

PREMISES LICENCE GRANT REPORT

Licensing Sub Committee



Date: 29 April 2025

Title of Report: Grant of Premises Licence

Lead Member: Councillor Sally Haydon (Cabinet Member for Community Safety, Libraries, Cemeteries and Crematoria)

Lead Strategic Director: Professor Steve Maddern (Office of the Director of Public Health)

Author: Bev Gregory

Contact Email: Licensing@plymouth.gov.uk

Your Reference: Domino's

Key Decision: No

Confidentiality: Part I - Official

Purpose of the report:

An application has been received from Domino's Pizza Westcountry Limited in respect of Domino's Pizza, Unit 5 Chaddlewood District Centre, Glen Road, Plymouth, PL7 2XS for the Grant of a premises licence under Section 17 Licensing Act 2003.

Recommendations and Reasons:

That Members consider this report.

Alternative options considered and rejected:

None.

Relevance to the Corporate Plan and/or the Plymouth Plan:

Our Plan – A City to be proud of.

This report links to the delivery of the City and Council objectives and outcomes within the plan.

Unlocking the City's Potential: The Licensing Policy and system aims to provide a balance between the need to protect residents and to enable legitimate businesses to operate within a necessary and proportionate regulatory framework. This in turn makes a safer, more vibrant Plymouth to allow economic growth and opportunities for increased levels of employment.

Caring for People and Communities: The Licensing Policy has put in place an appropriate framework to allow the effective control of alcohol supply and regulated entertainment to keep all members of society protected and feeling safe by focusing on prevention and early intervention. The licensing system minimise the burdens on business and to allow communities the opportunity to influence decisions.

See [Our Plan](#)

Implications for Medium Term Financial Plan and Resource Implications:

Not applicable

Financial Risks

Not Applicable

Legal Implications

(Provided by IW)

For Completion by Legal Officer

Carbon Footprint (Environmental) Implications:

No direct carbon/environmental impacts arising from the recommendations

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

* When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.

Members should be aware that Section 17 of the Crime and Disorder Act 1998 puts a statutory duty on every Local Authority to exercise its various functions with due regard to the need to do all that it reasonably can do to prevent crime and disorder in its area.

Published work / information:

For more information please see the below links.

[Statement of Licensing Policy](#)[Licensing Act 2003](#)[Revised guidance issued under section 182 of the Licensing Act 2003 – February 2025](#)**Appendices**

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Briefing report title							
B	Equalities Impact Assessment (if applicable)							
C	Climate Impact Assessment (if applicable)							
D	A - Operating Schedule							
E	B – Site Plan							

F	C – Location Plan							
G	D – Conditions agreed with Police							
H	E – Councillor/Residents Representations							

Background papers:

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of background paper(s)	Exemption Paragraph Number (if applicable)						
	<i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7
Application							

Sign off:

Fin	Click here to enter text.	Legal	IW 04.04. 25 4676	Mon Off	Click here to enter text.	HR	Click here to enter text.	Assets	Click here to enter text.	Strat Proc	Click here to enter text.
Originating Senior Leadership Team member: N/A											
Please confirm the Strategic Director(s) has agreed the report? N/A											
Date agreed: N/A											
Cabinet Member approval: N/A											
Date approved: N/A											

1.0 INTRODUCTION

1.1 On 4th March 2025 the licensing department received an application from Domino's Pizza Westcountry Limited for the Grant of a Premises Licence under Section 17 Licensing Act 2003 in respect of Domino's Pizza situated at Unit 5 Chaddlewood District Centre, Glen Road, Plymouth, PL7 2XS.

1.2 **Grant application.**

Takeaway food premises offering a range of Pizzas

1.3 **Licensable Activities.**

The following licensable activities and timings have been requested:

<p><u>(i) Late Night Refreshment (Indoors/Outdoors)</u></p>
<p><u>Monday to Sunday 23:00hrs to 05:00hrs</u></p>
<p><u>(i) Hours Premises are Open to the Public</u></p>
<p><u>Monday to Sunday 11:00hrs to 05:00hrs</u></p>

1.4 The applicant has submitted an Operating Schedule (Appendix A).

1.5 site plan supplied by applicant. (Appendix B).

