#### NORWICH CITY COUNCIL

### **Report for Resolution**

Report To Licensing Sub-Committee

1 February 2010

Report of Head of Legal, Regulatory & Democratic Services

Subject Licensing Act 2003:

Application for the Grant of a Premises Licence -

Kim's Food and News 142 Dereham Road

Norwich NR2 3AB

### **Purpose**

Members are asked, in accordance with the delegation of licensing functions contained in the Norwich City Council Statement of Licensing Policy (Licensing Act 2003), to consider the application to grant a Premises Licence in respect of Kim's Food and News 142 Dereham Road Norwich NR2 3AB following the receipt of Interested Party objections.

### Recommendation

That Members determine the application to grant a Premises Licence in respect of Kim's Food and News 142 Dereham Road Norwich NR2 3AB in accordance with the:

- Licensing Act 2003;
- Guidance issued under Section 182 of the Licensing Act 2003; and
- Norwich City Council Statement of Licensing Policy.

### **Financial Consequences**

The financial consequences for this report are nil.

### Corporate Objective/Service Plan Priority

The report helps to achieve the service plan priority of protecting the interests of the public through the administration of the licensing function.

Contact Officer lan Streeter

**Phone No 212439** 

### **Background Documents**

The Licensing Act 2003
Guidance issued under Section 182 of the Licensing Act 2003
Norwich City Council Statement of Licensing Policy

# 1.0 The Application

- 1.1 The applicant is J-Meck Retail Limited Silver Stores 102 Silver Street Norwich NR3 4TU.
- 1.2. The premises are a local convenience store with a retail selling space in excess of 300 square feet.
- 1.3 This grant application seeks to allow the sale by retail of alcohol at the premises.
- 1.4 The details of the Operating Schedule are as follows:
- 1.4.1 The Licensable Activities are:
  - Sale by Retail of Alcohol (for consumption off the premises only)
- 1.4.2 The proposed standard days and hours for the licensable activities are:

Sale by Retail of Alcohol

05:30 - 22:00

Mon - Sun

1.4.3 The opening hours requested are:

05:30 - 22:00

Mon - Sun

1.4.4 The steps proposed by the applicant to support the Licensing Objectives are attached to the report as Appendix A.

# 2. Relevant Representations

2.1 The responses from the Responsible Authorities are as follows:

Police – No representations.

Environmental Services - No representations.

Fire Officer - No representations.

Planning Officer – No representations.

Area Child Protection Committee - No representations.

Trading Standards – No representations.

- 2.2 Two representations objecting to the application have been received from Interested Parties with concerns relating mainly to the licensing objectives of the Prevention of Crime and Disorder and the Prevention of Public Nuisance. Copies of these representations are attached to the report at Appendix B.
- 2.3 A site map of the area identifying the application premises is attached as Appendix C. A more detailed map of the area detailing the Interested Party address will be available at the meeting.

# 3.0 Norwich City Council Statement of Licensing Policy

3.1 Attached at Appendix D are the elements of the City Council's local Licensing Policy which are considered to have a bearing upon the application:

# 4.0 National Guidance (issued under section 182 of the Licensing Act 2003)

4.1 Attached at Appendix E are the elements of the National Guidance issued by the Secretary of State that are considered to have a bearing upon the application.

# 5.0 Summary

5.1 The Sub-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.

- 5.2 In making its decision, the Sub-Committee is also obliged to have regard to guidance issued under Section 182 of the Licensing Act 2003 (National Guidance) and the Council's own local licensing policy. The Sub-Committee must also have regard to all of the representations made and the evidence it hears.
- 5.3 The Sub-Committee must take such of the following steps as it considers necessary for the promotion of the licensing objectives:
  - Grant the application as asked;
  - Modify the conditions of the licence by altering or omitting or adding to them:
  - Reject the whole or part of the application
- 5.4 The Sub-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 necessary in order to promote the licensing objectives.
- 5.5 The representations received from the Interested Parties appear to relate to issues that fall under the licensing objectives of the prevention of crime and disorder and the prevention of public nuisance. The Sub-Committee is directed to paragraphs 21 and 25 of the local licensing policy at Appendix D which contain examples of factors that impact on the licensing objectives of the prevention of crime and disorder and the prevention of public nuisance that the applicant could consider when addressing these issues. These paragraphs also contains examples of control measures that may be taken

into account in operating schedules having regard to the type of premises and/or the licensable activities.

