

Cheltenham Borough Council

Licensing Sub Committee-Alcohol and Gambling

Meeting date: 1 October 2025

Meeting time: 4.00 pm

Meeting venue: Council Chamber - Municipal Offices

Membership:

Councillor Dilys Barrell, Councillor Dr Steve Steinhardt, Councillor Simon Wheeler and Councillor Dr David Willingham (available as substitute if required.)

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Contact: democraticservices@cheltenham.gov.uk
Phone: 01242 264 130

Agenda

1 Election of Chair

2 Declarations of interest

3 Determination of a New Application for a Premises Licence (Pages 5 - 30)

4 Any other items the Chairman determines to be urgent and which requires a decision

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Licensing Sub - Committee (Alcohol and Gambling) – 1 October 2025

Licensing Act 2003: Determination of a New Application for a Premises Licence

Cheltenham Local - 25/01584/PRMA

216-218 Hewlett Road, Cheltenham

Report of the Licensing Officer

1. Introduction

1.1 The Licensing Act 2003 (LA2003) allows an applicant to apply for a premises licence under Part 3 which, if granted, authorises the premises to be used for one or more licensable activities.

1.2 An application for a new premises licence was submitted by Gaba Ventures Ltd on 10th August 2025. The application is for the premises known as the Cheltenham Local, 216-218 Hewlett Road, Cheltenham, GL52 6UJ. The application was considered received in full on 15th August 2025.

1.3 The application is made for the following licensable activities:

Supply of alcohol	Every day	00:00 – 23:59
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The applicant wishes to operate exclusively through a secure serving hatch between 23:00 – 07:00 meaning customers will not enter the store during this time period.

1.4 There is already an existing licence for this premises which has consent for the sale/supply of alcohol from 06:00 - 23:00.

1.5 The consultation period for the application ended on 13th September 2025

1.6 During the consultation period for the application, relevant representations were received. The authority is required to hold a hearing; have regard to the representations; and take such steps as below as is considered appropriate for the promotion of the licensing objections.

1.7 The authority may:

1.7.1 Grant the licence as applied for; or

1.7.2 Grant the licence subject to modified conditions considered appropriate for the promotion of the licensing objectives; or

1.7.3 Exclude from the scope of the licence any of the licensable activities to which the application relates; or

1.7.4 Refuse to specify a person in the licence as the premises supervisor; or

1.7.5 Reject the application.

- 1.8 In determining the application, the authority must promote the licensing objectives, which are defined as follows in section 4(2) of the LA2003:

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

1.9 Implications

Legal

A sub committee is required to discharge its duty and determine an application with a view to promoting the licensing objectives as outlined in section 1.8 of the report.

The applicant has a right of appeal where the authority:

- a) Rejects an application for a premises licence; or
- b) Imposes conditions on the licence; or
- c) Excludes a licensable activity or refusal of specifying a person as a premises supervisor.

A person who made relevant representations has a right of appeal where they contend:

- a) The licence ought not to have been granted; or
- b) That, on granting the licence, the authority ought to have imposed different or additional conditions; or
- c) That, on granting the licence, the authority ought to have excluded a licensable activity or refused to specify a person as a premises supervisor.

In all circumstances, an appeal is made to the magistrates' court within 21 days beginning with the day on which the appellant was notified of the decision of the authority.

Contact officer: One Legal
E-mail: legalservices@onelegal.org.uk
Tel no: 01684 272015

2. Representations

- 2.1 Relevant representations were received from both responsible authorities and other interested parties.

Responsible authorities

- 2.2 Responses were received from both Gloucestershire Constabulary and Environmental Health.
- 2.3 Gloucestershire Constabulary has agreed a set of conditions with the applicant. These are attached at **Appendix 2** of this report.
- 2.4 Environmental Health submitted a representation in which it emphasises its concerns over the use of the serving hatch during the proposed timeframe overnight. This was not an objection. A copy of the final response from Environmental Health is included as **Appendix 3** of this report.

Interested parties

- 2.5 A further eight representations were received from interested parties. This comprises eight objections which highlight possible anti-social behaviour, noise concerns and public nuisance. These are attached at **Appendix 4** of this report.

