

Lodge a representation for or against a premises licence application

Date submitted	30/05/2022
Licence application details	
Premises name	Heron Foods
What is the premises address?	
Building name and number	11
Street	Redhill Road
Town	Stockton-on-Tees
Postcode	TS19 9BX

Reason for representation	
Why are you completing the representation?	Object

Who is making the representation	
In what capacity are you applying?	Individual

What are your contact details?	
First name	Peter
Last name	Harrison
Telephone number	07813747843
Email address	Harrisonjoannepeter@sky.com

What is your address?	
Street	4 ROSSLARE ROAD
Town	STOCKTON-ON-TEES
Postcode	TS19 9NG

Representation grounds	
Which of the licensing objectives does your representation refer to?	Prevention of crime and disorder, Prevention of public nuisance

Objections	
What do you object to?	The application being granted at all

Reasons for representation	
Provide the	<p>We don't need another shop selling alcohol till 10 pm all this will do is cause a assembly point for anti social behaviour which then leads to criminal damage to near by property</p> <p>I'm concerned this will effect my standard of life with the premises been open</p>

**grounds for
the
representation**

until 10pm on a night.

I already have to pick up rubbish out of my garden that has been discarded by people buying things from the row of shops on redhill road I don't think it's fair for me to have to put up with another shop opening till 10pm

Heron shop floor is bigger than 280 Square metres so this application is against the sunday trading laws

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Lodge a representation for or against a premises licence application

Date submitted	13/06/2022
Licence application details	
Premises name	Hérons
What is the premises address?	
Building name and number	Hérons Shop
Street	11 Redhill Road
Town	Stockton on tees
Postcode	TS19 9BX

Reason for representation	
Why are you completing the representation?	Object

Who is making the representation	
In what capacity are you applying?	Representative of Residents Association Ward

What are your contact details?	
Organisation's name, if known	Roseworth Residents
First name	Verna
Last name	Pickering
Telephone number	07525415841
Email address	bizzylizzy105@hotmail.co.uk

What is your address?	
Street	6 RENVYLE AVENUE
Town	STOCKTON-ON-TEES
Postcode	TS19 9PF

Representing residents and/or businesses	
Who are you representing?	My self and Roseworth Residents

Representation grounds	
Which of the licensing objectives does your representation refer to?	Prevention of crime and disorder,Prevention of public nuisance, Protection of children from harm,Public safety

Objections	
What do you object to?	The application being granted at all

Reasons for representation

Provide the grounds for the representation

First of all there was a lack of information on Herons part a poorly notice display it's no wonder people didn't know what was going on.
I strongly object to these new proposals .We do not need another shop selling alcohol in late hours,we have enough problems with the ones we do have .We have to put up with anti social behaviour getting pestered by minors to go and purchase alcohol for them(you refuse them then get abuse and verbally attacked) plus we have to sweep up broken bottles up mostly Vodka at weekends. Herons want to get a few things put right before asking for extended hours, their shop lifting must be the highest on the parade.
Their shop doesn't help (tills and staff furthest from the door.)
I live very close to this shop and I have to put up the shoplifters being chased over my garden flowers being trampled on ,stolen goods hidden under cars only to be retrieved under the hours of darkness,cars blocking our drives by people too lazy to use Herons carpark
If Herons want to do some improvements they want to start by improving the lay out of the shop so much stock in the shop you struggle to get passed the E scooters and bikes parked up in the entrance I counted 7 one day last week (health&safety)??
I called a Residents meeting as soon as I could to get the information out there it was unanimous that these hours should not be extended.

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Representation made via residents group on behalf of the below named residents

Karen Harley 15 Redbrook Ave roseworth

Judith Jameson 32 Rotherham Ave Roseworth

Angela Evis 12 Renvyle Ave Roseworth

Jeff Robinson 94 Rosslare Ave Roseworth

Denise Mason 81 Renvyle Ave Roseworth

Ann Spicer Ragpath lane Roseworth

Tara Jameson 5 Rockhall Ave Roseworth

Lodge a representation for or against a premises licence application

Date submitted	13/06/2022
Licence application details	
Premises name	Heron Foods
What is the premises address?	
Building name and number	Heron Foods
Street	Rosslare Road
Town	Stockton on Tees
Postcode	TS19 9NQ

Reason for representation	
Why are you completing the representation?	Object

Who is making the representation	
In what capacity are you applying?	Councillor

What are your contact details?	
Organisation's name, if known	Stockton on Tees Borough Council
First name	Barbara
Last name	Inman
Telephone number	01642 592644
Email address	barbara.inman@stockton.uk

What is your address?	
Street	10 CASTLEREAGH CLOSE
	LONG NEWTON
Town	STOCKTON-ON-TEES
Postcode	TS21 1BZ

Representing residents and/or businesses	
Who are you representing?	i am representing our Residents Association

Representation grounds	
Which of the licensing objectives does your representation refer to?	Prevention of crime and disorder,Prevention of public nuisance