1.6 Site location (area plan and shop front) (Appendix C).

1.7 Representations have been received in respect of this application.

1.8 Cumulative Impact Policy

This application does not fall within an area to which the Cumulative Impact Policy applies.

2.0 RESPONSIBLE AUTHORITIES

2.1 *Devon & Cornwall Police* – has made representation relating to the prevention of crime and disorder and public nuisance which have since been withdrawn as the applicant has agreed additional conditions (Appendix D).

2.2 *Environmental Health* – no representations

2.3 *Devon & Somerset Fire & Rescue Service* – no representations.

2.4 *Trading Standards* – no representations

2.5 *Planning Officer* - no representations.

2.6 *Child Protection* – no representations

2.7 *Health & Safety Executive* – no representations.

2.8 *Health Authority (ODPH)* – no representations.

2.9 *Licensing Authority* – no representations.

3.0 OTHER PARTIES

Representations have been received that are attached to this report (table of Responses) marked appendix E

4.0 CONSIDERATIONS

4.1 The Committee is obliged to determine this application with a view to promoting the licensing objectives, which are:

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

In making its decision the Committee is also obliged to have regard to:

- the guidance issued under section 182 of the Licensing Act 2003 with the following paragraphs relevant to this application: 1.2 – 1.5, 1.16 – 1.17, 1.19, 2.1,2.3, 2.14 – 2.15, 2.21-2.27, 3.12 – 3.20, 8.41, 8.43, 9.3, 9.11, 9.33 - 9.40, 9.42 – 9.44, 10.8 - 10.10 and 10.13 – 10.14.
- the Council's own Licensing Policy with the following headed paragraphs being relevant to this application: Purpose and Scope of Policy (1.5; 1.6; 1.10; 1.11; 1.12; 1.19 -1.21); Licensing Objectives (4.1-4.2), Promotion of licensing objectives (5.13 – 5.18; 5.22 – 5.23; 5.67 – 71;) Licensing Conditions (7.1 – 7.8)) ,

The Committee must take such of the following steps as it considers appropriate for the promotion of the licensing objectives:

1. Grant the licence as applied for subject to:
 - a. The conditions consistent with the operating schedule (modified* as considered appropriate for the promotion of the Licensing Objectives),

* modified includes altering, omitting or adding to them

2. Grant the licence as above but exclude any of the licensable activities detailed on the application

from the licence

3. Refuse to specify a designated premises supervisor
4. Reject the application

The Committee is asked to note that it may not modify the conditions or reject the whole or part of the application merely because it considers it desirable to do so. It must actually be appropriate in order to promote the licensing objectives.

APPENDIX A

Section 18 of 21**LICENSING OBJECTIVES**

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

The store is a franchise of the worldwide Domino's home delivery pizza chain. Domino's has been in business for more than 40 years and during that time, has developed a system of business which primarily involves a home delivery services. Whilst it is possible to collect our products from the store, the vast majority of our business is delivering pizzas and other products we sell, to people's homes. We are governed by the rigorous standards set out in the Domino's Franchise Agreement and these relate to all aspects of operating the business, from the preparation of ingredients right through to the manner in which the product is delivered to our customers. We are mindful of our obligations to our staff, our customers, and others (e.g. local residents) who may be affected by the operation of our business. Our store is adequately staffed so as to allow the proper management of the premises and supervision of those who visit them. The Domino's system does not allow the sale of alcohol. Where customers visit the store, our pizzas are supplied to them in closed cardboard boxes and the nature and size of the product is conducive to being taken home for consumption, rather than being eaten whilst walking along.

b) The prevention of crime and disorder

We will actively co-operate with the local police to ensure that we are made aware of particular problems which affect the area and which may potentially affect our store.

