
Re: Application number 162681

From Licensing <licensing@dorsetcouncil.gov.uk>

Date Thu 30/10/2025 10:48

To [REDACTED]

Dear [REDACTED] following your representation to the new premises licence application for Rivers Edge, Wimborne, I forwarded your comments to the applicant, and they have responded with the following:

Thank you very much for taking the time to share your concerns regarding our application for a new premises licence for The Rivers Edge. We completely understand and respect the importance of maintaining the peace and character of the local area.

By way of background, we have successfully operated two restaurants in Wimborne on West Borough for over 15 years. During this time, we have built a strong reputation for running responsible, well-managed establishments that are considerate of our neighbours and the community around us. We are fully committed to doing the same at The Rivers Edge.

To reassure you, we will be implementing a range of measures to ensure the premises operates safely and responsibly, including:

Challenge 25 Policy: Strictly operated at all times, accepting only recognised photographic ID such as a driving licence, passport, or PASS card.

- Clear Signage: Prominent signs displayed throughout the premises advising customers of our age verification and CCTV policies.*
- Staff Training: All staff involved in alcohol sales will receive comprehensive training on the law, age verification, and responsible service. Refresher training will take place every six months, with records kept for inspection.*
- Incident and Refusals Log: A detailed log will be maintained to record any refusals, complaints, or incidents, available to the police or local authority on request.*
- CCTV System: A high-quality CCTV system will cover all key areas, recording whenever the premises is open. Recordings will be stored for 28 days and can be made available immediately to authorised officers. Weekly checks will ensure the system is fully operational.*

We also recognise your concerns regarding parking. We will be encouraging all evening guests to use the nearby Westfield pay and display car park and to walk through to the restaurant from there. Of course, as with any venue, some individuals may still try to park closer, but we will monitor the situation closely and continue to encourage considerate parking through signage and staff reminders.

Our goal is to run a venue that adds to the charm of the riverside setting — offering high-quality dining in a relaxed and respectful atmosphere — while being a good neighbour to those who live nearby.

Please don't hesitate to get in touch if you'd like to discuss anything further or visit us to see our plans in more detail. We'd be very happy to talk things through.

Dorset Police, who are a consultee on premises licence applications have also requested conditions be added to the licence if it were to be granted:

1. *Challenge 25 shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport, or holographically marked PASS scheme identification cards.*
2. *Appropriate signage advising customers of the age verification policy shall be prominently displayed in the premises.*
3. *All staff involved in the sale of alcohol shall receive training on the law relating to prohibited sales, the age verification policy adopted by the premises and the conditions attaching to the premises licence. Refresher training shall be provided at least once every 6 months. A record shall be maintained of all staff training and that record shall be signed by the person receiving the training and the trainer. The records shall be kept for a minimum of 12 months and made available for inspection by police, licensing or other authorised officers.*
4. *An incident and refusal log shall be kept at the premises. The log should include the date and time of the incident and/or refusal and the name of the member of staff involved. The log to be made available immediately on request to an authorised officer of the Council or the Police, which will record the following:*
 1. *All crimes reported to the venue*
 2. *All ejections of patrons*
 3. *Any complaints received*
 4. *Any incidents of disorder*
 5. *All seizures of drugs or offensive weapons*
 6. *Any faults in the CCTV system*
 7. *Any refusal of the sale of alcohol*
 8. *Any visit by a relevant authority or emergency service*
1. *The premises shall install and maintain a CCTV system. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 28 days with correct date and time stamping. Recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 28 day period.*
2. *A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises or contactable at all times when the premises is open. This staff member must be able to show a Police or authorised council officer recent data or footage with the absolute minimum of delay when requested.*
3. *CCTV shall be downloaded on request of the Police or authorised officer of the council.*
4. *Appropriate signage advising customers of CCTV being in operation, shall be prominently displayed in the premises.*
5. *A documented check of the CCTV shall be completed weekly to ensure all cameras remain operational and the 28 days storage for recordings is being maintained.*

I am required under the Licensing Act to ask if the above points have, or have not, alleviated your concerns and if you are now satisfied with the application. Due to the time constraints surrounding an application I would be grateful if you could please let me know by **6 November 2025** whether or not you wish to have your representation withdrawn.