3. Policy considerations

- 3.1 Every five years, a licensing authority is required to determine and publish a policy with respect to the exercise of its licensing functions.
- 3.2 Members should familiarise themselves with Cheltenham Borough Council's *Statement of Licensing Policy* in full, and [a copy is available online](#).
- 3.3 The policy seeks to outline the processes the authority will adopt in dealing with its functions under the LA2003, and does so in accordance with the following objectives:
- a) *Promote the four licensing objectives;*
 - b) *Ensure that the premises are appropriate for their proposed use;*
 - c) *Ensure that the premises layout and condition is acceptable for the proposed use;*
 - d) *Ensure that the premises are being managed responsibly; and*
 - e) *Promote the policy vision statement.*

- 3.4 For reference, the policy vision statement is as follows:

We want Cheltenham to be a safe and clean town that offers a greater diversity in the nighttime economy that is less focused on alcohol and protects the quality of life for residents.

- 3.5 The policy also seeks to promote the council's wider priorities, including that:
- *Cheltenham has a clean and well-maintained environment;*
 - *Cheltenham has a strong and sustainable economy;*
 - *Communities feel safe and are safe;*
 - *People are able to lead healthy lifestyles; and*
 - *Our residents enjoy a strong sense of community and are involved in resolving local issues.*
- 3.6 Whilst the policy should be used as the basis of consistent and transparent decision making, the overriding principle adopted by the authority is that each application must be determined on its own merits.
- 3.7 In doing so, Members must give equal importance to each of the four licensing objectives and should have regard to wider considerations affecting the area including littering, noise, street crime, and the capacity of infrastructure.
- 3.8 The applicant should be able to demonstrate compliance with all four of the licensing objectives.

Crime and disorder

- 3.9 The applicant should be able to demonstrate they have addressed factors that impact on crime and disorder, including:
- a) *Underage drinking;*
 - b) *Drunkenness on premises;*
 - c) *Public drunkenness;*

- d) *Drugs;*
- e) *Violent behaviour; and / or*
- f) *Anti-social behaviour*

3.10 Members should be confident the applicant has identified suitable and sufficient measures to deal with the factors outlined above.

Public safety

3.11 The applicant must be able to satisfy the authority that members of the public, and their staff, will be safe when visiting and working at the premises.

Public nuisance

3.12 Members can expect the applicant to outline the proposed steps to be taken to deal with the potential for public nuisance arising from the operation of the premises.

3.13 Applicants are expected to have included measures that:

- a) *Restrict the generation of noise within the premises and from activities associated with the premises in the vicinity, or from an open air site;*
- b) *Limit the escape of noise from the premises or open air site;*
- c) *Restrict noise emissions to below levels that could affect people in the vicinity going about their business, at work and when at home both while relaxing and while sleeping;*
- d) *Minimise and control noise from customers arriving at the premises, or open air site outside it and departing from it;*
- e) *Minimise and control noise from staff, contractors and suppliers and their activities;*
- f) *Minimise and control noise from vehicles associated with and providing services to the premises or open air site and their customers;*
- g) *Determine whether people standing or sitting outside premises are likely to cause obstruction or other nuisance;*
- h) *Whether the premises are under or near to residential accommodation;*
- i) *The hours of the sale of alcohol in open containers or food for consumption outside the premises;*
- j) *Measures to make sure that customers move away from outside premises when such sales cease;*
- k) *Measures to collect drinking vessels and crockery, cutlery and litter;*
- l) *The extent and location of areas proposed to be set aside for the consumption of food and alcohol drink and for smoking;*
- m) *Whether there is a need for door supervisors to prevent or to control customers congregating in outdoor areas to smoke, consume food or drink (whether supplied from the premises or not);*
- n) *Adequate measures to prevent the following arising from the proposed licensable activity that may cause disturbance to people in the vicinity:*
 - a. *Litter, smells, fumes, dust, smoke, or other emissions;*
 - b. *Street fouling;*
 - c. *Light pollution.*

3.14 Members should be mindful that noises can be particularly intrusive at night when ambient noise levels are lower. It is the authority's role, accordingly, to maintain a balance between the aspirations of the applicant and the needs of residents, other businesses, workers, shoppers, and visitors.

Protection of children from harm

3.15 Members must be satisfied that there are appropriate measures in place to protect children from harm.

3.16 It is an offence to sell alcohol to children; in this context, individuals under 18.

Core Hours for Licensable Activities

- 3.17 The authority believes that licensable activities carried on within the core hours set out below will generally not have a harmful impact on the licensing objectives, address the concerns raised by local residents and businesses and are less likely to attract representations.

Type of premises	Commencement hour No earlier than	Terminal hour No later than
Off licence	09:00	23:00

Members should consider the context of the application, and the relevance of the core hours provided within the adopted Statement of Licensing Policy (Dec 2020).