5.6 Insofar as the issue of licensing hours is concerned, the Sub-Committee is directed to paragraph 10.21 of the national guidance, which states that shops, stores and supermarkets should normally be free to provide sales of alcohol for consumption off the premises at any times when the retail outlet is open for shopping unless there are good reasons, based on the licensing objectives, for restricting those hours. For example, a limitation may be appropriate following police representations in the case of some shops known to be a focus of disorder and disturbance because youths gather there.

Paragraph 13.41 of the national guidance states that licensing hours should not inhibit the development of evening and night-time local economies, and that providing consumers with a greater choice and flexibility is an important consideration. However, this should always be carefully balanced against the duty to promote the four licensing objectives and the rights of local residents to peace and quiet. The Sub-Committee is also directed to paragraph 31.7 a) of the local licensing policy, authorising the restriction of licensing hours, where the licensing authority believes, on the basis of representations, that to not do so would exacerbate public nuisance.

The Committee must decide whether there is a strong enough case for the restriction of licensing hours, based on the representations made, to promote the licensing objectives.

5.7 The Sub-Committee is also reminded of the contents of appendices 2 and 4 of the local licensing policy (not re-produced in this report) that contain pools of model conditions relating to the prevention of crime and disorder and the prevention of public nuisance.

APP6~101% objectives:

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

a) General - all four licensing objectives (b,c,d,e) (please read guidance note 9)

CCTV SYSTEM WITH RECORDING FACILITIES TO BE IN PLACE AT SITE, APPROPRIATE STAFF TRAINING TO BE SATISFACTORILY COMPLETED AND RECORDED. TRAINING RECORDS CAN BE MADE AVAILABLE FOR INSPECTION UPON REASONABLE REQUEST BY A RELEVANT OFFICER OF A RESPONSIBLE AUTHORITY. APPROPRIATE TRAINING MANUAL, REFUSALS BOOK, CHALLENGE 21 AND PASS ACCREDITED PROOF OF AGE INITIATIVE TO BE OPERATED BY ALL STAFF.

b) The prevention of crime and disorder

CCTV SYSTEM WITH RECORDING FACILITIES TO BE IN PLACE AT SITE, SPIRITS LOCATED BEHIND THE COUNTER, APPROPRIATE STAFF TRAINING TO BE SATISFACTORILY COMPLETED AND RECORDED. TRAINING RECORDS CAN BE MADE AVAILABLE FOR INSPECTION UPON REASONABLE REQUEST BY A RELEVANT OFFICER OF A RESPONSIBLE AUTHORITY.

c) Public safety

CCTV SYSTEM WITH RECORDING FACILITIES TO BE IN PLACE AT SITE.

d) The prevention of public nuisance

APPROPRIATE STAFF TRAINING TO BE SATISFACTORILY COMPLETED AND RECORDED. TRAINING RECORDS CAN BE MADE AVAILABLE FOR INSPECTION UPON REASONABLE REQUEST BY A RELEVANT OFFICER OF A RESPONSIBLE AUTHORITY.

e) The protection of children from harm

APPROPRIATE STAFF TRAINING TO BE SATISFACTORILY COMPLETED AND RECORDED. TRAINING RECORDS CAN BE MADE AVAILABLE FOR INSPECTION UPON REASONABLE REQUEST BY A RELEVANT OFFICER OF A RESPONSIBLE AUTHORITY. CHALLENGE 21, REFUSALS BOOK, SPIRITS LOCATED BEHIND THE COUNTER AND PASS ACCREDITED PROOF OF AGE INITIATIVE TO BE OPERATED BY ALL STAFF.



