

Batchelor, Shane

From: [REDACTED]
Sent: 09 January 2023 12:51
To: [REDACTED]
Subject: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde) - [REDACTED]

Good afternoon [REDACTED]

I have been in contact with the applicant today in order to explain the process of determining the application by a formal hearing.

The applicant has stated that they are keen to work with nearby residents and businesses and to explain the manner in which the food led restaurant business is to operate.

They have asked me to pass on their contact details in case you wish to discuss further with them your concerns in the hope that these can be resolved.

Please find contact details below:

[REDACTED] [REDACTED]

I will still look to proceed to the hearing process and let you know of the date so that you are able to attend to raise any relevant points that you have submitted within your original representation, however should these points be resolved after you have discussed them with [REDACTED] (if this is what you choose to do) then I would appreciate it if you could notify me of such,

If you have any further queries in the meantime, please do not hesitate to contact me,

Kind regards

[REDACTED] | Licensing Officer | Regulatory Services | Isle of Wight Council |

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: [REDACTED]
Sent: 05 January 2023 11:48
To: [REDACTED] >
Subject: RE: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde) - [REDACTED]

Thank you for your response [REDACTED],

As stated the relevant point that we are able to take forward in relation to determining the application and of which is contained within your objection would be that of the noise levels that may potentially affect residents.

There has been conditions agreed between the applicant, Police and Environmental Health which look to promote and uphold the objective for the Prevention of Public Nuisance, whilst the applicant has detailed the nature of the business and how it will be managed.

I will in due course notify you of the hearing date should you still wish to uphold your objection so that you are able to attend and discuss the relevant point of your original objection.

Kind regards

[REDACTED] | Licensing Officer|Regulatory Services| Isle of Wight Council|

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: [REDACTED] >

Sent: 04 January 2023 18:06

To: [REDACTED] >

Subject: Re: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde) - [REDACTED]

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I do not wish to withdraw my objections.

[REDACTED]

On Wed, 4 Jan 2023, 10:32 [REDACTED] > wrote:

Good morning [REDACTED]

Further to my email below, dated 23 December 2022, the consultation period for the Premises Licence application for the above business is due to end today.

I do not seem to have received a response from yourself in relation to my response as per below.

Could I please ask you to review the points below if you have not already done so and inform me if you are happy to withdraw your original points based on the agreed conditions between the applicant, Police and Environmental Health as well as the applicants explanation as to how the business is to be managed.

If you wish any relevant points that you have made to remain then we will need to look to proceed to a hearing where all parties including yourself will be expected to attend to raise any relevant points that you have made in your original submissions.

The Licensing Sub Committee will then make a determination as to whether the application for a premises licence should be granted as per application, granted with agreed conditions, granted with any conditions that they feel would be appropriate to uphold one or more of the four licensing objectives, or refuse the application.

Could I please ask you to inform me of your intentions no later than Friday 6 January 2022 as the hearing will need to be heard within a specific time period of the consultation ending, therefore I would like to give all interested parties, including yourself due notice of the date so that you are able to attend.

If you have any queries or require clarification in relation to the above please let me know, otherwise I look forward to hearing from you by **Friday 6 January 2022**,

Kind regards

From: [REDACTED] >
Sent: 23 December 2022 13:27
To: [REDACTED]
Subject: RE: FW: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde) - [REDACTED]

Good afternoon [REDACTED]

Thank you for your comments below in relation to the Premises Licence application for the above premises.

Unfortunately the Licensing Act 2003 legislation does not enable us to refuse an application due to the location to which the application relates to, therefore we are unable to consider this aspect of your representation.

I am also unable to consider your comments in relation to persons smoking within the vicinity of the premises as this activity can not be controlled or restricted by way if the licence, should it be granted.

In order to promote and uphold the Licensing Objectives for the Prevention of Public Nuisance and Prevention of Crime and Disorder, conditions have been agreed between the applicant and the Police and Environmental Health. These will form part of the licence (if granted) and the applicant will need to comply with these in order to ensure nuisance and anti-social behaviour are controlled in association with the activities and timings that would form part of the licence if granted. The applicant has also supplied

additional information with regards to the type of business that they are intending to operate. Please see all of this information below:

Applicant

With regards to the nature of the proposed business, the format will take that of a Mediterranean restaurant, serving food and alcohol at the table, therefore the applicant is not looking to operate as per a non-food led licenced premises.