4. National Guidance

- 4.1 A licensing authority 'must ... have regard to' any guidance issued by the Secretary of State under section 182 of the LA2003.
- 4.2 The guidance considers each of the licensing objectives in detail, highlighting that they are of equal importance and that their promotion should be a paramount consideration at all times.

Crime and disorder

- 4.3 The authority should look to the police as the main source of advice on crime and disorder.
- 4.4 Where it is felt appropriate to impose conditions relating to the control of crime and disorder, they should be, by design, focussed on deterrence and prevention.
- 4.5 The presence of CCTV cameras, for example, can actively deter disorder, nuisance, anti-social behaviour and crime generally. The inclusion of radio links could also be considered an appropriate condition for those premises operating in town centre leisure areas to assist in facilitating a rapid response to any disorder.

Public safety

- 4.6 Licence holders have a responsibility to ensure the safety of those using their premises. As outlined in section 2.9, considerations should include:
- *Fire safety;*
 - *Ensuring appropriate access for emergency services such as ambulances;*
 - *Good communication with local authorities and emergency services;*
 - *Ensuring the presence of trained first aiders on the premises and appropriate first aid kits;*
 - *Ensuring the safety of people when leaving the premises (for example, through the provision of information on late-night transportation);*
 - *Ensuring appropriate and frequent waste disposal;*
 - *Ensuring appropriate limits on the maximum capacity of the premises; and*
 - *Considering the use of CCTV in and around the premises.*
- 4.7 Conditions related to public safety may also promote the crime and disorder objectives highlighted above.

Public nuisance

- 4.8 When considering public nuisance, the licensing authority and responsible authorities should focus on the effect of the licensable activities at the specific premises on persons living and working in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise, light, odour and litter.
- 4.9 Within the LA2003, public nuisance retains its broad common law meaning, rather than a statutory meaning as in other pieces of legislation.
- 4.10 Where applications have generated representations, any appropriate conditions should normally focus on the most sensitive time periods, such as the night and early morning when residents in adjacent properties may be attempting to sleep or are sleeping.
- 4.11 Conditions which are imposed with the intention of preventing public nuisance will usually concern the control of noise; this may be achieved by a simple measure, such as ensuring that doors and windows are kept closed after a certain time. They can, however, be more sophisticated measures like the installation of acoustic curtains or rubber speaker mounts.
- 4.12 As always, conditions should be appropriate and proportionate, and should be tailored to the type, nature, and characteristics of the specific premises and its licensable activities.
- 4.13 Beyond the immediate area surrounding the premises, public nuisance is a matter for the personal responsibility of individuals under the law – if they choose to engage in anti-social behaviour, they are accountable in their own right. It would, however, be perfectly reasonable for the authority, following relevant representations, to impose conditions relating to the display of signs encouraging patrons to leave the area quietly, or that they smoke at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night.

Protection of children from harm

- 4.14 The protection of children from harm includes the protection of children from moral, psychological and physical harm. This includes the harms associated directly with alcohol consumption, but also wider harms such as exposure to strong language and sexual expletives.
- 4.15 Licensing authorities and responsible authorities should expect applicants to set out the steps to be taken to protect children from harm.

Representations

- 4.16 Where representations are made in respect of an application under the LA2003, they must be relevant, insofar as they relate to the likely effect of the grant of the licence on the promotion of at least one of the licensing objectives.
- 4.17 Where relevant representations are received from a responsible authority, they should be the authority's main source of advice in relation to a particular licensing objective.
- 4.18 Determination should take into account any relevant representations and must be considered on a case-by-case basis. It should be evidence-based and justified as being appropriate for the promotion of the licensing objectives and proportionate for what it is intended to achieve.
- 4.19 Where it is felt appropriate to attach conditions to a premises licence, the authority must be satisfied that they promote one of the four licensing objectives.
- 4.20 It may be that no additional conditions will be appropriate to promote the licensing objectives.

- 4.21 However, where the applicant has proposed conditions in their operating schedule, it is not acceptable for the licensing authority to simply replicate the wording from the operating schedule. A condition should be interpreted in accordance with the applicant's intention and be appropriate and proportionate for the promotion of the licensing objectives.