We will not countenance the use or supply of illegal drugs and our staff will inform the police immediately of any such suspected activity on or in the vicinity of the store.

Our employment policies are designed to ensure we recruit professional and reputable staff.

We do not use or supply glassware

A CCTV system is installed, maintained and used on the premises

c) Public safety

The premises comply with all requisite health and safety legislation.

We carry out regular health and safety risk assessments and are required to do so under the terms of our Franchise Agreement.

In the most unlikely event that a greater number of people congregate in the premises than is conducive to public safety,

we will not hesitate to ask people to leave the store and we will always encourage them to take advantage of our home delivery service, which is the primary way in which we serve our customers.

d) The prevention of public nuisance

Our doors and windows will be kept closed at night to prevent transmission of noise.

Our stores have very few customers who visit to buy our product to take away, but those who do visit will be asked to leave the premises quietly and with due consideration for our neighbours.

Music will not be played in the premises.

Our delivery drivers are instructed to enter and leave their vehicles quietly and considerately, not to leave engines running, to park considerately, and at all times to have in mind our neighbours (particularly residential occupiers).

We would have no hesitation in banning people who visit the store and regularly leave the premises in a noisy fashion.

Our equipment is properly sound insulated and operated strictly in accordance with manufacturers' requirements, guide lines and tolerances.

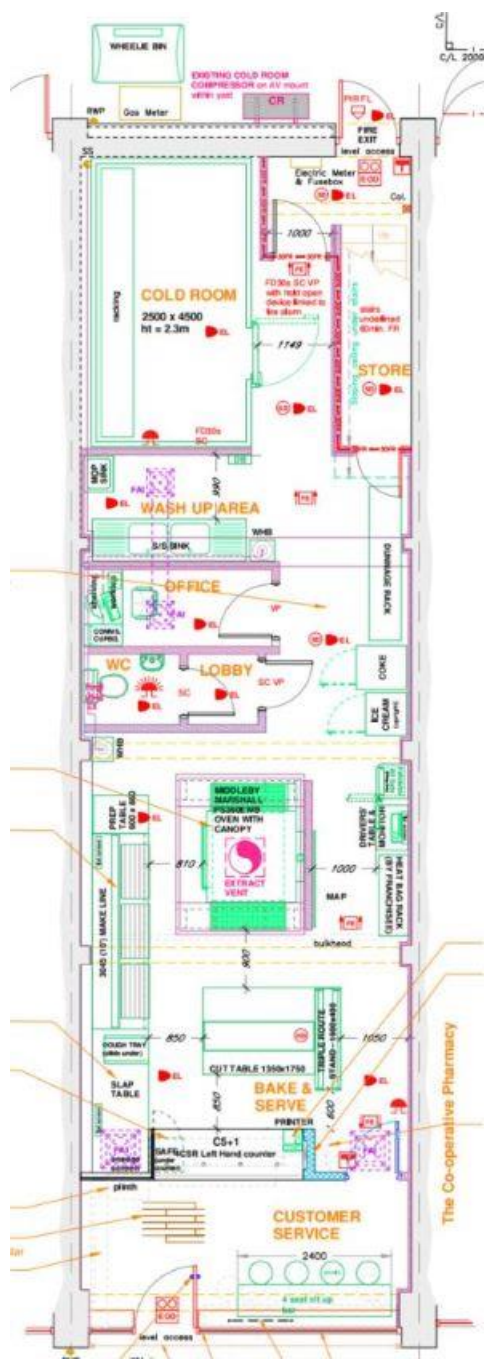
All our air extraction system complies with Building Regulations requirements and is designed to ensure that there is no escape of cooking smells to neighbouring premises.

