

Alcohol, Entertainment & Late Night Refreshment Licensing Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Tuesday, 4 August 2026 at 11.30 am
Council Chamber - South Kesteven House,
St. Peter's Hill, Grantham. NG31 6PZ

Committee Members: Councillor Paul Fellows (Chairman)
Councillor Robert Leadenham (Vice-Chairman)

Councillor Harrish Bisnauthsing, Councillor Pam Bosworth, Councillor Helen Crawford, Councillor Patsy Ellis, Councillor Jane Kingman, Councillor Philip Knowles, Councillor Rhea Rayside, Councillor Susan Sandall and Councillor Elvis Stooke

Supplementary Papers

4. **Licensing Act 2003: Application for a New Premise Licence - (Pages 3 - 15)**
KFC, 27 Harlaxton Road, Grantham, Lincolnshire, NG31 7SA.
Committee to determine an application for a new premises licence report ENV943.

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Agenda Item 4 Additional Appendix

From: [Christopher Rees Gay](#)
To: [Elizabeth Reeve](#)
Cc: [Licensing](#)
Subject: RE: Invite to Committee: KFC Grantham - 27 Harlaxton Road, Grantham, NG31 7SA - Representation
Date: 30 July 2026 17:24:04
Attachments: [image002.png](#)
[Pro9 Installation Manual - EN - July 2026-CRG2026073017214289.pdf](#)
Importance: High

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Good Afternoon Elizabeth,

Further to my email below, please see attached an extract from the Drive Thru manual, confirming the 'night mode' element.

If this could please be circulated to the committee prior to the hearing, with the documents that I sent on the 27th (below).

If you could please confirm receipt of the attached and the other documents submitted on the 27th.

Please also confirm the hearing is at 11:30 as it was not quite clear in your email below.

Many thanks

Chris

Christopher Rees-Gay

Woods Whur
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Mobile: 07516029758

chris@woodswhur.co.uk

Woods Whur, St James House, 28 Park Place, Leeds, LS1 2SP

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From: Christopher Rees Gay

Sent: 27 July 2026 12:01

To: 'Elizabeth Reeve' <Elizabeth.Reeve@southkesteven.gov.uk>; Sophia Anstey
<sophia@woodswhur.co.uk>

Subject: RE: Invite to Committee: KFC Grantham - 27 Harlaxton Road, Grantham, NG31 7SA - Representation

Good Afternoon Elizabeth,

I hope you had a good weekend.

Thank you for this. I have printed the documents, so no need for a hard copy: unless the documents are paginated in a particular way.

Please see attached the documents we seek to rely on:

-Adil Group Brochure

-Proposed Operating Schedule and Additional Conditions

Please confirm the hearing is at 11:30 as it was not quite clear in your email below.

If you could please confirm receipt of the attached documents.

Many thanks

Chris

Christopher Rees-Gay

Woods Whur
Tel: +44 (0)113 234 3055
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chris@woodswhur.co.uk

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From: Elizabeth Reeve <Elizabeth.Reeve@southkesteven.gov.uk>

Sent: 23 July 2026 17:51

To: Christopher Rees Gay <chris@woodswhur.co.uk>; Sophia Anstey
<sophia@woodswhur.co.uk>

Subject: Invite to Comittee: KFC Grantham - 27 Harlaxton Road, Grantham, NG31 7SA - Representation