5. Licensing Comments

- 5.1 Members must determine this application on its individual merits with a view to promoting the licensing objectives. These are:
- The prevention of crime and disorder;
Public safety;
The prevention of public nuisance; and
The protection of children from harm.
- 5.2 The consultation period attracted a total of eight representations from other interested parties, all of which were objections. The main concerns raised within the representations related to public noise and nuisance due to the extended opening hours.
- 5.3 Given the recommended core hours for an off-licence of 09:00 – 23:00, if the committee propose to make a decision contrary to the existing policy they must give clear, relevant and justifiable reasons why.
- 5.4 Environmental Health's concerns relate to the noise from the use of the hatch during the 23:00 – 07:00 timeframe overnight, while background noise for the area will be lower, the sole use of the hatch will generate noise from customers.
- 5.5 Gloucestershire Constabulary confirm in their proposed conditions that the serving hatch must be used exclusively during the hours 23:00 – 07:00 to try to minimise noise and public nuisance.
- 5.6 In determining the application, the Committee must give weight to:
- The steps that are appropriate to promote the licensing objectives;
 - The representations (including supporting information) presented by all the parties;
 - S182 Guidance; and
 - Its own statement of licensing policy.
- 5.7 Each application must be considered on its own merits.

[Licensing Act 2003](#)

[Revised Guidance issued under section 182 of the Licensing Act 2003](#)

[Cheltenham Borough Council's Licensing Act 2003 Licensing Policy Statement](#)

Report Author

Contact officer: Mr Craig Daly
E-mail: licensing@cheltenham.gov.uk
Tel no: 01242 264135

Appendix List

APPENDIX 1 – A copy of the original application.

APPENDIX 2 – A copy of the conditions agreed with Gloucestershire Constabulary.

APPENDIX 3 – A copy of Environmental Health's final response and comments regarding the application.

APPENDIX 4 – A copy of the representations from members of the public

APPENDIX 5 – A copy of the response from the applicant to Environmental Health

New Premises Licence

Premises Details

Premises Address *

CHELTENHAM LOCAL 216-218 HEWLETT ROAD
CHELTENHAM GLOUCESTERSHIRE GL52 6UJ

Telephone number at premises (if any)

[REDACTED]

Non-domestic value of premises. *

£ 16250

Applicant Details

I/We apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

Please state whether you are applying for a premises licence as:

a person other than an individual -as a limited company/
limited liability partnership

Applicant Details

If you are applying as a person described in one of the above please confirm: *

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or

Other Applicant (Non Individual)

Name *

Gaba Ventures Ltd

Registered Address *

[REDACTED]

[REDACTED]

[REDACTED]

Town/City *

[REDACTED]

Other Applicant (Non Individual)

County

Postcode *

Registered Number (where applicable)

Description of applicant (for example partnership, company, unincorporated association, etc) *

Limited Company

Telephone Number

Email *

Operating Schedule

When do you want the premises licence to start? *

18/08/2025

If you wish the licence to be valid only for a limited period, when do you want it to end?

Please give a general description of the premises. *

The premises is an off-licence shop and grocery store located in Cheltenham. It operates primarily as a retail outlet for the sale of alcohol for consumption off the premises, alongside a range of grocery products. The premises consists of a sales floor area with shelving and refrigeration units, a customer service counter, and storage facilities. It serves walk-in customers and functions as a convenience store for the local community.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

Operating Schedule

What licensable activities do you intend to carry on from the premises? * (Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2) *

☐

Plays

☐

Films

Operating Schedule

- ☐
- Indoor Sporting Events
- ☐
- Boxing or Wrestling
- ☐
- Live Music
- ☐
- Recorded Music
- ☐
- Performances of Dance
- ☐
- Anything of a similar description falling under Music or Dance
- ☐
- Provision of late night refreshment
- ☒
- Supply of Alcohol

Supply of Alcohol Standard Times

Standard days and timings, where you intend to use the premises for the supply of alcohol. (please read guidance note 7) *
Please enter times in 24hr format (HH:MM)

Day *

Every Day

00:00

23:59

Supply of Alcohol

Will the supply of alcohol be for consumption on premises or off premises or both? (please read guidance note 8) *

Off the premises

State any seasonal variations for the supply of alcohol. (please read guidance note 5)

Please state any non-standard timings, where you intend to use the premises for the supply of alcohol at different

Supply of Alcohol

times from the Standard days and times listed? (please read guidance note 6)

Designated Premises Supervisor

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form)