e) The protection of children from harm

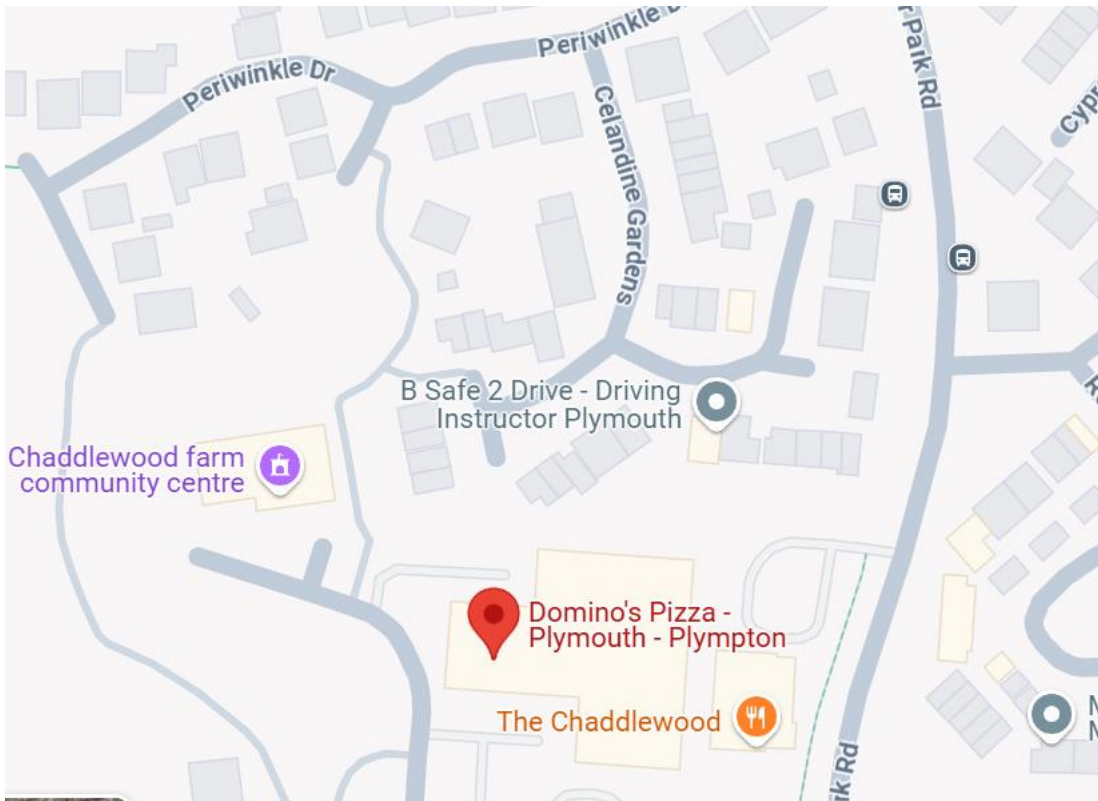
Our store is not licensed for the sale of alcohol.

Because of the nature of the licence for which we are applying and the nature of our business generally, it is most unlikely that a child unaccompanied by an adult would visit our store during the hours for which we are licensed.

APPENDIX B



APPENDIX C



APPENDIX D

I am a Alcohol Licensing Officer for Devon and Cornwall Police and I am in receipt of two applications for Late night refreshment at Domino Chaddlewood and St Budeaux.

To promote the licencing objectives, I would like to expand on the CCTV wording you have proposed on both applications.

The wording I would like to see added is as follows:

A CCTV system shall be installed at the premises, that covers the licensable areas (this should include any external areas), which continually records whilst the premises is open for

licensable activities. At least one camera to be placed on entry/exit points which is capable of

capturing an image suitable for evidential purposes.

• Any CCTV images shall be retained for a period of thirty-one (31) days and be made available

on request to any Police Officer, Police Community Support Officer or responsible authority

as soon as practicable.

• Staff shall be fully trained in the operation of the CCTV and there will be at least one person

on duty during trading hours who is able to show a playback of any incident at the request of

the Police and/or Local Authority.