Norwich City Council Licensing Office, City Hall, Norwich, NR2 1NH.

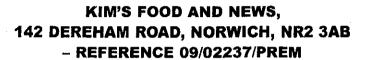
Organisational Development
3 0 DEC 2009

Post Room

117 Gladstone Street, Norwich NR2 3BJ

Telephone: I

December 28, 2009





Dear Mr Street,

With reference to the above licensing application I would like to point out my concerns as follows:

#### To prevent crime and disorder

We object to another alcohol-selling premises in our local vicinity. As well as numerous public houses we have the Co-operative Store, The Wine Warehouse and The Majestic. These have contributed to the crime and disorder that we experience in Distillery Square.

### **Public safety**

Gladstone Street is permit-parking and parking is already very limited. There are double yellow lines on both sides of the shop and this leads to passing trade parking illegally.

#### To prevent public nuisance

This will encourage more people to congregate on the street corner, as they already do in Distillery Square. The constant slamming of car doors late at night would be a disturbance to local residents.

#### To protect children from harm

It should be taken into consideration that there is a prep school and a home for vulnerable people opposite the shop.

#### Please suggest any congestions that would alleviate your concern

If a licence were to be granted residents' concerns should be taken into consideration as this is our home. We propose that the shop should only be open from 5.30am to 8pm, Mondays to Saturdays, and no longer than 5.30am to 4pm on Sundays.

Yours faithfully.

Michael and Daphne Dell

# Norwich City Council Licensing Authority Licensing Act 2003



# Statement of support or objection to an application for a premises licence

our name/organisation name/name of body you represent (see note 1)	HRPA + MRS ON DUCKER
Postal address	148 DEREHAM ROAD NORWICH NRZ 3AB
Email address Contact telephone number	

Name of the premises you wish to support or object to	KIM'S FOOD AND NEWS
Address of the premises you wish to support or object to.	142 DEREHAN ROAD WORWICH NRZ3AC

Your support or objection must relate to one of the four Licensing Objectives (see note 2) Licensing Objective Please set out your support or objections below. Please use separate sheets if necessary we are concerned that the premises could be targeted for burglary with possibly significant amounts of alcohol held on site. (control. on To prevent crime and disorder **Public safety** Parking in this area is already. shotched particularly in the evening when residents return home. additional vehicles stopping at random would only exacerbate. The premises are sulvated on a corner To prevent public nuisance forecout area which may gathering point. The potential is of concern in a residential area the newspaper delivery service is To protect children from harm

Please suggest any conditions which would alleviate your concerns.	

Signed:

Date: 2/01/10

Please see notes on reverse

# To prevent crime and disorder (contd).

There is already one off-licence within easy walking distance plus two supermarket outlets. There are occasions when individuals are seen to be lintering in these areas.

# To protect children from ham (contd.)

off-licence customers, both early and later in the day since proposed licenced how are from 5.30 a.m.

