

Victoria Prentis MP
Constituency Office
Hopraft Lane
Deddington
OX15 0TD

17th September 2020

Subject: Ref. TH/VP29390 - Bloxham Service Station, OX15 4QF

Dear Ms. Prentis,

Many thanks for your letter dated 10th September 2020 regarding concerns raised by a number of your constituents.

I am afraid you have been mis-informed with regard to our engagement with the local community. We have made a point of acting proactively to meet community concerns, as and when they have been raised and have taken them seriously at all times.

If I may, I will summarise the situation below.

The site started trading 24 hours in 2018 following being awarded the appropriate planning consent as well as the grant of consent for the relevant alcohol premises licence. Both consents were awarded by Cherwell and South Northamptonshire District Council.

Following local concerns, in March 2019 the Local planning authority issued a Community Protection Notice requiring existing canopy lighting to be reduced to an average of 150 lux, colour temperature of canopy lighting to be reduced to not exceed 4000k and light overspill not to exceed 1 lux at neighbouring properties.

Motor Fuel Group responded to identify the needs of the local residents and proceeded to swiftly employ the services of an independent lighting consultant and subsequently made the necessary physical adaptations by installing a bespoke lighting system on both the forecourt canopy including the existing totem pole.

A retrospective planning application was submitted in March 2019 and awarded in February 2020.

It is important to note that Motor Fuel Group have fully cooperated in a timely manner with all aspects of the local planning authority and other departments and associations within Cherwell and South Northamptonshire District Council. Motor Fuel Group takes its local responsibilities seriously and have always fully cooperated in full with representatives of the District Council at all times.



Please note that Motor Fuel Groups sites are operated by an Independent self-employed retailer (franchisee) known within the business as a '**Contract Manager**'.

The independent **Contract Manager** at our Bloxham site, has and continues to operate, the Alcohol Premises License responsibly in accordance with all legislative and regulatory requirements.

The alcohol operation has been reviewed by Cherwell and South Northamptonshire District Council and to date has not been subject to any enforcement action or documented recommendation.

The **Contract Manager** takes great pride in the ownership and operation of his business, which has been nationally recognised and rewarded by the station's fuel supplier.

Nevertheless, subsequent to further correspondence with Bloxham Parish Council and local residents and to allay further concerns, Motor Fuel Group have requested the Contract Manager as of the 7th September 2020 to cease trading Alcohol from 11pm through until 7am for a period of review extending to 8 weeks.

This decision has been extensively supported with onsite external and internal marketing activity. Communication has also been arranged with local taxi companies notifying them of the change with a request to the drivers to remind any clients visiting the station to respect the local community.

In addition, MFG has re-doubled its efforts with suppliers to ensure deliveries are only made within agreed time slots to minimise disturbance to residents. Where this has not happened, any breach has been raised by senior directors of MFG to their supplier counterparts to ensure future compliance.

The Contract Manager & Motor Fuel Group have been proud to serve the Bloxham community and local residents for a number of years. You have been informed by some of your constituents of what they perceive as an intrusion into their daily lives. In response you can rest assured that MFG will continue to try to respond to their reasonable requests - However, It should also be noted that, as an essential service, the store has remained fully operational during the ongoing Coronavirus pandemic - With our staff and our contract manager being determined to serve the local community even when it was very difficult to do so.

We sincerely hope that your constituents recognise this commitment. In return we will remain in contact with local residents and will continue to work towards a satisfactory conclusion that is fair to all parties regarding the concerns they may have.

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Motor Fuel Group again thank you for your correspondence and I hope I have gone some way to reassure you of our commitment in providing a fantastic local facility operating responsibly within the UK legislative and regulatory framework.

Kind regards



William Bannister
CEO