Title *	<input type="text" value="Mr"/>
First name *	<input type="text" value="Rinkel Singh"/>
Surname *	<input type="text" value="Gaba"/>
Street address *	<input type="text" value="REDACTED"/>
	<input type="text" value="REDACTED"/>
	<input type="text"/>
Town/City *	<input type="text" value="REDACTED"/>
County	<input type="text" value="REDACTED"/>
Postcode *	<input type="text" value="REDACTED"/>
Personal Licence Number (if known)	<input type="text" value="REDACTED"/>
Issuing Licensing Authority (if known)	<input type="text" value="REDACTED"/>

Adult Entertainment

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

No adult entertainment

Opening Hours Standard Times

Standard days and timings, where the premises are open to the public. (please read guidance note 7) * Please enter times in 24hr format (HH:MM)

Day *	<input type="text" value="Every Day"/>
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Opening Hours Standard Times

00:00

23:59

Licensing Objectives

Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

a) General - all four licensing objectives (b, c, d and e)
(please read guidance note 10)

We are committed to promoting the licensing objectives by ensuring responsible retailing, staff training, and maintaining a safe and welcoming environment for all customers. Our premises will operate in full compliance with all legal requirements and best practices to prevent crime, ensure safety, and minimise any disturbance to the local community.

b) The prevention of crime and disorder

We will implement a Challenge 25 policy to prevent underage sales, train all staff on responsible alcohol retailing, and maintain a refusal log. The premises is equipped with 24-hour CCTV covering both inside and outside areas to deter crime and assist with any investigations. We will also work closely with local authorities and police to respond promptly to any issues.

c) Public safety

The premises will comply fully with health and safety regulations, including regular risk assessments, clear signage, well-maintained fire safety equipment, and ensuring safe access and egress for customers. Staff will be trained to manage any incidents effectively and to assist customers safely during opening hours.

d) The prevention of public nuisance

To reduce disturbance, particularly during late-night hours, the premises plans to operate a window hatch to serve customers between 11pm and 7am. This will minimise noise from customers entering and leaving the shop. Waste and deliveries will be managed responsibly to avoid nuisance. Alcohol consumption on site will not be permitted.

e) The protection of children from harm

We will strictly enforce a Challenge 25 policy to ensure that no person under 18 is sold alcohol or other age-restricted products. All staff will be trained to recognise valid identification and refuse sales where appropriate. Prominent signage outlining age restrictions will be displayed, and staff will monitor the premises to prevent underage access to alcohol or nicotine products.

Declarations

Declaration Type *

Sole Applicant - Individual or Other

Declarations

I have uploaded a copy of the plan of the premises. I have uploaded a copy of the consent form completed by the individual I wish to be designated premises supervisor, if applicable. I understand I must now advertise my application. I understand that if I do not comply with the above requirements my application will be rejected. Applicable to all individual applicants, including those in partnership which is not a limited liability partnership, but not companies or limited liability partnerships I have included documents demonstrating my entitlement to work in the United Kingdom (please read note 15)

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT' 'IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Signature/Declaration of applicant or applicant's solicitor or other duly authorised agent (see Guidance Note 11 & 12). If signing/applying on behalf of the applicant, please state your name and in what capacity you are authorised to sign/apply. When submitting an on-line application form the 'Declaration made' checkbox must be selected.

- ☒ I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).
- ☒ The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15).

Full Name *

Gaba Ventures Ltd

Date *

10/08/2025

Capacity *

Applicant

☒ Declaration made

Do you wish to provide alternative correspondence details? *

No

Alternative Correspondence

Please provide Contact Name and postal address for correspondence associated with this application.

Title

Mr

First name

Alternative Correspondence

Surname

Street address *

Town/City *

County

Postcode *

Telephone Number

Email *

Email confirmation

On submission an email confirmation will be sent using the details below

Forename

Kartar Singh Gaba

Surname /Company Name

Gaba Ventures Ltd

Email *

Telephone

Police conditions – Cheltenham Local – ref: 25/01584/PRMA

Prevention of Crime and Disorder

1. A CCTV system will be in operation when the premises is open and licensable activities are taking place. Recorded images shall be retained for a minimum period of 28 days (14 days for digital systems). The CCTV system shall be maintained in good working order. CCTV images will be provided to the police and other responsible authorities if requested as soon as practicable.
2. The correct time and date will be generated onto both the recording and the real time image screen and coverage must include the outside area and hatch serving point.
3. Any person left in charge of the premises must be trained in the use of any such CCTV equipment and be able to produce CCTV images to an officer from a responsible authority upon request.
4. If the CCTV equipment (Including any mobile units in use at the premises) breaks down the Premises Licence Holder shall ensure the designated premises supervisor, or in his/her absence other responsible person, verbally informs the Licensing Authority and the Police as soon as is reasonably practicable. This information shall be contemporaneously recorded in the incident report register and shall include the time, date and means this was done and to whom the information was reported. Equipment failures shall be repaired or replaced as soon as is reasonably practicable and without undue delay. The Licensing Authority and the Police shall be informed when faults are rectified.
5. All incidents of crime or disorder will be reported to the police.