With regards to live music , it is the applicants intention to operate in the same way as licenced premises that they have operated before., which would be occasionally on Friday or a Saturday night. It is not the applicants intention or view to use a band or DJ.

In general, entertainment would take the form of a single person singing live jazz for example or with guitar, it will be amplified but only at the lowest level in order to compliment the dining experience of the restaurant.

The applicant states that they are experienced in the management of the restaurant type business and will always operate in accordance and from advice given by relevant responsible authorities such as Environmental Health and the Police.

Police

- All staff involved in the sale or supply of alcohol will receive licensing training that includes appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunkenness, the refusal of service due to intoxication and age verification policy. Records will be kept of such training which must be signed and dated by the member of staff who has received that training. All staff will receive refresher training every six months as a minimum and records shall be signed by the staff member, dated and retained. These records shall be made available to Police and Council upon request and shall be kept for at least one year.
- A refusals / ID checks / incident book or computer record shall be maintained by staff. These records shall be retained for a minimum of 1 year and be made available to the Police and Council upon request.
- A 'Challenge 25' proof of age policy shall be in place. Challenge 25 means that that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol, shall produce identification proving they are 18 years of age or older. Acceptable identification for the purposes of age verification will include a driving licence, passport or other ID containing a photograph and date of

birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person unless exemptions apply within the Licensing Act 2003.

- A written record shall be retained at the bar area to list the staff that have been authorised to sell or supply alcohol following their training. This shall be made available to the Police and Council upon request.
- Recordable CCTV will be installed at the premises. The CCTV system must be operating at all times whilst the premises are open for licensable activity. All equipment shall have a constant and accurate time and date generation. Digital systems shall provide good quality playback images that give free flowing playback footage. Recorded footage will be retained for a minimum of 28 days and will be made available to the Police and Council immediately upon request when investigating allegations of offences or criminal activity. A trained member of staff will be able to operate the system and download images will be on duty during operating hours. Any images recovered must be in a viewable format disc and playable on a windows based computer system without the need for technical enhancement. It is preferable that the footage is able to be downloaded and uploaded to any links provided.

Environmental Health

- During the provision of regulated entertainment the noise, including any DJ announcements shall be contained within the premises, or be at a limit which will be barely audible* at the boundary of the nearest residential premises.

*Barely audible is defined as at a level that, whilst it may be audible (heard), is so low in volume that distinct lyrics, tunes, musical instruments and any bass beat cannot be discerned at the boundary of the noise sensitive premises.

I hope the above information clarifies why we are not able to consider some of your points and what has been agreed between the applicant and the responsible authorities in order to ensure the Licensing objectives are both promoted and upheld, should the licence be granted.

If after reviewing the above you are satisfied that any points that you have raised that are relevant have been adequately addressed then please confirm this by way of responding to this email correspondence.

If you have any further queries or require clarification on the above please let me know.

Kind regards

[REDACTED] | Licensing Officer|Regulatory Services| Isle of Wight Council|

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: [REDACTED]
Sent: 12 December 2022 11:32
To: [REDACTED]
Subject: FW: FW: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde)

From: [REDACTED]
Sent: 12 December 2022 10:28
To: [REDACTED]
Subject: Fwd: FW: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde)

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----- Forwarded message -----

From: [REDACTED] >
Date: Mon, 12 Dec 2022, 07:58
Subject: FW: Licence Objection (Crazy's Restaurant, 49 High Street, Ryde)
[REDACTED]

Sent from my Galaxy

----- Original message -----

From: [REDACTED]

Date: 09/12/2022 19:38 (GMT+00:00)

To: [REDACTED]

Subject: Licence Objection

I would like to strongly object to the following licensing application by [REDACTED] for the premises situated at Crazy's Restaurant 49 High Street, Ryde I.o.W.

The reasons for my objection are set out below.

I am objecting mainly to the business's night time licensing hours which would not be compatible with this location as there are many residential flats in the immediate vicinity and also a quiet 'retreat' for recovering addicts next door but one at number [REDACTED] High Street.