Hi Chris

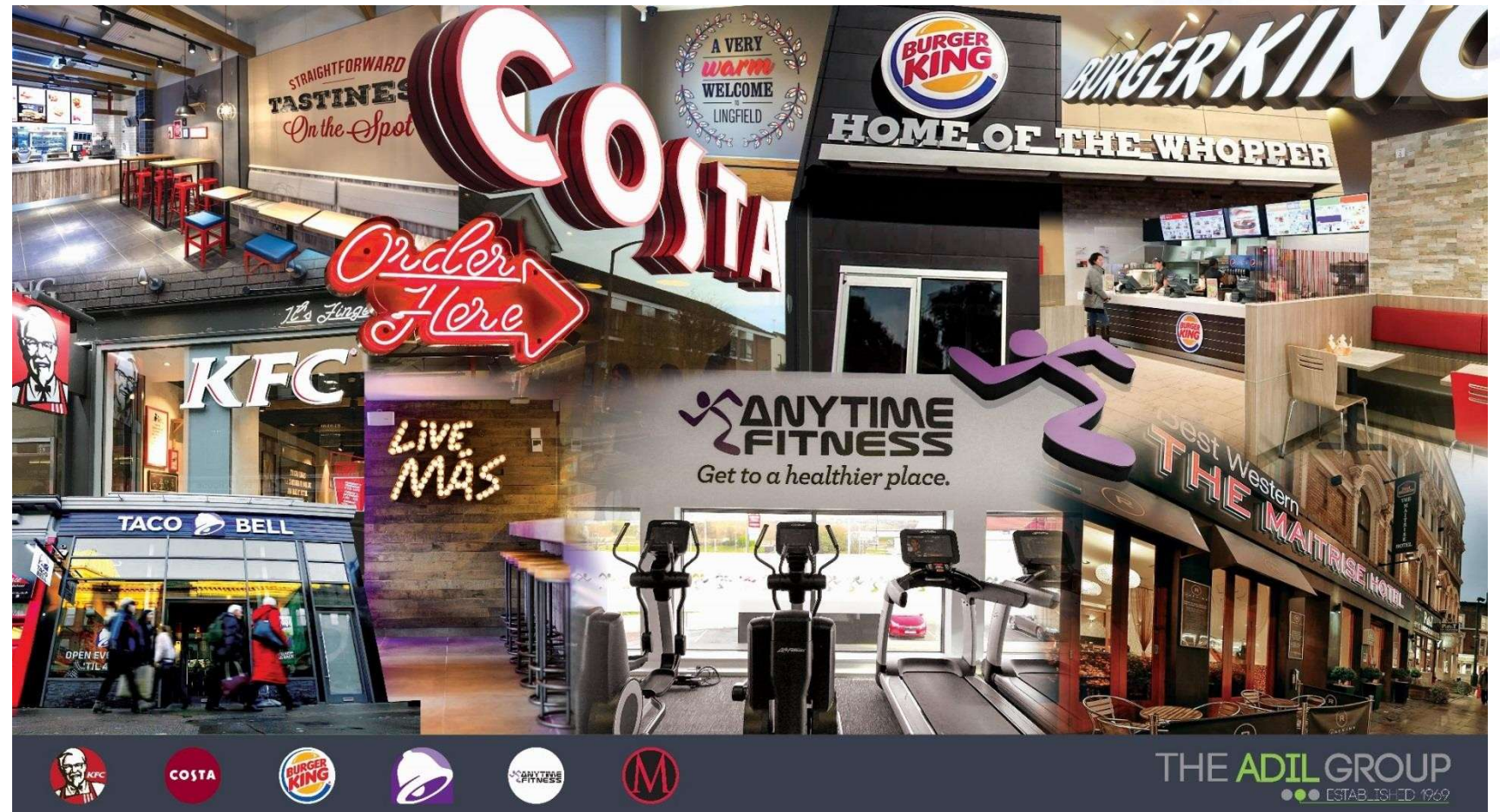
Please find attached the invite, report and appendices that will be referred to at the meeting at 11:00 on 4th August 2026

I would be grateful if you can confirm who, if any will be attending and whether you would like a printed copy sent somewhere?

Introducing

THE ADIL GROUP
ESTABLISHED 1969

Delivering
Outstanding
Operations, Delighting
Customers & Creating
Value...for over 50
years



A family business with a corporate mindset and structure.

We love operating world class brands



Each brands core DNA are maintained through operational silos and strong brand standards!