• Notices informing customers of the operation of CCTV shall be prominently displayed.

If you are happy to accept this, please reply to me stating you do and I will forward it to Plymouth City Council.

This will be for both applications.

Kind regards

Dave

**Police Alcohol Licensing Officer
(Plymouth and Torpoint)**

Mobile: 07730929655

Telephone: 01752 487171

Internal: MS Teams

Alcohol Licensing

Devon & Cornwall Police, Charles Cross Police Station, Hampton Street, Plymouth, PL4 8HG

Appendix E: Table of Responses

Item	Date rec'd	Representation from:	Licensing Objective(s) detailed in representation	Representation details
I	29/03/25	Cllr Ian Poyser Plympton Chaddlewood Ward		<p>I am writing to formally object to the application to vary the premises licence for Domino's Pizza at Unit 5 Chaddlewood District Centre, Glen Road, Plymouth, Devon, PL7 2X</p> <p>The application proposes to extend the hours for late night refreshment between 11:00pm and 5:00am. I wish to object to this on the grounds of public nuisance, which falls under the Licensing Act 2003 objectives.</p> <p>Specifically, I am concerned about the following:</p> <ol style="list-style-type: none"> 1. Noise from extractor fans – The site already produces significant odour and noise from its kitchen ventilation system during standard operating hours. Extending the hours into the early morning will result in an unacceptable increase in disturbance for residents, particularly during typical sleeping hours. 2. Disruption from delivery drivers – The operation relies heavily on delivery drivers arriving and departing frequently, often idling engines and engaging in loud conversations. Late-night activity of this kind, especially in a quiet residential area like Celandine Gardens and surrounding streets, will cause avoidable disturbance. 3. Unsuitability of location – This type of extended-hour operation is more appropriate for a location within a commercial or industrial estate, away from residential housing. Granting this licence risks undermining residents' right to quiet enjoyment of their homes during night-time hours.

				For these reasons, I respectfully request that the Licensing Authority refuse the application.
2	30/03/25	Resident in the vicinity	The prevention of public nuisance.	<p>Dear Sir/ Madam,</p> <p>I have just discovered that Domino's Pizza, Glen Road Chaddlewood has applied for an all night trading license from 23:00 to 05:00!</p> <p>Please do not grant this license for the sake of my health.</p> <p>The side of my house and garden faces the rear of Domino's and its car park. For years I've had to put up with the constant slamming of car doors, employees shouting at each other, loud base music playing from car stereos, car engines being revved at all hours and these noises have plagued my life and my sleep pattern for years.</p> <p>It seems to me that the lion's share of their drivers are of a certain ilk (boy / girl racers).</p> <p>The sound travels / echoes off the buildings, it's like a bowl. During the early hours of the morning this noise will only be amplified.</p> <p>I think it's ridiculous that a pizza shop in a suburban / residential area needs to stay open until 5am Monday to Friday. Where is their market research to show this will be viable in a built-up residential area with local residents living so close?</p> <p>Now i need to bring to your attention the smell. The Domino's extraction cowl is exactly 38 yards and at the same height as my bedroom window. So just imagine trying to sleep in the summer with windows open. If the noise doesn't wake me, the smell certainly will, this is completely unacceptable.</p>