Where alcohol is involved, the possibility of inappropriate behaviour and noise levels would be increased and therefore affect lives of nearby residents.

The very narrow pavement outside the premises would undoubtedly be used by smokers from the establishment causing an obstruction for pedestrians. Also, this part of the High Street itself is very narrow, so the impact of even loud talking at night time would be heard and have a negative impact for nearby residents.

Therefore I strongly urge you to decline this application on behalf of myself and others residents of the High Street Ryde.

Regards

[REDACTED]

Sent from my Galaxy

Important Information - Disclosure, Confidentiality and Monitoring of this email

This email communication may be monitored by the Isle of Wight Council for regulatory, quality control, or crime detection purposes. If you are not the Intended Recipient please contact the sender as soon as possible. It is intended only for the personal attention of the named person, firm or company to whom it is addressed. It may contain information that is privileged and confidential in law. Accordingly any unauthorised dissemination, distribution, copying or other use of this message or any of its content by any other person may constitute a breach of civil or criminal law and is strictly prohibited. No mistake in transmission is intended to waive or compromise any such privilege. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Isle of Wight Council.

The information contained in this e-mail may be subject to disclosure to third parties under either data protection legislation or the Freedom of Information Act 2000 to the extent the law allows and in accordance with the Isle of Wight Council's policies on information management. (If you wish the disclosure of the information in any reply to be restricted please make this clear in your response).

Batchelor, Shane

From: Batchelor, Shane <Shane.Batchelor@IOW.gov.uk>
Sent: 10 January 2023 14:23
To: [REDACTED]
Subject: Premises Licence Application - Crazy's Restaurant - [REDACTED]

Thank you [REDACTED]

Thank you for confirming the below.

As an individual who had submitted a representation, I am duty bound to inform you of the date of the hearing and to supply you with the relevant report so this will be forwarded to you in due course.

The only persons that are able to attend and raise relevant concerns are individuals that have submitted relevant representations during the 28 day consultation period.

With this in mind I am assuming that your neighbours are those which have submitted representations.

If this is not the case then I am afraid they will not be able to attend the hearing to speak about any relevant concerns.

Kind regards

[REDACTED] | Licensing Officer | Regulatory Services | Isle of Wight Council |

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: [REDACTED] >
Sent: 09 January 2023 20:49
To: [REDACTED]
Subject: Re: Premises Licence Application - Crazy's Restaurant

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Hi [REDACTED]

I have spoke to the owner today and he reassures me that my major concern, staff in the yard after 10pm, will be respected. Although he doesn't promise.

Him building out there at 9pm just days ago, my neighbour told him to stop, hasn't helped himself.

I am not going to attend. However, my other neighbours are attending and they will have myself, another neighbour with young children, in mind.

Hope that answers

Regards
[REDACTED]

Sent from my iPhone

On 9 Jan 2023, at 16:18, Batchelor, Shane [REDACTED] wrote:

Good afternoon [REDACTED],

I have been in contact with the applicant today in order to explain the process of determining the application by a formal hearing.

The applicant has stated that they are keen to work with nearby residents and businesses and to explain the manner in which the food led restaurant business is to operate.

They have asked me to pass on their contact details in case you wish to discuss further with them your concerns in the hope that these can be resolved.

Please find contact details below:

[REDACTED]

I will still look to proceed to the hearing process and let you know of the date so that you are able to attend to raise any relevant points that you have submitted within your original representation, however should these points be resolved after you have discussed them with [REDACTED] (if this is what you choose to do) then I would appreciate it if you could notify me of such,

If you have any further queries in the meantime, please do not hesitate to contact me,

Kind regards

[REDACTED] | Licensing Officer | Regulatory Services | Isle of Wight Council |

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: [REDACTED]
Sent: 04 January 2023 10:43
To: [REDACTED] >
Subject: RE: Premises Licence Application - Crazy's Restaurant

Good morning [REDACTED]

The potential for disturbance via noise nuisance is a relevant point and one in which the Licensing Objective for the Prevention of Public Nuisance is applicable to.