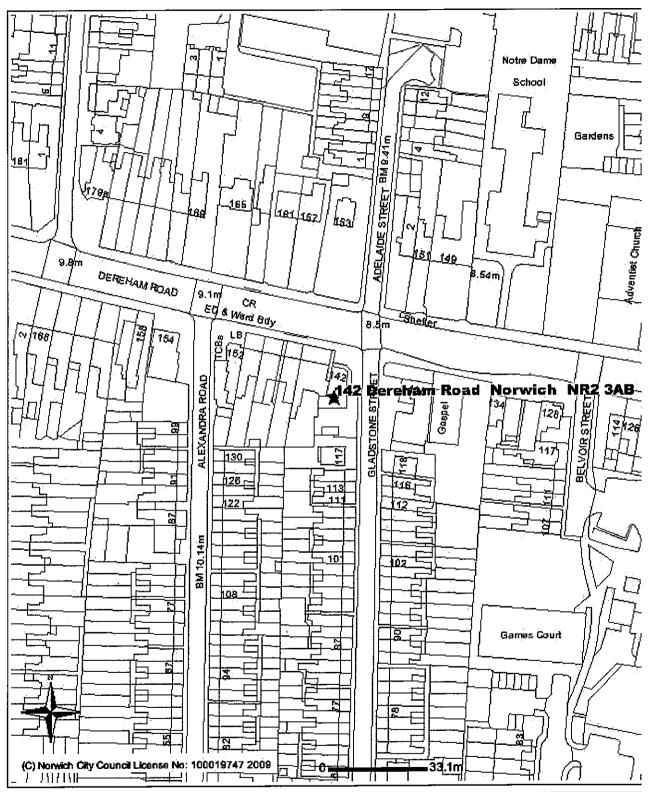




Norwich City Council

Tel: 01603 212212 info@norwich.gov.uk

### Kim's Food & News 142 Dereham Road



Scale: 1:1250

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# APPENDIX D

# **Local Policy considerations**

- 1.0 Introduction
- 1.4 The 2003 Act requires the Council to carry out its various licensing functions so as to promote the four licensing objectives. These are:
  - The Prevention of Crime and Disorder
  - Public Safety
  - The Prevention of Public Nuisance
  - The Protection of Children from Harm
- 1.5 The 2003 Act also requires that the Council publishes a 'Statement of Licensing Policy' that sets out the policies the Council will generally apply to promote the Licensing Objectives when making decisions on applications made under the Act.
- 2.0 Consultation and Links to other Policies and Strategies
- 2.7 So far as possible, the Council will avoid duplication with other regulatory regimes, and will not to use its powers under the Licensing Act 2003 to achieve outcomes that can be achieved by other legislation and other enforcement agencies.
- 3.0 Applications for Licences
- 3.2 Applicants must address the four licensing objectives in their operational plan. The operating plan must have regard to the nature of the area where the premises are situated, the type of premises, the licensable activities to be provided, operational procedures and the needs of the local community. The operating schedule must demonstrate how the premises will be "good neighbours" both to residents and to other venues and businesses.
- 3.3 Applicants must provide evidence that suitable and sufficient measures, as detailed in their operating schedule, will be implemented and maintained, relevant to the individual style, location and characteristics of their premises and activities. They must also also indicate if additional measures will be taken on an occasional or specific basis, such as when a special event or promotion is planned, which is, for example, likely to attract larger audiences.
- 4.0 Representations
- 4.1 "Responsible Authorities" will be asked to consider all applications and to make representations to the Council, if they relate to the promotion of the four licensing objectives and particularly in respect of applications which, might be

regarded as contentious. Representations must be evidentially based and the organisation should attend any hearing when the application is being considered.

- 4.2 The Council will consider all representations from any "Interested Party" (see Appendix 7), or their representative, which should preferably be evidentially based and supported by attendance at any hearing at which the application is being considered.
- 4.3 A representation, will only be accepted by the Council if it is 'relevant', in that it must relate to the likely effect of granting the licence on the promotion of at least one of the four licensing objectives. Representation's, which are regarded as being frivolous or vexatious, will not be considered, and in the case of a review of a licence, any representation which is regarded as repetitious, will also not be considered. A decision as to whether a representation is frivolous, vexatious or repetitive will be made by an officer of the Council.
- 5.0 Conditions attaching to Licences
- 5.1 Where relevant representations are made, the Council will make objective judgments as to whether conditions may need to be attached to the premises licence to secure achievement of the licensing objectives. Any conditions arising as a result of representations will primarily focus on the direct impact of the activities taking place at licensed premises, on those attending the premises, and members of the public living, working or engaged in normal activity in the area concerned, and will cover matters that are within the control of individual licensees.
- 5.2 All applications will be considered on an individual basis and any condition attached to such a licence, will be tailored to each individual premises, in order to avoid the imposition of disproportionate or burdensome conditions on those premises. Therefore, mandatory conditions, will only be imposed where they are necessary for the promotion of the licensing objectives.
- 8.0 The Impact of Licensed Premises
- 8.1 When considering whether any licensed activity should be permitted, and a relevant representation has been received, the likelihood of it causing unacceptable adverse impact will be assessed by taking into account relevant matters including:
  - the type of use, the number of customers likely to attend the premises and the type of customers at the time of the application;
  - the proposed hours of operation;
  - the level of public transport accessibility for customers either arriving or leaving the premises and the likely means of public or private transport that will be used by the customers;