Our Vision is Clear

To be the best Franchise Operator & Partner consistently delivering outstanding brand standards & great service to our customers with a World Class Management team & work force.



Our area of expertise

Restaurants & Coffee Shops

We are major growth Partners for World renowned brands including KFC, Costa , Burger King and Taco Bell throughout England and Scotland.



Our Hotels



We own and operate four Boutique Maitrise Hotels in the heart of London

Property Investment & Development

We own and manage a substantial investment property portfolio, comprising of residential and commercial properties.



THE ADIL GROUP

●●● ESTABLISHED 1969

Our portfolio of brands - Great track record of growth



#1 Global chicken brand

- **111** Restaurants
- Go To Franchisee for all aspects of the business
- Largest Franchise owner of Freehold KFC Sites in UK



#1 Coffee brand in UK

- **49** Restaurants
- Grown from 1 in 2012
- 100% organic growth
- Sole Franchise Partner with a Drive-Thru Asset



#2 #Global burger brand

- **17** Restaurants
- Pioneering Franchisee for Drive-Thru concept in UK
- Lead Franchisee testing delivery concept in the UK.



#1 Global Tex Mex Brand

- **29** Restaurants in London, Scotland & East Midlands
- Complimentary brand to existing partners



1 Hotels

- All Hotels are in prime locations of London.
- Great hotels for short stays, near to all Tourist attractions
- Situated in: Kilburn, Paddington, Wembley & West Ealing



1 Gym

- Kilburn Anytime Fitness Gym.
- We are building a very strong membership base and hope to continue growing the brand.

Our Resources

At The Adil Group our philosophy is simple. Nobody operates World Class brands better than us. This is what we have been doing since 1969. We deliver outstanding operations throughout the UK. It is our purpose to deliver great service to our customers and continue to develop both our teams and our stores.

**Purpose built Head Office
in Wembley**

Over 4500 Employees

**100% of our stores have
an EHO rating of 4* &
above**

KFC Grantham - Proposed Operating Schedule + Additional Proposed Conditions

Operating Schedule

1. A suitable Closed Circuit Television (CCTV) system will be operational at the premises at all times when licensable activities are being carried out and at any other times where members of the public are present on the premises.
2. The CCTV system will have sufficient storage retention capacity for a minimum of 28 days continuous footage which will be of good quality.
3. Members of the public will be prevented from accessing hot food and preparation areas to prevent risk of scald or burns.
4. Licensable activities will be conducted and the facilities for licensable activities will be designed and operated so as to prevent the transmission of audible noise or perceptible vibration throughout the fabric of the building or structure to adjoining properties.
5. A Litter bin shall be available for customer use outside the premises at all times the premises are trading, these litter bins shall be emptied at regular intervals throughout every trading day.

Additional Proposed Conditions having considered the representation:

6. The drive thru order point will be set to 'night mode' at 22:00 hours daily.
7. A telephone number for the manager at the premises shall be publicly available at all times the premises is open, being displayed in a front window of the premises.

Pro9

Headset System

Installation Manual



Scan to view
Installation Video

This guide specifies how the Pro9 headset system should be installed and commissioned. The LEDs on the base and headset use a sequence of colours, flashes and pulses to indicate the status of the system and the item, which are explained in this guide.

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Preface

Quail Digital Pro9 is a wireless headset system designed to facilitate order-taking in the drive-thru lane of a quick service restaurant. Team members wearing wireless headsets communicate with customers through a remote order point containing a microphone and speaker which activate on arrival of their vehicle at the post. Headset users can communicate with the customers, and on a private channel, with each other. The system uses the internationally approved DECT telephony standard and specification for transmission. Page 31 of this manual lists the Pro9 system components. The sale, installation and support of the product is undertaken by organisations and individuals known to or appointed by Quail Digital.

Introduction

This manual is aimed at the technician level reader who is expected to be familiar with all safety precautions relevant to the use of electrical equipment.

