

Appendix E

Dear Ross

It was good to meet you today. Thanks so much for coming in to chat – I hope the fish and chips were good.

I really enjoyed getting to know you a bit, and hearing about your journey into retail. It was interesting to get an insight into the trials and triumphs of your South Street store, and I am really grateful to you for sharing your experiences, your wisdom and your expertise. It was good to walk round our site together and to be able to point out some of the most challenging spots on the edges of our city-centre campus. It was interesting to hear that you are similarly affected by and frustrated by illegal/anti-social behaviour, and of the steps you are taking to minimise this. Thank you for taking the time to walk the site, and allowing me to show you the music practice rooms where much of the day-time activity from the Kalendar Hall wall is felt most acutely, and for sharing that you weren't aware of the full scope of this behaviour prior to reading the report.

I was reassured by our meeting and by your comments about wanting to work together to find the same positive outcomes. I hope you came away knowing that this feeling is reciprocated. It is great that we have agreed to keep in touch.

Thank you for the advice that you offered on some of the specific issues, and how you might approach bringing about some short-term solutions to some of the difficulties we are experiencing. In particular, I have noted the practical suggestions to:

- Replicate the black fencing outside our Evans building onto the other side of the protruding wall, thereby removing the alcove currently used as a toilet
- Put the boarding on the inside of the Kalendar Hay Lane gate
- Consider a roller shutter on the outside of Kalendar Hall to remove the alcove outside of school hours. Your thought is that we would not require consent for this.
- Confirm our wish to join the ebac scheme

You shared with me that your staff are trained to: check to see if the alcohol purchased in the store is consumed on the wall outside the store which runs along Kalendar Hall; where this is the case, those individuals are given one chance only – and will not be served alcohol again by your team. Thank you.

As a result of our discussions, you have offered to change the hours during which you sell alcohol. You currently start at 6am, and your suggestion was that it may be the case that individuals are buying alcohol at 6am, consuming it and then littering/urinating/smashing the bottles/behaving in an antisocial manner before 8am – before the streets have been swept/police patrols have begun etc – at which point the school opens and finds the evidence of/bears the brunt of these behaviours. You offered to restrict the sale of alcohol until 8am, by which time the school will have opened. I think this is an excellent step forward, and a good example of responsible business-ownership and a community-minded approach. Thank you. I understand that the sale of alcohol up until 2am is a major source of revenue for you, that being the time when students are leaving pubs/clubs etc. I was interested to learn that during these times, known individuals who are seeking alcohol or antisocial behaviour are less likely to be in and around the store as they are deterred by the presence of groups of students.

Let's stay in touch with each other, and I hope you will come and visit the School again next term so we can keep our dialogue going. You will be very welcome indeed.

Yours with good wishes

Appendix E

James

Confirmation of Agreed Voluntary Changes from Ross Newham, Newham Stores

Dear Nigel,

As discussed with the Cathedral School, I offered to voluntarily change the start time for alcohol sales to 8am daily, to reduce any potential impact before they open up the school each day. Additionally, to deter any undesirables purchasing single cans to consume on the street, I removed the option to split 4 packs down on Strongbow, San Miguel and Desperados (they were the only single cider/beer can options anyway). I made this change with immediate effect. I'm happy to carry this policy on, with no intention of reverting back, but I'd like this to remain a voluntary condition as opposed to one mandated on my license. I cite that close-by rivals Sainsburys in the Guildhall and Tesco on the High Street have 6am licenses, but don't use them, along with no restriction on super-strength alcohol sales.

Regards, Ross Newham.