- the means of access to the premises including the location of customer entrances and exits;
- the level of likely car parking demand on principal roads and surrounding residential streets and its effect on local residents, in comparison with the existing situation, and the effect on residential parking and emergency access;
- · the frequency of the licensable activity.

With any adverse impact it may be possible to take steps to mitigate or prevent the impact and if such measures are reliable an activity may be licensed.

- 13.0 Management of Licensed Premises
- 13.1 A Premises Supervisor must be specified in the Operating Schedule for a premises, in which alcohol will be sold ('Designated Premises Supervisor' DPS). The DPS will have responsibility for running the premises on a daily basis. They should normally be present on the licensed premises on a regular basis. In addition to the DPS holding a personal licence, they should either undergo additional training, or to be able to demonstrate they have the experience commensurate with the size, capacity, nature and style of the premises and licensable activities to be provided.
- 13.2 There must be proper management arrangements in place in all licensed premises, whether or not alcohol is sold or not, which will ensure there is an appropriate number of responsible, trained/instructed persons at the premises to provide the proper management of the premises, the activities taking place and compliance with all statutory responsibilities and the terms and conditions of the premises licence.

### LICENSING OBJECTIVES

- 21.0 Objective Prevention of Crime and Disorder
- 21.1 Section 17 of the Crime and Disorder Act 1998 introduced a wide range of measures for preventing crime and disorder and imposed a duty on the City Council, and others, to consider crime and disorder reduction in the exercise of all their duties. The Licensing Act 2003 reinforces this duty for local authorities.
- 21.2 The promotion of the licensing objective, to prevent crime and disorder, places a responsibility on licence holders to become key partners in achieving this objective. Applicants will be expected to demonstrate in their operating schedule that suitable and sufficient measures have been identified and will be implemented and maintained to reduce or prevent crime and disorder on and in the vicinity of their premises, relevant to the individual style and characteristics of their premises and the licensable activities at those premises.

21.3 When addressing the issue of crime and disorder, the applicant should demonstrate that all those factors that impact on crime and disorder have been considered. These include:

Underage drinking

Drunkenness on premises

Public drunkenness

Keeping Illegal activity like drug taking and dealing, offensive weapons and sales of contraband or stolen goods away from the premises.

Preventing disorderly and potentially violent behaviour on and outside the premises.

Reducing Anti-social behaviour and Disorder inside and outside the premises

Litter

Unauthorised advertising

Protecting people and property from theft, vandalism and assault

Guard against glasses and bottles being used as weapons or causing accidents.

21.4 The following examples of control measures are given to assist applicants who may need to take account of them in their operating schedule, having regard to their particular type of premises and/or licensable activities:

Effective and responsible management of premises

Training and supervision of staff

Employ sufficient numbers of staff to keep numbers down of people awaiting service

Provide sufficient seating for customers

Patrols of staff around the premises

Ensure sufficient lighting and visibility, removing obstructions if necessary, to discourage illegal activity.