Objections	
What do you object to?	The application being granted at all

Reasons for representation**Provide the grounds for the representation**

Residents feel that there is enough outlets in the vicinity selling alcohol until late in the evening and they do not think there should be another

Upload evidence**Would you like to add an attachment?** No

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Date submitted	13/06/2022
Licence application details	
Premises name	Heron Foods
Applicant name, if known	Heron Foods Ltd
What is the premises address?	
Building name and number	11
Street	Redhill Road
Town	Stockton-on-Tees
Postcode	TS19 9BX

Reason for representation	
Why are you completing the representation?	Object

Who is making the representation	
In what capacity are you applying?	Individual

What are your contact details?	
First name	Cherie
Last name	Brewster
Telephone number	07771625889
Email address	Cherie.brewster@btinternet.com

What is your address?	
Street	2 RENVYLE AVENUE
Town	STOCKTON-ON-TEES
Postcode	TS19 9PF

Representation grounds	
Which of the licensing objectives does your representation refer to?	Prevention of crime and disorder,Prevention of public nuisance, Protection of children from harm,Public safety

Objections	
What do you object to?	The application being granted at all

Reasons for representation	
	It is my contention that the application for Heron Foods to extend its opening hours be refused. I have outlined my strong objections below and begin by

putting my reasons into some 'historical' context. I will be stating my reasons according to the objectives required for decision making under the Licensing Act, 2003: Public Safety; Prevention of public nuisance; Prevention of crime and disorder; Protection of children from harm.

CONTEXT

When the store was originally opened as a general food store with no alcohol license, it replaced the previous building which was a library. As such, as someone who lives opposite Heron, I noticed an immediate, significant increase in the problems associated with shops of this kind.

The shop sold a variety of goods including a wide range of crisps, snacks and 'high sugar' food and drinks at extremely competitive prices, making it a magnet for children, in particular. A veritable Aladdin's cave of goodies, no less.

Once Heron Foods' parent company, B&M took ownership, many of the shops products changed. Additionally, they were granted a license to sell alcohol, albeit limited to lower alcohol beers, ciders, alcho-pops and wine.

The shop now predominately sells a huge range of sugary snacks, drinks, low priced 'energy' drinks and alcohol, with shelf space given over entirely to drinks originally used for toiletries, baby items, cleaning products etc. This is in addition to end shelves, promotion baskets and the area beyond the tills being stacked with these goods. The prices charged mean that this shop is cheaper than any others in the immediate vicinity. As such, it is popular with people of all ages but especially children.

REASONS FOR OBJECTION

Public Safety

The layout of the store is such that it makes getting around very difficult and potentially extremely hazardous. It is clear that Heron Foods are maximising every inch of space available for stock, to the detriment of space available to move around comfortably. It is narrow and cluttered around the entrance with baskets and trolleys being further into the shop, nearer the tills so that one has to cross paths with people coming out with their shopping bags. Too many 'promotion' baskets are placed in already narrow aisles, with goods placed on pallets are used to form a 'corridor' towards the cashiers. Beyond the cash desks, are more stacked items (mainly boxes of canned drinks) which means customers have to go past people queuing to pay and return to join the queue for payment.

In addition to the above, ease of access around the shop is made worse when customers are (legitimately) using wheelchairs and mobility scooters. However, problems arise when children, teenagers and adults enter the store on scooters and bikes. I have witnessed staff politely ask them to take them outside which has been met with verbal abuse and refusal. Alternatively, they merely take their bikes to the front of the shop (inside) and lean them against the pallet stacks, making already restricted access even worse.

Staff endeavour to limit too many children on scooters/bikes in the store at any one time, in this case, they stand immediately outside the shop entrance, restricting access and egress and leave their vehicles strewn on the floor beside them.

Another problem in relation to public safety is the issue of people using the Heron store parking their cars on the verges, bus stops and corners of the streets in the immediate vicinity. This happens even when there are plenty of parking spaces available. Apart from making a mess of the grass verges, it makes it potentially dangerous for less-able persons to use the footpaths and cross the roads.

My elderly, partially-sighted father who is also hard of hearing, has tremendous problems negotiating his route to the shops past Heron. I'm sure there are many others in his position.

I should point out, that I am in no way condemning store staff, it is clear that they are always extremely busy and do their best for their customers. As an organisation, Heron Foods appear to use low staff levels at all times and there is no specific security personnel who might intervene with some of the in-store problems. I am not aware of when /if any official safety inspections were carried out by Environmental Health or Fire Services. I am sure they would not be happy with what they see.

Prevention of Crime and Disorder & Public Nuisance

I realise that anti-social and nuisance behaviour is something that often happens around parades of shops on housing estates. However, due to the nature of Heron Foods, it seems it is worse than it ever was before it opened and most certainly since the parent company took over and changed its product lines. The problems described below are regular occurrences, the norm.

Nuisance and anti-social behaviour although predominantly being carried out by youths and young children, is perpetrated by adults too.

Attempts made to challenge such behaviour, whether perpetrators are adult or children, usually results in verbal abuse and threats of harm and 'missiles' being thrown at my property. On one occasion, a dead bird was thrown at my house.