				<p>Our street and the public path directly behind my house serves as the main thoroughfare to Domino's which has the potential to cause even more late night activity, noise and littering.</p> <p>Please do not grant this license.</p>
3	28/03/25	Resident in the vicinity	The prevention of public nuisance	<p>I am writing to express my concerns regarding the application to extend the opening hours of Dominos pizza at Chaddlewood district centre.</p> <p>As a resident xxxxx xxxxx xxxxx xxxxx xxxxx the unit, I have concerns regarding the noise. There are already issues with noise from banging bin lids, bin Lorries and staff congregating in groups at the rear of the unit to smoke and have breaks with conversations getting louder and louder. Music is also a problem coming from the store and from the delivery drivers sitting in their cars.</p> <p>Extending the opening hours will just cause this noise pollution to carry on longer into the night, with the lack of sleep causing my mental health to suffer even more. I am struggling to understand the benefit of having a fast food outlet open until 5am in a residential area.</p> <p>I don't object to fast food outlets as I occasionally use them myself, I just ask for respect to the residents and the neighbourhood that they are in and this does not happen now so I really can't see it improving, despite the promises from the applicant in the application. I'm sure if allowed to open until 5am the staff would have more time on their hands to smoke and chat outside as there won't be many customers at that time of the night.</p> <p>I am asking that you take into account my concerns and reject this application</p>
4	29/03/25	Resident in the vicinity	The prevention of crime and disorder,	<p>I am extremely concerned regarding the extra noise which will come from the unit being open between the hours of 11 pm and 5 am from</p>

			The prevention of public nuisance	customers coming and going from the premises and delivery lorries , which will cause a nuisance to me and the other residents in the street and will effect my sleep. I frequently hear all the current delivery lorries from my house and garden. I am also concerned that there will be extra footfall down Celandine Gardens as customers use the cut through our street to collect their boxed pizzas to take home to eat or to eat down by the community centre. I am also very concerned that Dominos pizza boxes will increase the litter which is currently found down by the Community centre which I regularly pick up. I frequently smell food odours coming from all the current food outlets in Chaddlewood District Centre when I park up my car at my home or walk down my street or have my windows open and I feel that increased opening hours will only increase the odour further. Increased footfall within Celandine Gardens in the early hours of the dark night , between 11 pm and 5 am 7 days a week will increase the likelihood of criminal damage to cars, fencing and our gardens.
5		Resident in the vicinity	The prevention of crime and disorder, Public safety, The prevention of public nuisance, The protection of children from harm	<p>I am writing to formally express my concerns regarding the application to extend the opening hours of Domino's Pizza at Chaddlewood District Centre.</p> <p>As a resident of xxxxx xxxxx, with my property xxxxx xxxxx xxxxx xxxxx xxxxx the unit, I am already experiencing significant noise disturbances. These include the frequent banging of bin lids, noise from waste collection vehicles, and groups of staff gathering at the rear of the premises to smoke and converse, often loudly. Additionally, music from the store and delivery drivers playing music in their cars adds to the disruption.</p> <p>Extending the opening hours will only prolong this noise pollution further into the night, directly impacting my quality of sleep and, in turn, my mental well-being. I struggle to see the necessity of a fast-food outlet operating until 5 a.m. in a residential area, especially when the current situation already demonstrates a lack of consideration for nearby residents.</p>

				<p>I do not object to fast-food establishments, as I occasionally use them myself, but I do expect them to operate with respect for the surrounding community. Unfortunately, this respect is already lacking, and I have little confidence that extending the hours will lead to any improvement—despite the assurances made in the application. If anything, the later hours may provide staff with more opportunities to gather outside, causing further disturbances at a time when most residents are trying to sleep.</p> <p>I am concerned that noise nuisance will increase between these proposed hours - e.g. cars continually running engines, banging of car doors and loud music from cars.</p> <p>I have concerns that people using the premises between the hours of 11pm/5am will be under the influence of alcohol or drugs with no regard to noise or peoples property which could lead to an increase in crime and damage to cars and or property.</p> <p>There are many children and young people in the nearby residential area and I am concerned about the extra footfall that this will create, and will wake young children and cause sleep disturbance, which will have an effect on their education and mental health . I feel that this will also encourage young teenagers to congregate and cause anti social behaviour which will disturb local residents but also cause the police to take action.</p> <p>I am concerned about the environmental effect with the increased amount of rubbish that will occur.I urge you to take my concerns into account and reject this application in the interest of preserving the well-being of local residents.</p>
--	--	--	--	---