Public safety

6. The DPS shall ensure there is a well-stocked First Aid box available on the premises at all times and all staff shall be informed of its location.
7. Staff will be trained on matters of safety, evacuation and use of emergency equipment as required.
8. An incident log be will kept which will include the date, time and details of incident that has taken place. The DPS shall check the book once a month ensuring that it is up to date. The DPS will sign and date the book each time it is checked. The book shall be made available for inspection upon the request of a duly authorised officer of the Licensing Authority or Police.
9. The Designated Premises Supervisor (DPS) shall ensure that all Staff concerned in the sale of alcohol are trained in their responsibilities under the Licensing Act 2003, particularly concerning drunk sales, underage sales and proxy sales. Training will include challenging every individual who appears to be under 25 years of age and to refuse service where individuals cannot produce acceptable means of identification, and using the refusal register. Such training (including any refresher training) will be logged and provided not less than every twelve months. The training log shall be made available for inspection by Police and "authorised persons" immediately upon request.
10. Sales of single cans will be refused and signage will be put up informing customer of such.

Prevention of public nuisance

11. Customers shall not be permitted to loiter outside the premises and consume alcohol.
12. The premises licence holder shall ensure that a notice shall be displayed at all times requesting customers leave quietly and avoid causing nuisance to local neighbours.=
13. To reduce disturbance, particularly during late-night hours, the premises must operate a window hatch to serve customers between 23:00hrs - 07:00hrs. This will minimise noise from customers entering and leaving the shop.
14. Waste and deliveries will be managed responsibly to avoid nuisance. No deliveries will take place between 22:00hrs - 07:00hrs
15. Alcohol consumption on site will not be permitted.

Protection of children from harm

16. The Designated Premises Supervisor (DPS) shall ensure that all Staff concerned in the sale of alcohol are trained in their responsibilities under the Licensing Act 2003, particularly concerning drunk sales, underage sales and proxy sales. Training will include challenging every individual who appears to be under 25 years of age and to refuse service where individuals cannot produce acceptable means of identification, and using the refusal register. Such training (including any refresher training) will be logged and provided not less than every twelve months. The training log shall be made available for inspection by Police and "authorised persons" immediately upon request.
17. The 'Challenge 25' scheme shall be adopted, so that any customer attempting to purchase alcoholic liquor who appears to be under the age of 25 shall be asked for an accredited photographic proof of their age (e.g. passport, photo driving licence or a PASS approved card) and that a sale shall not be made unless this evidence is produced. This will only be treated as a breach where the customer subsequently turns out to be under 18 years of age.
18. Challenge 25 Notices must be displayed in prominent positions where the notice can be conveniently read by members of the public
19. A log shall be kept at the premises to record all refused sales of alcohol for reasons that the person(s) is, or appears to be, under 18 years of age. The log shall record the date and time of the refusal and the name of the member of staff who refused the sale. The DPS will sign and date the book each time it is checked. The book shall be made available for inspection upon the request of a duly authorised officer of the Licensing Authority or Police.

Environmental Health comments

Thank you for sending over the additional comments from the applicant, we have now reviewed these.

We would further wish to emphasise our concerns relating to the use of the serving hatch overnight from 23.00 – 07.00. Although we note that this has been put forward by the applicant and also confirmed by Gloucestershire Police in their proposed conditions, our concerns relate to noise from the use of the hatch during this timeframe overnight. The premises have rightly confirmed that they will not serve intoxicated customers and that they will also have “challenge 25” in place, however a refusal to sell more alcohol to any intoxicated person is likely to give rise to noise and disturbance.

Environmental Health have a statutory duty under the Environmental Protection Act 1990 to investigate complaints. Part of this investigation can include monitoring of the reported noise, either by way of providing complainants with our sound recording equipment or by officer visits. If during our investigation a statutory nuisance is found to exist, an abatement notice must be served. This notice would require the statutory nuisance to be abated within the timescales as set by the notice.