If you wish to continue with your representation, I will arrange for a Licensing Sub Committee hearing to take place here at the Dorset Council Offices, County Hall, Dorchester, DT1 1XJ, a formal invite with a date and time will be sent out to you in due course.

I would also like to inform you that any premises that holds a licence under the Licensing Act 2003, can be subject to a review at any time if an establishment fails to satisfy one or all of the four licensing objectives. (The prevention of crime and disorder, public safety, prevention of public nuisance and the protection of children from harm). A review would be heard at a Licensing Sub Committee where conditions or restrictions may be added to the licence to resolve outstanding issues.

Please do not hesitate to contact me if you have any additional queries or would like to discuss the matter further.

Many thanks

Kathryn Miller
Senior Licensing Officer
Public Health & Prevention

Dorset Council

[dorsetcouncil.gov.uk](https://www.dorsetcouncil.gov.uk)

Lines are open:

Mon – Friday - 9am-12pm



From: Licensing <licensing@dorsetcouncil.gov.uk>

Sent: 27 October 2025 09:04

To: [REDACTED]

Subject: Re: Application number 162681

Dear [REDACTED], we have received your representation for the new premises licence application for The Rivers Cafe, 21 Lewis Way, Wimborne. The contents of your representation will now be sent to the applicant for them to consider. If they respond we will forward their comments onto you.

If relevant representations remain at the end of the consultation period of 28 days, we will arrange a committee hearing. At this point your representation in full must be given to the applicant, including your name and address.

Relevant representations relate to one or more of the four licensing objectives, and these are, Crime and Disorder, Prevention of Public Nuisance, Protection of Children from Harm and Public Safety.

Matters regarding highways, be this traffic levels, parking or amenity will not be considered in the decision process as decisions are based on what takes place within the licensable area that is being applied for and not for concerns that may or may not take place outside of it. Highways are not a responsible authority under the Licensing Act 2003, these applications are not consulted with the Highways authority.

The Hearing

At a hearing, the applicant and anyone who has made a representation may attend either in person or virtually and address the Councillors to amplify their representation. New information cannot be added.

The decision will be made by three Councillors from the Licensing Committee of Dorset council. All parties involved will be given an opportunity to speak and to ask questions of other parties. The Licensing Sub-Committee can do any of the following:

- a) grant the licence subject to such conditions as the authority considers appropriate for the promotion of the licensing objectives, and the mandatory conditions
- b) exclude from the scope of the licence any of the licensable activities to which the application relates;
- c) refuse to specify a person in the licence as the designated premises supervisor;

d) reject the application.

The invitations to any Sub-Committee will be send out at least 10 working days before the hearing, and if you wish to attend you will be required to advise us. A Sub-Committee hearing cannot be arranged until after the 28 day consultation period.

Many thanks

Kathryn Miller
Senior Licensing Officer
Public Health & Prevention
Dorset Council



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Lines are open:

Mon – Friday - 9am-12pm



From: [REDACTED]
Sent: 26 October 2025 16:00
To: Licensing <licensing@dorsetcouncil.gov.uk>
Subject: Application number 162681

[REDACTED]

As a near neighbour of the premises for which this application has been made we wish to object for the following reasons

Anti social behaviour probabilities due to license extension on Friday and Saturday nights.this property is almost completely surrounded by residential properties who wish to enjoy quiet enjoyment of their surrounding.a licensed premised open late at weekend will naturally result in people enjoying their night out and going home at hours that will disturb the quiet.

Parking will be an issue as it always happens that diners/ drinkers will park right in front of residences, knowingly or not.

This late night licensing will create an unwanted public nuisance.

The day time hours requested in the application would be acceptable assuming the other social risks are avoided, like drunkenness and damage to residential properties.

As a new resident we were in formed at purchase that this would be a day time cafe type operation so we want it kept to that level.

Can we assume the the applicant is checked for suitability for this type of retail operation with no former enforcements or legal issues?

Thank you