

6 November 2019

Our Ref: L/LIC/AS

Your Ref:

The Clerk
Argyll & Bute Licensing Board
Kilmory
DX599700
LOCHGILPHEAD
PA31 8RT



Argyll & West Dunbartonshire
'L' Division Headquarters
Stirling Road
DUMBARTON
G82 3PT

Tel: 01389 822033

Dear Sir

**LICENSING (SCOTLAND) ACT 2005: SECTION 29
APPLICATION FOR VARIATION OF A PREMISES LICENCE
APPLICANT: WAITROSE LIMITED
PREMISES: WAITROSE CARDROSS ROAD HELENSBURGH G84 7LB**

I refer to the above and to your recent correspondence requesting information of any actions taken following the Crime Prevention Survey carried out by Police Scotland; any person(s) detected for Theft by Shoplifting; and any further incidents since the Licensing Board on 3 September 2019. The following is provided for your information:

1/ A Crime Prevention Survey was carried out on 18 September 2018 and provided to the premises. Licensing department staff attended the premises on 12 September 2019 and were provided with following update on recommendations made from report;

- All Waitrose stores have the same product layout and changes are not permitted as per decree of Head Office;
- Waitrose now has Self-Check Out (SCO) staff trained in loss management. SCO staff make eye to eye contact with their customers and engage with anyone who appears suspicious in their behaviour;
- A member of staff works within the wine section from 10am to 7pm and lunch breaks are covered by another member of staff. Management and staff are directed to walk around the store taking particular route around the alcohol section;
- There is now a SCO welcome desk within the premises. Also Friday, Saturday and Sunday there is a service ambassador to help customers with any enquires;
- Waitrose has installed a mirror to provide better coverage due to a blind spot being identified within the alcohol area, stated this has been positive;
- If Waitrose note a known shoplifter within the premises they will have CCTV monitor them if possible. Also have staff make eye to eye contact with them;

- Replaced three light bulbs outside which has helped with footage of CCTV; Also Waitrose own Crime Prevention Team is looking at adding further CCTV to the petrol station that will allow VRMs to be picked out;
- Tags are being placed on items valued over £20 and under if common product that is stolen. Although no alarm fitted – deterrent only;
- New signage at front door warning 'Thieves will be prosecuted' and 'SMART WATER'.

2/ The number of detected theft by shopliftings reported within Appendix A is as follows;

2017 – 8 incidents with 5 undetected

2018 – 9 incidents with 6 undetected

2019 – 4 incidents with 3 undetected

3/ There have been 2 reported incidents of theft by shoplifting reported since last licensing meeting. They are as follows;

The first incident included the following items stolen:

- 4 x bottles 7 year Old Grouse Whisky – valued £66.00
- 2 x litres Old Grouse Whisky – valued £23.00
- 1 x bottle Black Label Whisky – valued £28.50
- 1 x bottle Monkey Shoulder Whisky – valued £27.00
- 2 x bottles Bells 7 year Old Whisky – valued £32.00
- 1 x bottle Waitrose 1 litre blended Whisky – valued £20.00
- 2 x bottles Smirnoff Vodka – valued £32.00
- 2 x litre bottles Vodka – valued £37.50
- 4 x Absolut Raspberry Vodka – value £80.00
- 1 x Jim Bean single barrel Whisky – Value £37.00

The total value of alcohol stolen totalled £383. The circumstances are between 1.30pm and 2pm on Tuesday 17 September 2019 a male entered the premises removed items and left without being challenged. The male attempted to sell the alcohol to members of the public who thereafter informed staff. To date no-one has been detected and alcohol was not recovered.

The second incident included theft of alcohol to the value of £273.50p, items not listed. The circumstances are that around 5.05pm on Monday 23 September 2019 a male entered premises lifted items and left without making payment. On the morning of Wednesday 25 September 2019, the Deputy Branch Manager was reviewing CCTV in relation to a separate incident when they observed the theft by shoplifting. Alcohol was not recovered.

I trust this information will be of assistance to you.

Yours faithfully

A handwritten signature in black ink, appearing to read 'John Paterson', with a long horizontal stroke extending to the right.

John Paterson
Divisional Commander