The consequences of failing to abate the nuisance include prosecution through the courts, which can carry an unlimited fine.

Please also be aware that along with others, Environmental Health, can at any point call for a review of any premises licence. The outcome of the review could result in the licence being suspended completely, additional conditions being applied or for a reduction in the times permitted for activities.

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Public comments

1. As an immediate neighbour to Cheltenham Local, 216-218 Hewlett Road, Cheltenham, we strongly disagree to the premises opening to sell alcohol 24 hrs 7 days a week. This will impact on us considerably we can not see the need to open 24hrs as it only encourage antisocial behaviour, serving under age people that they have previously been known to do and increased noise levels in which we have to put up with enough now thank you. I have rang about the premises before whilst it was under different management when a sign got erected stated opening 24hrs and it got rejected.

My objection still firmly applies, it's a residential area in which we have to put up with so much and seen a vast increase in disruption over the time we have lived here with deliveries made to adjoining shops. I find it hard to believe that the current 16 hours the shops retailing alcohol is not adequate enough. Noise levels will increase significantly during hrs after dark not only voices but car doors, music, screeching of tyres, sounding of horns, and without a doubt an increase with littering in and around the vicinity. We experience this as i said on a daily basis, it is inevitable this will continue through the night if you grant this permission.

2. I am writing today to strongly object to Cheltenham Local Store opening 24hrs, 7 days a week to sell alcohol. As an residential area I live (**redacted**) and should not have to put up with any more noise that I have to now. Please listen to us residents we have more than enough disruption brought on over the years without increasing it any more.
3. As a resident off Hewlett Road Cheltenham, I urge you not to grant a 24 hour licence to Gaba Ventures 216 -218 Hewlett Road. We have a enough anti social behaviour to deal with as it is. I find this providing a service to the local community hard to understand. If you like a drink at home like I do if I'm not going out, you have plenty of time to stock up during the day. The only people who will be buying at this time are people who have been out and are topping up on the way home. Plus we have two fast food establishments around here, and whilst they wait for the food lets buy some drink and have a pee up against the wall of the local residents. Ah well! The proof will be in the pudding.
4. I am a nearby resident of Hewlett Road, writing to strongly oppose the premises licence application by Cheltenham Local (216–218 Hewlett Road) for 24-hour alcohol sales. I am confident that granting this licence will lead to a significant increase in antisocial behaviour. There are already ongoing problems with groups gathering, noise, and disruptive behaviour on nearby roads, and extending alcohol sales to 24 hours a day will only exacerbate these issues. In addition, I am concerned about:

Public safety: late-night availability of alcohol can lead to disorder and unsafe situations for both residents and passersby.

Prevention of public nuisance: residents have a right to peace and quiet, especially at night, and 24-hour sales will result in noise, disturbance, and littering at all hours.

Protection of children from harm: the premises is in a residential area where families live and children walk past daily. Constant alcohol availability increases exposure and potential risk to young people.

This application undermines the core licensing objectives and will negatively affect the wellbeing and safety of the community. I therefore urge the Council to refuse this application in order to protect residents and maintain the safety and character of the local area.

Thank you for your recent correspondence and for setting out the points in support of the application. I have considered these carefully. However, I remain concerned that if the application were to be approved, it would lead to an increase in antisocial behaviour. The location in question is a heavy residential area and, as you will be aware from other complainants, there is already evidence of noise and disturbance in the vicinity.

Allowing this application would, in my view, only add to these existing issues. Having a hatch will still bring antisocial people to the area. There are a lot of residents nearby, including children. I don't believe signage will be acknowledged that will reduce noise levels. Whilst I appreciate the applicant's position, I must emphasise that my confidence in this outcome is based on the current circumstances in the area and the likelihood of further disruption to residents.

