

LEEDS CITY COUNCIL LICENSING SUB-COMMITTEE

APPLICATION FOR THE GRANT OF A PREMISES LICENCE

KFC, CITY STATION, NEW STATION STREET, LEEDS LS1 4DT

HEARING 12 DECEMBER 2011

WITNESS STATEMENT

STATEMENT OF: Jay Heathcote

CAPACITY: Operations Manager

AGE OF WITNESS: Over 18

ADDRESS: c/o SSP Ltd 169 Euston Road London NW1 2AE

This statement is true to the best of my knowledge and belief

INTRODUCTION

I am an Operations Manager, employed by Select Service Partner Limited ("SSP"). My responsibilities include the operational leadership and management of the North of England region for SSP which encompasses 50 multi-branded units in 15 railway stations, of which Leeds City is one. SSP operate numerous units at City Station including the White Rose, Burger King, M&S Simply Food, Pumpkin and Camden Food.

This application is for the grant of a Premises Licence for a KFC restaurant to be situated on the North Concourse of City Station. As set out in the witness statement of Kris Dungey, KFC will be operated under a franchise agreement and will be accessible only from the station. It will replace the existing licensed Whistlestop unit and the Premises Licence for Whistlestop will be surrendered when the KFC starts trading, if this application is granted.

OPERATION OF PREMISES

We have applied for late night refreshment from 23.00 to 02.00 daily to give flexibility to cater for persons using and working from City Station. Train services operate throughout the night from the station to Manchester Airport and York (one every hour and a half approximately). There are additionally approximately 30 passenger services between 11pm and 2am.

As set out in the application, a CCTV system will be installed and maintained on the Premises. In addition, the station itself is covered extensively by CCTV with 360 cameras in operation, including coverage of the North concourse area where the KFC will be based.

Furthermore, the company operate a "lone worker" policy. The minimum staffing for the KFC would generally be 5 employees up to the last hour of business and a minimum of 3 employees (including a team leader) for the last hour. The unit will have a trained team leader (unit duty manager) on shift at all times.

The General Manager of the KFC will be the current manager of the Burger King at City Station, Phil Connell. As set out above, the Burger King is currently authorised for the hours now applied for i.e. from 23.00 to 02.00 daily. Although we do not operate until 02.00 on a daily basis, we have done so on certain occasions. We are currently opening until midnight Sunday to Thursday and until 01.00 Friday and Saturday without complaint. As far as I am aware, we have not received any complaints from the Leeds' Police Licensing Service or the British Transport Police in relation to the operation of the Burger King.

As shown on the plan submitted with the Licence application, the KFC unit will consist of the back of house kitchen area, a counter and dedicated self-contained seating area. There will be 32 seats available for customers who wish to eat in.

The company has procedures in place to ensure queues are properly managed. Queue barriers will be used to control the shape of the queue and all unit duty managers are required to carry out and record regular shift walk-throughs to ensure customers are called forward at the earliest possible time. The service standard for the KFC stand is that a customer will spend a maximum of 5 minutes in the queue and will be served within 60 seconds of payment.

There are numerous other alternative venues for late night refreshment in the City Centre outside of the Station (a number of which we understand are already authorised for late night refreshment until or beyond 02.00 daily). For example, on Boar Lane adjacent to the station, there is Greggs authorised until 04.30 daily; St Ives Pasty Bakery authorised until 04.00 Friday to Sunday; and a Subway authorised until 04.00 daily. There is a further Subway on Duncan Street authorised until 05.00 daily; and Mumtaz Jaldi Jaldi on Nevill Street authorised until 05.00 daily.

We would anticipate that the majority of our customers would be passengers/ other station users. Other persons would have a choice of numerous alternative venues for late night refreshment in the vicinity.

CONCLUSION

As the KFC will be located wholly within City Station and will replace the existing licensed Whistlestop, I do not believe that the granting of this application would adversely affect the licensing objectives or add to the cumulative impact of licensed premises in the City Centre.

For the reasons set out above and in the statement of Kris Dungey, I would ask the Committee to grant the application.

Jay Heathcote

05.12.2011