



# Licensing Sub Committee

## Agenda

**Tuesday, 23 June 2020 at 6.00 p.m.**

**Online 'Virtual' Meeting -**

**<https://towerhamlets.public-i.tv/core/portal/home>**

### Contact for further enquiries:

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<http://www.towerhamlets.gov.uk/committee>



## Public Information

### Viewing or Participating in Committee Meetings

The meeting will be broadcast live on the Council's website. A link to the website is detailed below. The press and public are encouraged to watch this meeting on line.

**Please note:** Whilst the meeting is open to the public, the public seating in the meeting room for observers may be limited due to health and safety measures. You are advised to contact the Democratic Services Officer to reserve a place.

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## **A Guide to Licensing Sub Committee**

The Licensing Sub Committee is made up of 3 Members of the Licensing Committee. In summary, the Sub Committee will determine applications to grant, vary or review a license submitted under the Licensing Act 2003 where representations have been made.

### **Public Engagement**

Meetings of the committee are open to the public to attend, and a timetable for meeting dates and deadlines can be found on the council's website.

# London Borough of Tower Hamlets

## Licensing Sub Committee

Tuesday, 23 June 2020

6.00 p.m.

### **APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

### **1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST (PAGES 5 - 6)**

To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Monitoring Officer.

### **2. RULES OF PROCEDURE (PAGES 7 - 16)**

To note the rules of procedure which are attached for information.

### **3. ITEMS FOR CONSIDERATION**

#### **3 .1 Licensing Act 2003 Application for variation of a Premises Licence for Retreat East Farm Shop, 20 - 22 Toynbee Street, London E1 7NE (Pages 17 - 108)**

#### **3 .2 Licensing Act 2003 Application for a Premises Licence for (Klub Verboten) 11 West India Dock Road, London E14 8EZ (Pages 109 - 460)**

### **4. EXTENSION OF DECISION DEADLINE: LICENSING ACT 2003**

The Sub Committee may be requested to extend the decision deadline for applications to be considered at forthcoming meetings due to the volume of applications requiring a hearing. Where necessary, details will be provided at the meeting.

#### **Next Meeting of the Licensing Sub Committee**

Tuesday, 7 July 2020 at 2.30 p.m. to be held in Online 'Virtual' Meeting - <https://towerhamlets.public-i.tv/core/portal/home>



# Agenda Item 1

## DECLARATIONS OF INTERESTS AT MEETINGS MONITORING OFFICER

This note is for guidance only. For further details please consult the Code of Conduct for Members at Part C, Section 31 of the Council's Constitution

### (i) Disclosable Pecuniary Interests (DPI)

You have a DPI in any item of business on the agenda where it relates to the categories listed in **Appendix A** to this guidance. Please note that a DPI includes: (i) Your own relevant interests; (ii) Those of your spouse or civil partner; (iii) A person with whom the Member is living as husband/wife/civil partners. Other individuals, e.g. Children, siblings and flatmates do not need to be considered. Failure to disclose or register a DPI (within 28 days) is a criminal offence.

Members with a DPI, (unless granted a dispensation) must not seek to improperly influence the decision, must declare the nature of the interest and leave the meeting room (including the public gallery) during the consideration and decision on the item – unless exercising their right to address the Committee.

**DPI Dispensations and Sensitive Interests.** In certain circumstances, Members may make a request to the Monitoring Officer for a DPI dispensation or for an interest to be treated as sensitive interest.

### (ii) Non - DPI Interests that the Council has decided should be registered – (Non - DPIs)

You will have 'Non DPI Interest' in any item on the agenda, where it relates to (i) the offer of gifts or hospitality, (with an estimated value of at least £25) (ii) Council Appointments or nominations to bodies (iii) Membership of any body exercising a function of a public nature, a charitable purpose or aimed at influencing public opinion.

Members must declare the nature of the interest, but may stay in the meeting room and participate in the consideration of the matter and vote on it **unless:**

- A reasonable person would think that your interest is so significant that it would be likely to impair your judgement of the public interest. **If so, you must withdraw and take no part in the consideration or discussion of the matter.**

### (iii) Declarations of Interests not included in the Register of Members' Interest.

Occasions may arise where a matter under consideration would, or would be likely to, **affect the wellbeing of you, your family, or close associate(s) more than it would anyone else living in the local area** but which is not required to be included in the Register of Members' Interests. In such matters, Members must consider the information set out in paragraph (ii) above regarding Non DPI - interests and apply the test, set out in this paragraph.