5. I have just heard that GABA ventures LTD (The Cheltenham local 216 to 218 Hewlett Road) are applying for a license for the retail sale of alcohol every day from 00.00 to 23.59 hours. I feel very strongly against this proposal, I live **(redacted)** and the amount of cars pulling in from the road onto the pavement area over there is ridiculous it's so busy and dangerous, I'm surprised no one has been knocked over. It will be so noisy throughout the night if this happens, plus with the selling of alcohol it'll be even worse, people congregating over night and causing a disturbance. The shop is open long hours already please don't let them have more hours. If people want to buy alcohol they can buy it before 11pm as there is plenty of time before that to do so
6. We object to this application as we believe that this will lead to an increase in public disorder and excessive noise from vehicles and people
7. We have been made aware that Cheltenham Local, the new premises replacing Bargain Booze at 216-218 Hewlett Road, has made an application to sell alcohol every day 24 hrs a day. This application has caused us concern, as this is a residential area which is sufficiently supported by two local shops open until 11pm. Having two stores open in small location already causes anti-social issues regarding litter, and illegal parking. We already see many drinks bottles and cans deposited on our wall, and in our front garden. At night we already have had people sat with drinks on our wall, which is concerning when entering or leaving the house with our young children. In the past there have been several incidents where we have seen fights, aggression and criminal damage caused by alcohol in the area, and the concern is that by being the only premises within the wider area which is a licensed retailer open late we will inevitably see an increase in these incidents. We as local residents cannot see that there is a need for this service within the area, and are concerned that the provision of alcohol 24/7 would also increase levels of ASB within our area.
8. I wish to register my objection to this application. I strongly disagree to the premises opening to sell alcohol 24 hours 7 days a week. As a near neighbour I worry this might cause antisocial behaviour of all kinds!

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Response to Environmental Health Queries

Thank you for your detailed response and for providing us the opportunity to clarify our position.

We take the concerns of Environmental Health and our neighbours very seriously, and we wish to demonstrate why the proposed licence extension to 24 hours, including alcohol sales, can be delivered responsibly and in a way that supports the community while upholding the licensing objectives.

1. Rationale for 24-hour alcohol sales

While the primary purpose of our application is to provide a genuine 24-hour convenience service for groceries and essentials, alcohol sales are included for the following key reasons:

- **Consistency of service:** Customers often purchase alcohol alongside groceries. Restricting alcohol after 23:00 while still selling groceries creates confusion, frustration, and the potential for disputes at the counter when staff must refuse items. Allowing alcohol sales throughout ensures smooth, calm, and consistent service.
- **Support for key workers & shift workers:** NHS staff, carers, taxi drivers, hospitality staff, delivery workers, and factory shift workers regularly finish late at night or start very early. For these customers, the ability to buy groceries and alcohol together at any time is a valued convenience and avoids unnecessary travel elsewhere.
- **Safety benefit:** Having a well-lit, staffed, and CCTV-monitored premises open 24 hours increases safety in the neighbourhood and offers a secure alternative for purchasing alcohol, compared to travelling further at night or resorting to unsafe, unregulated sources.

2. Prevention of public nuisance

We fully acknowledge the concern that late-night trading could attract noise or antisocial behaviour. We have therefore put in place the following robust safeguards:

- **Serving hatch system:** From 23:00–07:00, the premises will operate solely through a secure serving hatch, preventing loitering inside and allowing staff to control interactions efficiently.
- **Challenge 25 & refusal of intoxicated customers:** Strict policy in place with staff training and a refusal register maintained. This ensures that underage or intoxicated individuals will not be served.
- **Active staff monitoring:** Staff will monitor outside the premises, discourage groups from gathering, and take steps to disperse any potential disturbance quickly.
- **Noise control policy:** Transactions will be kept brief, signage will remind customers to respect neighbours, and staff will intervene immediately if customers are disruptive.
- **24-hour CCTV coverage:** High-quality CCTV covers both inside and outside areas, acting as a deterrent and providing evidence to the authorities if required.

3. Addressing historic complaints.

We are aware of historic complaints linked to refrigeration units under previous management. Since taking over, we have ensured these are properly serviced and maintained to reduce noise.

We are committed to further cooperation with Environmental Health should any additional measures (e.g. acoustic treatment or adjusted delivery times) be considered beneficial.

4. Willingness to review and cooperate

We note your strong advice to review overnight operations. We are prepared to:

- Closely monitor demand and impact during overnight hours.
- Conduct a formal review after an initial period (e.g. 12 months) and, if it becomes clear that late-night trading is not required or causes disruption, we will reduce hours voluntarily or seek to vary the licence accordingly.
- Maintain open communication with Environmental Health and the Licensing Authority to address any concerns quickly and effectively.

5. Conclusion

We believe that the steps outlined above demonstrate a proactive and responsible approach. The premises is under completely new management, with significant investment already made in CCTV, servicing of equipment, and staff training.

Our goal is to provide a safe, reliable, and convenient 24-hour service that meets the needs of the community, while fully respecting our neighbours and upholding the licensing objectives. We are committed to working in partnership with Environmental Health and the Council to ensure that our operations remain compliant, safe, and considerate at all times.