your recommendation, and I am in agreement with your suggested amendments.

Kindly see below the measures (highlighted in red text against each recommendation below) we will have in place to ensure we are complying with 4 licensing objectives and hope they are sufficient to meet the requirements.

Look forward to hearing from you.

Kind Regards,  
Surya Dinesh

On Wed, 12 Apr 2023 at 11:38, BARKER Rebecca 58734

<[REDACTED]> wrote:

Good morning Surya,

Thanks for taking the time to chat with me yesterday. As discussed, I have provided the below conditions which I feel are suitable for your application in support of the licensing objectives. Please read this email thoroughly and let me know of any questions or concerns which may arise. As you have offered CCTV I have provided a more detailed condition and the additional

conditions I believe are suitable for the location and type of venue. Once we have reached an agreed position I will notify the Licensing Authority who will then be able to confirm the next steps in the process for the hearing.

I did note that your sale of alcohol times are the same as the hours the premises is open to the public, It is always advisable to provide a sufficient amount of time for customers to finish their drinks so I would suggest that alcohol sales cease 30 minutes prior to the premises closing to allow for this.

1, Substantial meals shall be available at all times during normal permitted hours.

**We will ensure meals are available during the normal permitted hours.**

2, Alcohol shall be consumed on the premises only by persons sat at a table or at the bar.

**We will ensure that all staffs will be trained to serve Alcohol only to those who are sat on a table or at the bar & to be consumed within the premises**

3, No alcohol shall be removed from the premises by customers.

**Alcohol will be served only within the premises and customers will be advised that taking out is not allowed.**

4, The premises shall install operate and maintain a comprehensive digital colour CCTV system to the satisfaction of the Police and local authority

All public areas of the licensed premises including entry and exit points will be covered, including any outside areas under the control of the premises licence holder.

The system must record clear images permitting the identification of individuals, and in particular enable facial recognition images (a clear head and shoulder image) of every person entering and leaving in any light condition.

The CCTV system will continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.

All equipment must have a constant and accurate time and date generation.

All recordings will be stored for a minimum period of 14 days with date and time stamping.

Viewable copies of recordings will be provided on request to the Police and local authority officers as soon as is reasonably practicable and in accordance with the Data Protection Act 1998 (or any replacement legislation)

The CCTV system will be capable of downloading images to a recognisable viewable format.

There will be security measures in place to ensure the integrity of the system to prevent the tampering with, and deletion of, images.

**There will be a digital colour CCTV system with high resolution cameras in place which will cover**

the entire licensed premise areas including entry& exit points. All recordings will be stored for a period of 28 days with date and time stamping. Recordings can be provided on request to authorities in a viewable format. The CCTV system will be password protected with access only to authorised person.

5, All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.

The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence

How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).

Recognising the signs of drunkenness.

The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.

Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 6 monthly intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

Training records will be retained for at least 12 months.

SOP will be documented & Training will be provided to all the staffs periodically on the following: -

- Challenge 25 scheme.
- Premises license conditions
- Maintenance of refusal register (in relation to sale of Alcohol)
- On identifying signs of drunkenness
- Operating procedures on refusing service to customers who are drunk, under age, those who appears to be underage & proxy purchase.
- On handling emergency situations& reporting to emergency services.

Training records will be retained for 12 months and will be provided to authorities if required.

6, An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:

- the date and time of refusal
- the reason for refusal

- details of the person refusing the sale
- description of the customer
- any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority.

**Alcohol Refusal register will be maintained with all relevant details (suggested above) and can be provided for inspection to authorities if required. All refusals will be logged within 24 hrs of refusal.**

7, The premises shall operate a Challenge 25 Policy and any individual who appears to be under the age of 25 will be required to produce an approved form of photographic identification i.e.

- A photo driving licence
- A passport
- An identification card carrying the PASS hologram

Unless such identification is produced the sale of alcohol must be refused.

All entries must be made within 24 hours of the refusal.

**Challenge 25 scheme will be implemented strictly. Relevant posters will be displayed for customer awareness. Approved Photo id will be asked where necessary.**

I look forward to hearing back from you.

Regards

Beccs



**Rebecca Barker**

Alcohol Licensing Officer

South Hams and West Devon





**Drug and Alcohol Harm Reduction  
Prevention Department**