### Guidance on Predetermination and Bias

Member's attention is drawn to the guidance on predetermination and bias, particularly the need to consider the merits of the case with an open mind, as set out in the Planning and Licensing Codes of Conduct, (Part C, Section 34 and 35 of the Constitution). For further advice on the possibility of bias or predetermination, you are advised to seek advice prior to the meeting.

### **Section 106 of the Local Government Finance Act, 1992 - Declarations which restrict Members in Council Tax arrears, for at least a two months from voting**

In such circumstances the member may not vote on any reports and motions with respect to the matter.

## APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to the Member's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and (b) either—  (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or  (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

## TOWER HAMLETS



### LICENSING COMMITTEE

**RULES OF PROCEDURE  
GOVERNING APPLICATIONS FOR  
PREMISES LICENCES  
AND OTHER PERMISSIONS  
UNDER THE LICENSING ACT 2003**

<b>Date Last Reviewed:</b>	14 <sup>th</sup> June 2016
<b>Reviewed By:</b>	Senior Corporate and Governance Legal Officer
<b>Approved By:</b>	Licensing Committee
<b>Date Approved:</b>	14 <sup>th</sup> June 2016
<b>Version No.</b>	1
<b>Document Owner:</b>	Paul Greeno
<b>Post Holder:</b>	Senior Corporate and Governance Legal Officer
<b>Date of Next Scheduled Review:</b>	31 <sup>st</sup> March 2018

## **1. Interpretation**

- 1.1 These Procedures describe the way in which hearings will be conducted under the Licensing Act 2003, as set out in the Licensing Act 2003 (Hearings) Regulations 2005 (as amended) ('the Hearings Regulations'). The Procedures take into account the Licensing Act (Premises Licences and Club Premises Certificates) Regulations 2005.
- 1.2 Except where otherwise stated, references in this Code are to the Licensing Committee and its Sub-committees and the expression 'Licensing Committee' should be interpreted accordingly.
- 1.3 The Hearings Regulations provide (Regulation 21) that a Licensing Authority shall, subject to the provisions of those Regulations, determine for itself the procedure to be followed at a hearing.
- 1.4 These Procedures, therefore, set out the way in which Licensing Committee Meetings will be conducted under the Licensing Act 2003, following the requirements of the Hearings Regulations.
- 1.5 Proceedings will not be rendered void only as the result of failure to comply with any provision of the Hearings Regulations (Regulation 31) save that in any case of such an irregularity, the Licensing Committee shall, if it considers that any person may have been prejudiced as a result of the irregularity, take such steps as it thinks fit to cure the irregularity before reaching its determination (Regulation 32).

## **2. Composition of Sub-Committee**

- 2.1 The Sub-Committee will consist of three (3) members and no business shall be transacted unless three (3) members of the Licensing Committee are present and able to form a properly constituted Licensing Sub-Committee. In such cases the Chair shall have a second or casting vote.

## **3. Procedure**

- 3.1 The hearing shall take place in public save that the Licensing Committee may exclude the public from all or part of a hearing where it considers that, on balance, it is in the public interest to do so. The parties and any person representing them may be excluded in the same way as another member of the public. Any person so excluded may, before the end of the hearing, submit to the Licensing Committee in writing, any information which, they would have been entitled to give orally had they not been required to leave. Where there are a number of items on the agenda, the adjournment of that item for a short period, whilst another item is heard, may allow this process to be carried out effectively.