In order to promote this objective the below condition has been agreed between the applicant and Environmental Health

1. During the provision of regulated entertainment the noise, including any DJ announcements shall be contained within the premises, or be at a limit which will be barely audible* at the boundary of the nearest residential premises.

*Barely audible is defined as at a level that, whilst it may be audible (heard), is so low in volume that distinct lyrics, tunes, musical instruments and any bass beat cannot be discerned at the boundary of the noise sensitive premises.

Should complaints be received (should the licence be granted) then Licensing could potentially look to enforce the above condition, if substantiated. Environmental Health also have powers under the Environmental Protection Act 1990 to take enforcement action is appropriate to do so.

The 28 day consultation period for the application ends at the end of today.

From reviewing your response below, it infers that you intend to withdraw your original representation, however could you please confirm to me of your intentions in relation to this please.

If you wish any relevant points that you have made to remain then we will need to look to proceed to a hearing where all parties including yourself will be expected to attend to raise any relevant points that you have made in your original submissions.

The Licensing Sub Committee will then make a determination as to whether the application for a premises licence should be granted as per application, granted with agreed conditions, granted with any conditions that they feel would be appropriate to uphold one or more of the four licensing objectives, or refuse the application.

Could I please ask you to inform me of your intentions no later than Friday 6 January 2022 as the hearing will need to be heard within a specific time period of the consultation ending, therefore I would like to give all interested parties, including yourself due notice of the date so that you are able to attend.

If you have any queries or require clarification in relation to the above please let me know, otherwise I look forward to hearing from you by **Friday 6 January 2022**,

Kind regards

██████████ | Licensing Officer|Regulatory Services| Isle of Wight Council|

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: ██████████ >
Sent: 23 December 2022 18:21
To: ██████████ >
Subject: Re: Premises Licence Application - Crazy's Restaurant

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information can be found [here](#).

Hi

Every point I have made is irrelevant to licensing, clearly. I'm shocked to learn residents peace and where drunk people smoke is not a concern to you.

The former cafe owner rarely used such license and she had a very respectful relationship with us.

I cannot contend with that. However, as your reply clarifies that this license should cause neighbours no disruption and it is only to be used occasionally-

I will be calling you every single time that is not the case, and demanding you resolve it.

Yours sincerely

[REDACTED]

Sent from my iPhone

On 23 Dec 2022, at 13:34, Batchelor, Shane [REDACTED] wrote:

Good afternoon [REDACTED].

Thank you for your comments below in relation to the Premises Licence application for the above premises.

Unfortunately the Licensing Act 2003 legislation does not enable us to refuse an application due to the location to which the application relates to or the current activities that take place or are considered to take place within the area to which the application relates to.

I am also unable to consider your comments in relation to persons smoking within the vicinity of the premises as this activity can not be controlled or restricted by way of the premises licence, should it be granted.

In order to promote and uphold the Licensing Objectives for the Prevention of Public Nuisance and Prevention of Crime and Disorder, conditions have been agreed between the applicant and the Police and Environmental Health. These will form part of the licence (if granted) and the applicant will need to comply with these in order to ensure nuisance and anti-social behaviour are controlled in association with the activities and timings that would form part of the licence if granted. The applicant has also supplied additional information with regards to the type of business that they are intending to operate. Please see all of this information below:

Applicant

With regards to the nature of the proposed business, the format will take that of a Mediterranean restaurant, serving food and alcohol at the table, therefore the applicant is not looking to operate as per a non-food led licenced premises.

With regards to live music, it is the applicants intention to operate in the same way as licenced premises that they have operated before., which would be occasionally on Friday or a Saturday night. It is not the applicants intention or view to use a band or DJ.

In general, entertainment would take the form of a single person singing live jazz for example or with guitar, it will be amplified but only at the lowest level in order to compliment the dining experience of the restaurant.

The applicant states that they are experienced in the management of the restaurant type business and will always operate in accordance and from

advice given by relevant responsible authorities such as Environmental Health and the Police.