Introduce an entry policy – making people aware of it – and apply it consistently and fairly

Implement a search policy to prevent drugs, offensive weapons etc being brought onto the premises

Implement effective management of entrance queues – incorporating barriers if necessary

Adoption of best practice guidance e.g. Safer Clubbing, the National Alcohol Harm Reduction Strategy Toolkit, Minor Sales Major Consequences, Clubbing against Racism and other voluntary codes of practice, including those relating to drinks promotions e.g. The Point of Sale Promotions published by the British Beer and Pub Association (BBPA), Security in Design published by BBPA and Drugs and Pubs, published by BBPA

Acceptance of accredited 'proof of age' cards e.g. Portman proof of age cards, Citizencard, Connexions Card and/or 'new type' driving licences with photographs, or passports

Provision of effective CCTV in and around premises

Employment of Security Industry Authority licensed door staff to manage the door and minimize disorder

Ensure glasses are collected on an on going basis, make regular inspections for broken glass and clear up.

Provision of toughened or plastic drinking vessels and bottles

Provision of 'bottle bins' inside the premises and near exits.

Provision of secure, deposit boxes for confiscated items i.e. Operation Enterprise Drug and Weapon Amnesty Safe's

Information displayed for staff and customers on Drug Awareness including the 'spiking' of drinks with drugs.

Provision of litterbins and other security measures, such as lighting, outside premises

Membership of local 'Pubwatch' schemes or similar accreditation schemes or organizations ie Operation Enterprise.

Responsible advertising

Distribution of promotional leaflets, posters etc.

Drug Seizure Kits (available from Norfolk Police Operation Enterprise)

Member of the 'NiteLink' radio scheme

Working in partnership with the SOS Bus scheme

Ban known offenders and share information with other licensed premises in the area

Implement a dispersal policy

Introduce a 'closed door' policy, with attendance prohibited for new customers 2-3 hours before licensable activities finish

### 25.0 Objective - Prevention of Public Nuisance

- 25.3 Applicants should be aware that stricter conditions, including controls on licensing hours for all or some licensable activities will be applied, where licensed premises are in residential areas or where their activities may impact on residents or other business premises, and where relevant representations have been received. Conversely, premises for which it can be demonstrated have effective measures to prevent public nuisance, may be suitable for longer opening hours.
- 25.7 When addressing the issue of prevention of public nuisance, the applicant must demonstrate that those factors that impact on the likelihood of public nuisance have been considered. These may include:
  - the location of premises and proximity to residential and other noise sensitive premises, such as hospitals, hospices, care homes and places of worship
  - the hours of opening, particularly between 23.00 and 07.00
  - the nature of activities to be provided, including whether those activities are of a temporary or permanent nature and whether they are to be held inside or outside premises
  - the design and layout of premises and in particular the presence of noise limiting features
  - the occupancy capacity of the premises
  - the availability of public transport
  - 'wind down period' between the end of the licensable activities and closure of the premises

- last admission time
- · Preventing litter and refuse becoming an eyesore
- Consideration of local residents that they are not upset by loud or persistent noise or by excessive light.
- Preventing cars attending an event or premises from causing a noise nuisance and congestion, and from taking up local people's parking spaces.
- Avoid early morning or late night refuse collections
- Avoiding emptying bins into skips, especially if they contain glass, either late at night or early in the morning
- 25.8 The following examples of control measures are given to assist applicants who may need to take account of them in their operating schedule, having regard to their particular type of premises and/or activities:
  - Effective and responsible management of premises
  - Appropriate instruction, training and supervision of those employed or engaged to prevent incidents of public nuisance, e.g. to ensure customers leave quietly
  - Fit prominent signs requesting that customers respect local residents and leave guietly
  - Control of operating hours for all or parts (e.g. garden areas) of premises, including such matters as deliveries i.e not too early in the morning
  - Adoption of best practice guidance (e.g. Good Practice Guide on the Control of Noise from Pubs and Clubs, produced by Institute of Acoustics, Licensed Property: Noise, published by BBPA)
  - Installation of soundproofing, air conditioning, acoustic lobbies and sound limitation devices
  - Management of people, including staff, and traffic (and resulting queues) arriving and leaving premises
  - Liaison with public transport providers
  - · Siting of external lighting, including security lighting
  - Management arrangements for collection and disposal of waste, empty bottles etc.
  - Effective ventilation systems to prevent the emission of unwanted odours
  - Take away packaging to include the name and address of the premises on it.
  - Capacity levels for Fast Food Outlets
  - Introduce a chill out area with coffee and mellow music where customers can settle before leaving
  - Introduce a 'closed door' policy, with attendance prohibited for new customers 2-3 hours before licensable activities finish.
    - where the supply of alcohol for consumption on the premises is the exclusive or primary purpose of the services provided at the premises.