Examples of the nuisance behaviour in the vicinity of the shop are:

Cars parking on verges, blocking pavements and driveways even when car parking is available outside the store.

I have seen them driving over verges and footpaths to leave their cars outside residences rather than park safely in spaces provided by the store.

Adults and children on bikes and scooters (including electric and motor) racing along pavements and roads all through the day and late into the night.

Children (11-16 year olds) running over the garden

Bikes and scooters strewn across footpaths and entrances to the shop.

Litter - A huge increase in the amount of rubbish being dropped outside the shop and in my house and on garden. The lack of street cleaners at weekends make it even worse. I regularly go out and clear my property of waste material (eg, bags, plastic bags, bottles, cans and even broken glass which has been dropped by people throwing it away thoughtlessly. Street cleaning staff do not clear litter on the garden, it's not in their remit.

Young people (11-16 year olds) having food and drink 'fights' resulting in mess made on my car, house, windows and driveway. I regularly have to clean up afterwards.

Adults apparently "under the influence" fighting, shouting, throwing beer cans and bottles at all times.

There are frequent shoplifting incidents and I have been pushed out of the way so that the perpetrator can escape. Staff are expected to (and do) give chase down the street. I have seen staff members on numerous occasions passing my house in pursuit of an offender. Indeed, on one occasion, close to closing time, my landlord assisted in apprehending an offender with in excess of £100 worth of stolen goods. Also, I have found stolen items from Heron hidden under my car parked on the front of my house.

Vandalism - in the form of graffiti, broken bottles, plants being trodden on and broken, mud and stones thrown at windows, broken safety fences around the cooling plant at the rear of the shop, bins set on fire, bus-stop sign broken - are just a few of the problems I have endured and witnessed since Heron opened.

Prevention of Harm to Children

As mentioned earlier, the nature of the products available in Heron Foods means that children (particularly 11-16 year olds) are especially drawn to it. As such, they are drawn to buying items which are illegal to be sold to children of that age, ie alcohol and high energy drinks. It is not unusual for me to be approached by these children asking if I will go into the shop to buy them on their behalf. My answer, of course is always a firm no. I have on at least 4 occasions witnessed and had to remind other adults who have also been asked that it is not legal for them to do it either. As the children can often be persistent, it is easy to see how a less confident person, might feel inclined to oblige.

We have a number of young families living nearby. It is not a pleasant

Provide the grounds for the representation

environment for their infants/children to be out playing on the garden when the behaviours reported previously take place. Offensive language, lack of respect for others' presence, garden boundaries and unruly behaviour (eg, food and drink fights) are all to be considered harmful in the context of this representation.

Concluding comments

I consider myself as a vulnerable adult. I have a diagnosis of anxiety and depression & PTSD, which means I am no longer able to work. I live alone, I have few visitors and I do not socialise with anyone unless necessary. My time is usually spent taking my dogs to quiet places to go for a walk. Interactions with neighbours, while friendly and good natured, are also not an every day occurrence. I like to keep myself to myself. Living in this way is something which enables me to maintain relatively good mental health. However, the regularity of the events described herein do have a significant impact on my quality of life and my ability to manage my anxiety and depression symptoms.

I was most concerned when the decision was made to demolish the library and build a shop in its place. Naturally, the presence of the other shops meant that it was going to be built. When Heron Foods opened, although there was an increase in some of the problems associated with its opening, (In that, the problems didn't regularly make it past the old library building; there was an 'acceptable' level of disturbance.) the disturbance dropped considerably when the store closed at 8pm (4pm on Sunday) - most of the kids went elsewhere.

My fear and firm belief is, in light of all the issues I have mentioned, that the proposed extended open ending hours are merely going to perpetuate the problems later into the night. I see no benefits to the area in having this amenity open longer when there are already sufficient shops serving the area.

Heron's Foods prices and product lines will always be a reason why the problems will continue. Furthermore, the bulk of their products are unhealthy, high sugar, high fat and contrary to Government, Public Health, Education and Local Government policies on promoting healthy eating. As other shops, with far fewer of these unhealthy products are available in the area, there appears to be no justification to permit the extension to the opening hours. On inspection of their website, it seems that virtually every shop (all but 4) in this national chain store, operates on the current opening times. I am certain that 12hours Monday to Saturday and 6 on Sunday should be sufficient to maintain the Company's profits, as it has for all the other years it has traded.

It appears to me that the only beneficiary of granting the changes to the license is Heron Foods' profit margins and their shareholders.

Despite reporting anti-social behaviour directly to the Police, PCSOs and local councillors, the nature of the problems discussed here are not considered a high priority by authorities. At a time when authorities show little appetite in doing anything about the problems being experienced around Heron Foods, I and other residents are being forced to tolerate this anti-social behaviour with no recourse to the authorities who are there to protect us.

In making your decision, I would implore you to consider how much do you think we should endure and at what point will enough be enough? I'm pretty sure I know what my response would be.

Upload evidence

Would you like to add an attachment? No