Police

1. All staff involved in the sale or supply of alcohol will receive licensing training that includes appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunkenness, the refusal of service due to intoxication and age verification policy. Records will be kept of such training which must be signed and dated by the member of staff who has received that training. All staff will receive refresher training every six months as a minimum and records shall be signed by the staff member, dated and retained. These records shall be made available to Police and Council upon request and shall be kept for at least one year.
2. A refusals / ID checks / incident book or computer record shall be maintained by staff. These records shall be retained for a minimum of 1 year and be made available to the Police and Council upon request.
3. A 'Challenge 25' proof of age policy shall be in place. Challenge 25 means that that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol, shall produce identification proving they are 18 years of age or older. Acceptable identification for the purposes of age verification will include a driving licence, passport or other ID containing a photograph and date of birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person unless exemptions apply within the Licensing Act 2003.
4. A written record shall be retained at the bar area to list the staff that have been authorised to sell or supply alcohol following their training. This shall be made available to the Police and Council upon request.
5. Recordable CCTV will be installed at the premises. The CCTV system must be operating at all times whilst the premises are open for licensable activity. All equipment shall have a constant and accurate time and date generation. Digital systems shall provide good quality playback images that give free flowing playback footage. Recorded footage will be retained for a minimum of 28 days and will be made available to the Police and Council immediately upon request when investigating allegations of offences or criminal activity. A trained member of staff will be able to operate the system and download images will be on duty during operating hours. Any images recovered must be in a viewable format disc and playable on a windows based computer system without the need for technical enhancement. It is preferable that the footage is able to be downloaded and uploaded to any links provided.

Environmental Health

1. During the provision of regulated entertainment the noise, including any DJ announcements shall be contained within the premises, or be at a limit which will be barely audible* at the boundary of the nearest residential premises.

*Barely audible is defined as at a level that, whilst it may be audible (heard), is so low in volume that distinct lyrics, tunes, musical instruments and any bass beat cannot be discerned at the boundary of the noise sensitive premises.

I hope the above information clarifies why we are not able to consider some of your points and what has been agreed between the applicant and the responsible authorities in order to ensure the Licensing objectives are both promoted and upheld, should the licence be granted.

If after reviewing the above you are satisfied that any points that you have raised that are relevant have been adequately addressed then please confirm this by way of responding to this email correspondence.

If you have any further queries or require clarification on the above please let me know.

Kind regards

██████████ | Licensing Officer|Regulatory Services| Isle of Wight Council|

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: ██████████ ██████████
Sent: 12 December 2022 16:37
To: ██████████
Subject: FW: Licencing dept

From: Isle of Wight Council - ██████████ >
Sent: 12 December 2022 16:07
██████████
Subject: FW: Licencing dept

This is for you I believe.

Kind regards,

██████████ | Customer Adviser Supervisor | Help Centre | Isle of Wight Council |
County Hall | Newport | Isle of Wight | PO30 1UD |
Tel: (01983) 821000 ██████████ | Email: ██████████ | Web:
www.iwight.com

From: ██████████
Sent: 12 December 2022 15:50
To: Isle of Wight Council - Customer Services ██████████ >
Subject: Licencing dept

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Dear Isle of Wight Council

Please pass this on to your premises licencing department.

I write to you in regard to a proposed Licence for Crazy's Mediterran restaurant, 49 Highstreet Ryde.

I am a close neighbour of theirs and after seeing this barely legible notice, please see attached, I am concerned about their proposals for late night opening, alcohol and music.

This is already an anti-social area, a horrible place to bring a child up, but I'm stuck here due to the housing crisis and the infinite queue for a council house. Allowing this to go ahead will without a doubt worsen this undesirable neighbourhood. Where do they propose their drunk customers smoke, for example? On the narrow street outside, making it impassable, or down the side alley, Infront of our single glazed houses?

I am not the only neighbour with a child, far from it. The lady directly above the proposed bar, because that is what it is, dressed up as a restaurant, also has children, as do my direct neighbours in the terrace row. Allowing music to be played into the night will disturb our children's sleep, as well as our own.

The namesake Crazy's gives away what sort of establishment this is- Not a classy one.

The owners do not care for the neighbours, our children- otherwise they would have politely tried to discuss this with us.

I please ask my name is kept anonymous from Crazy's.

Yours Sincerely

[Redacted signature]

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The information contained in this e-mail may be subject to disclosure to third parties under either data protection legislation or the Freedom of Information Act 2000 to the extent the law allows and in accordance with the Isle of Wight Council's policies on information management. (If you wish the disclosure of the information in any reply to be restricted please make this clear in your response).