### SECTION E - Hours of Trading

- 31.7 The policy options which will be applied to applications for premises licences where the sale or supply of alcohol for consumption on the premises is proposed, are as follows:
  - a) The Council will consider restricting the hours if it believes, on the basis of representations made, that not doing so would lead to or exacerbate problems of crime, disorder or public nuisance.
  - b) Where no relevant representations are received from either a responsible body or an interested party, the application will be granted in accordance with the terms of the operating schedule.
  - c) Where relevant representations are received from either a responsible body or an interested party, and those representations relate to the hours of trading then subject to (a) above, the Council will consider restricting the hours in relation to any of the licensable activities for which a licence is being sought, provided it is considered necessary to do so in order to promote one or more of the licensing objectives which may not be achieved without such restrictions. The Council may impose different restrictions on hours for different licensable activities and for different days of the week.

# APPENDIX E

# National Guidance (issued under section 182 of the Licensing Act 2003)

### Where representations are made

- 9.4 "...it is for the licensing authority to decide in the first instance whether or not representations are relevant. This may involve determining whether they have been made by an interested party and whether or not, for example, an individual making a representation resides or is involves in business "in the vicinity" of the premises concerned."
- 9.5 "...licensing authorities should consider whether the individuals residence or business is likely to be directly affected by disorder and disturbance occurring or potentially occurring on those premises or immediately outside the premises."

### Hours of trading

10.21 Shops, stores and supermarkets should normally be free to provide sales of alcohol for consumption off the premises at any times when the retail outlet is open for shopping unless there are good reasons, based on the licensing objectives, for restricting those hours. For example, a limitation may be appropriate following police representations in the case of some shops known to be a focus of disorder and disturbance because youths gather there.

### Standardised Conditions

13.20 "...statements of policy should make it clear that a key concept underscoring the 2003 Act is for conditions to be tailored to the specific premises concerned. This effectively rules out standardised conditions...However, it is acceptable for licensing authorities to draw attention in their statements of policy to pools of conditions which applicants and others may draw on as appropriate."

### The Scope of the Licensing Act 2003

- 13.16 "...licensing is about regulating licensable activities on licensed premises...and the conditions attached to various authorisations will be focused on matters which are within the control of individual licensees and others with relevant authorisations, i.e. the premises and its vicinity."
- 13.17 "...whether or not incidents can be regarded as being "in the vicinity" of licensed premises is a question of fact and will depend on the particular circumstances of the case."

### Licensing Law and the Control of Anti-Social Behaviour

13.18 "...licensing law is not the primary mechanism for the general control of nuisance and anti-social behaviour by individuals once they are away from the licensed premises."

### **Licensing Hours**

### **Extended Opening Hours**

- 13.40 "...flexible licensing hours for the sale of alcohol can help to ensure that the concentrations of customers leaving premises simultaneously are avoided. This can help to reduce the friction at late night fast food outlets, taxi ranks and other sources of transport which lead to disorder and disturbance."
- 13.41 "...the Government wants to ensure that licensing hours should not inhibit the development of thriving and safe evening and night-time economies."

### Consideration for Residents

13.41 "...providing consumers with greater choice and flexibility is an important consideration, but should always be balanced carefully against the duty to promote the four licensing objectives and the rights of local residents to peace and quiet."