Pro9 differs from other drive-thru headset systems as it is digital all the way from the order point to the headset. This improves audio quality, clarity and acts as a shield from external interference.

If you are unfamiliar with Quail Digital products, you are encouraged to watch our training films before you start the installation and to follow the installation steps in the order presented in this guide.

The Pro9 system can be set up in a choice of three modes: Single order taker, Multiple order taker or Dual lane Multiple order taker. The table below explains the different features and you should check your customer's preference before you start. Use the Management Portal to select the desired mode.

Pro 9 can also work with your chosen AI Voice Service, either managing all calls from the drive-thru lane or duplicating the audio for additional services such as coaching, call recording or insights.

Mode choice	Configuration	Order taking	LED status	Detection	Paging
Single lane, Multi order taker	Use in single lane applications only	Any one person takes the call. Single press will engage speaker post. All other headsets hear order.	All headsets double flash GREEN in O/T standby mode.	All headsets hear car arrival.	Paging not available while orders being taken.
Dedicated order taker	In single lane	1 O/T only. Runners hear order taking conversation and can take over call with 2-button process.	O/T double flash GREEN; runner single flash GREEN.	All headsets hear car arrival.	All headsets can page at any time to everyone.
	Additional dual lane features activate when second base is connected	2 O/T only until 'single order taker mode' selected on base, which puts O/T L1 into dual role. All runners hear order taking conversation (both lanes).	O/T L1 double flash GREEN; runner single flash GREEN. O/T L2 double flash BLUE.; runners single flash BLUE.	All L1 headsets hear L1 arrival chime. All L2 headsets hear L2 arrival chime.	Paging is restricted to the lane you are in.
Dual lane, Multi order taker	Use in dual lane applications only	2 O/T dedicated until 'single order taker mode' selected on base, which puts O/T L1 into dual role. AND, any headset can temporarily override and/or take order by single button press L1 or L2. System reverts to previous status after order completed.	O/T L1 double flash GREEN; runner single flash GREEN. O/T L2 double flash BLUE; runners single flash BLUE.	All headsets hear both L1 and L2 arrival chimes.	All paging always goes to O/Ts and runners in both lanes.

Step 22 Now show the customer the features on the underside of the base.

- ☾ If the site needs to reduce the order point volume level at night, they press the night volume button and it stays activated for 8 hours or until they press again. The volume level is reduced by approximately 20%.The GREEN light adjacent to the button indicates night volume is active.
- 🔊 🔊+ If using a chime/grill ceiling speaker in the kitchen, the volume V- and V+ buttons give manual adjustment to the sound level.
- 👤 The order taker mode is used in dual lane configurations to move the system from dedicated order taker mode to single order taker mode. The button is pressed again to revert.
- 🚗 The vehicle detection override button is the manual override if the automatic vehicle detection fails. The speaker post microphone will be continuously live so the headsets can hear customer arrival. The speaker post speaker will only activate when the order taker presses their talk button.
- 🔄 The reset button cuts the power and starts a reboot. Press this for 10 seconds, the front light will start to flash GREEN after several seconds, then a short time later turn AMBER. You may now release the button and the system will reboot.

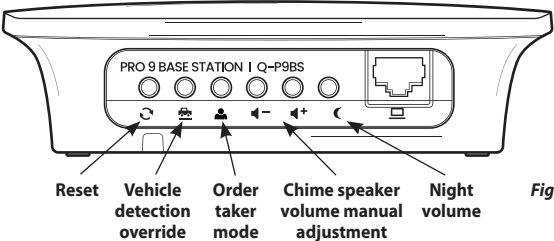


Figure 12 - Base (underside)

Step 23 Once you are satisfied that all Management Portal settings have been updated, go to **System Setup 2 Registration** select **YES**, then click **Submit** to de-register all headsets, so all headsets can be re-registered with all the updated flags and adjustments.

Step 24 Now re-register all headsets.

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