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Batchelor, Shane

From: [REDACTED]
Sent: 10 January 2023 14:18
To: [REDACTED]
Subject: RE: Premises Licence Application - Crazy's Restaurant

Thank you [REDACTED]

Please let me know how you get on.

I will let you know of the hearing date as soon as it has been conformed,

Kind regards

[REDACTED] Licensing Officer|Regulatory Services| Isle of Wight Council|

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: [REDACTED]
Sent: 09 January 2023 16:56
To: [REDACTED]
Subject: Re: Premises Licence Application - Crazy's Restaurant

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Good afternoon [REDACTED]
Sorry for not responding sooner, but I am glad I have managed to respond in time.
I will be more than happy to speak to [REDACTED] but I do feel this may not resolve the matter in hand as I will still have many concerns as to the noise levels and unsociable behaviour of the customers at that late an hour so would like to please be informed and included in the hearing meeting.

Many Thanks
[REDACTED]

On 06/01/2023 16:56 GMT [REDACTED] wrote:

Good afternoon [REDACTED]

Thank you for your comments in relation to the above application.

When determining whether comments received in relation to premises licence applications are relevant or not we must reference them against the four licensing objectives, these being:

- Prevention Public Nuisance
- Prevention of Crime and Disorder
- Public Safety
- Protection of Children from Harm

Unfortunately the location of a potential business that is applying for a premises licence and how it may affect an individual who has had or is being treated for addictive tendencies is not a consideration that we are able to take on board when determining an application.

The potential for disturbance via noise nuisance (relaying to your comment of loud music) is a relevant point and one in which the Licensing Objective for the Prevention of Public Nuisance is applicable to. The proposed operating hours for licensable activities are up until 23:00 Monday to Friday and 00:00 hours Friday and Saturday with an extension to 00:30 hours on New Years Eve.

In order to promote and uphold the Licensing Objectives for the Prevention of Public Nuisance, conditions have been agreed between the applicant and the Police and Environmental Health. These will form part of the licence (if granted) and the applicant will need to comply with these in order to ensure nuisance and anti-social behaviour are controlled in association with the activities and timings that would form part of the licence if granted. The applicant has also supplied additional information with regards to the type of business that they are intending to operate. Please see all of this information below:

Applicant

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The applicant states that they are experienced in the management of the restaurant type business and will always operate in accordance and from advice given by relevant responsible authorities such as Environmental Health and the Police.

Police

1. All staff involved in the sale or supply of alcohol will receive licensing training that includes appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunkenness, the refusal of service due to intoxication and age verification policy. Records will be kept of such training which must be signed and dated by the member of staff who has received that training. All staff will receive refresher training every six months as a minimum and records shall be signed by the staff member, dated and retained. These records shall be made available to Police and Council upon request and shall be kept for at least one year.
2. A refusals / ID checks / incident book or computer record shall be maintained by staff. These records shall be retained for a minimum of 1 year and be made available to the Police and Council upon request.
3. A 'Challenge 25' proof of age policy shall be in place. Challenge 25 means that that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol, shall produce identification proving they are 18 years of age or older. Acceptable identification for the purposes of age verification will include a driving licence, passport or other ID containing a photograph and date of birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person unless exemptions apply within the Licensing Act 2003.
4. A written record shall be retained at the bar area to list the staff that have been authorised to sell or supply alcohol following their training. This shall be made available to the Police and Council upon request.
5. Recordable CCTV will be installed at the premises. The CCTV system must be operating at all times whilst the premises are open for licensable activity. All equipment shall have a constant and accurate time and date generation. Digital systems shall provide good quality playback images that give free flowing playback footage. Recorded footage will be retained for a minimum of 28 days and will be made available to the Police and Council immediately upon request when investigating allegations of offences or criminal activity. A trained member of staff will be able to operate the system and download images will be on duty during operating hours. Any images recovered must be in a viewable format disc and playable on a windows based computer system without the need for technical enhancement. It is preferable that the footage is able to be downloaded and uploaded to any links provided.

Environmental Health

1. During the provision of regulated entertainment the noise, including any DJ announcements shall be contained within the premises, or be at a limit which will be barely audible* at the boundary of the nearest residential premises.

*Barely audible is defined as at a level that, whilst it may be audible (heard), is so low in volume that distinct lyrics, tunes, musical instruments and any bass beat cannot be discerned at the boundary of the noise sensitive premises.

I hope the above information clarifies why we are not able to consider some of your points and what has been agreed between the applicant and the responsible authorities in order to ensure the Licensing objectives are both promoted and upheld, should the licence be granted.

If after reviewing the above you are satisfied that any points that you have raised that are relevant have been adequately addressed then please confirm this by way of responding to this email correspondence.

If after considering the applicants statement of intent and the agreed conditions between the applicant, Police and Environmental Health you wish any relevant points that you have made to remain then we will need to look to proceed to a hearing where all parties including yourself will be expected to attend to raise any relevant points that you have made in your original submissions.

The Licensing Sub Committee will then make a determination as to whether the application for a premises licence should be granted as per application, granted with agreed conditions, granted with any conditions that they feel would be appropriate to uphold one or more of the four licensing objectives, or refuse the application.

Could I please ask you to inform me of your intentions no later than Monday 9 January 2022 as the hearing will need to be heard within a specific time period of the consultation ending, therefore I would like to give all interested parties, including yourself due notice of the date so that you are able to attend.

If you have any queries or require clarification in relation to the above please let me know, otherwise I look forward to hearing from you by **Monday 9 January 2022**,

Kind regards

██████████ | Licensing Officer|Regulatory Services| Isle of Wight Council|

Jubilee Stores | The Quay | Newport | Isle of Wight PO30 2EH

Tel: (01983) 823159

From: ██████████ >
Sent: 06 January 2023 11:06
To: ██████████
Subject: Fwd: Crazy's Restaurant

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----- Original Message -----

From: ██████████
To: ██████████
Date: 01/01/2023 14:14 GMT
Subject: Crazy's Restaurant

To Whom it may concern

I am writing in reference to an application for a premises licence for 49 High Street Ryde, for the sale of alcohol, live music and opening times to 12.30am.

my concerns come in as I run a retreat 2 doors away from 49 at ██████████ High Street Ryde and also a shop opposite at ██████████ High Street, at our retreat and shop we are helping people with addictions and mental health matters so if the license was granted this would have a massive detrimental affect on our clients learning and

sleep. Our clients only have one week with us when at the Retreat and in this week they take on an educational program which they need to be at the best they can be to be able to absorb the learning, also we use several therapies to work with People on a cellular level which would be calming and relaxing but obviously with loud live music and people under the influence of alcohol this will be disruptive to not only their sleep but in the short time they have with us it will disturb their ability to take in the education and disturb their therapies, also having the temptation of an establishment selling alcohol right on the doorstep is going to make things tremendously difficult for our clients that are with us trying to make life improvements and work on getting themselves out of addiction, in fact I can see this potentially ruining the program that could cast a failure on this one opportunity they may have to make the life changes they need to be able to get their life back.

Also with our clients that attend our shop very often have to see us after working hours and they will be faced with this massive temptation straight away as they leave the shop, not only that the noise from visitors to Crazy's whilst outside smoking will be very distracting while clients are trying to relax and learn.

We have now been running our Retreat and shop for a year now and support local businesses by using local cafes for lunch daily, trips to Quarr Abbey and the Island Riding Center with every Retreat and we run, our Retreats run every other week and we have found our location perfect as we are close enough to the local amenities but far enough out so not to be disrupted by local bars and if the licence is granted this will be devastating for our business and the people we are trying to help which includes locals which we helped with a Ryde's Time To Shine Grant, and I'm afraid all our hard work in the years building up to what we have now and helping in improving the local community will all come undone, so I'm please asking you to take this all into consideration when making your decision in this matter, also I am more than happy if you would like me to answer any further questions in this matter.

Many Thanks

[REDACTED]

Senior BMA

Trainer & Mentor

[REDACTED]

[REDACTED]

www.beatmyaddictions.com

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[REDACTED]
Senior BMA
Trainer & Mentor

[REDACTED]

[REDACTED]

www.beatmyaddictions.com