- 3.2 The Chair will begin by asking the parties to identify themselves and confirm whether or not they are represented.
- 3.3 The Licensing Committee should always satisfy itself that sufficient notice of the hearing has been given to all parties and if not satisfied, then the Licensing Committee should take such steps as it thinks fit to deal with that issue before reaching its determination and this could include adjourning that application to a later date.
- 3.4 The Licensing Committee will then consider any requests by a party for any other person to be heard at the hearing in accordance with the Regulations. Permission will not be unreasonably withheld provided proper notice has been given.
- 3.5 The Chair will then explain how the proceedings will be conducted, and indicate any time limits that may apply to the parties to the application. In setting time limits, the Licensing Committee will take into account the importance of ensuring that all parties receive a fair hearing, and the importance of ensuring that all applications are determined expeditiously and without undue delay. Further the Licensing Committee must have regard to the requirement to allow each party an equal amount of time.
- 3.6 If a party considers that any time limit is not sufficient then they should address the Licensing Committee and which will determine accordingly.
- 3.7 If any party has informed the Authority that they will not be attending or be represented at the hearing or any party does not give notice that they will not be attending but fails to attend and is not represented, the Licensing Committee may proceed in their absence or adjourn the hearing if it considers it to be necessary in the public interest. An adjournment will not be considered where due to the operation of the Hearing Regulations it would not be possible to adjourn.
- 3.8 If the Licensing Committee adjourns the hearing to a specified date it must specify the date, time and place to which the hearing has been adjourned and why it is considered necessary in the public interest.
- 3.9 If the Licensing Committee holds the hearing in the absence of a party, it will consider at the hearing the application, representation or notice given by that party.
- 3.10 The Chair will invite an Officer of the Licensing Section to present the report by briefly summarising the application and the number and type of the representations as set out in the papers circulated. The Officer will also advise of any discussions held with the parties; any amendments made to the application; any representations withdrawn; and any agreed conditions that the Licensing Committee is being asked to consider. The Officer shall not give

any opinion on the application or ask the Committee to make an inference based on such an opinion.

- 3.11 Members of the Licensing Committee can then ask questions of clarification of the Licensing Officer or seek legal advice from the Legal Adviser to the Licensing Committee if they require in respect of matters raised during the presentation by the Licensing Officer.
- 3.12 The Legal Adviser to the Licensing Committee will then give any relevant legal advice that the Licensing Committee need to take into consideration.
- 3.13 The Chair will then ask the applicant or their representative, if present, to present a summary of the nature and extent of the application. This should be brief, avoid repetition of material already available to the Licensing Committee in the Officer's report or otherwise, and include any reasons why an exception should be made to the Council's Licensing Policy, where appropriate, and respond to the written representations received. The submission may be followed by the evidence of any person who has been given permission by the Committee to give supporting evidence on behalf of the applicant or who has made a representation in favour of the application.
- 3.14 The application is to be presented within the time limit that has been set.
- 3.15 Where an applicant is unrepresented and having difficulty in presenting their application then the Legal Adviser to the Licensing Committee may ask questions of the applicant so that the relevant points are addressed and clarified for the Licensing Committee.
- 3.16 Members of the Licensing Committee may ask questions of the person presenting the case after their address as well as any other person who has spoken in support of the application. Members can also ask questions of the applicant as well as any other person present for the applicant who they consider can assist.
- 3.17 The Legal Adviser to the Licensing Committee may ask questions for the purpose of clarifying points for the Licensing Committee.
- 3.18 The Chair will then ask the persons who have made representations against the application to address the Licensing Committee within the time limit that has been set. They should not repeat what is already set out in their representations or notice or raise new matters. In their address they should provide clarification on any points previously requested by the Council. The submission may be followed by the evidence of any person who has been given permission by the Committee to give supporting evidence.
- 3.19 Members of the Licensing Committee may then ask questions of the persons making representations against the application and any other person who has

spoken in support of such representation. Members can also ask questions of any other person present who they consider can assist.

- 3.20 The Legal Adviser to the Licensing Committee may ask questions for the purpose of clarifying points for the Licensing Committee.
- 3.21 Petitions will be treated as representations provided they meet the requirements for relevant representations set out in the Licensing Act 2003. Members should proceed with caution when relying upon petitions used as evidence due to the structure and wording used.
- 3.22 The Licensing Committee will disregard any information given by a party, or any other person appearing at the hearing, which is not relevant to:
  - a) their application, representation or notice; and
  - b) the promotion of the licensing objectives or the crime prevention objective where notice has been given by the police.
- 3.23 The Chair will intervene at any stage of the hearing to prevent repetitious or irrelevant points being raised.
- 3.24 Cross examination of any party or any other person allowed to appear will not be allowed unless specifically permitted by the Chair.
- 3.25 There is no right for any party to sum up but they may be permitted to do at the discretion of the Chair and within time limits prescribed by the Chair.
- 3.26 The Licensing Committee will consider its decision in private save that the Legal Adviser and Democratic Services Officer will remain with them.
- 3.27 The Licensing Committee will normally return to open session to announce its decision but in cases where the prescribed time limit allows for a later determination and it is appropriate to determine the matter within that time then the Chair will advise the parties present that the decision will not be announced then but that the determination will take place within the prescribed time limit and that written notification will be dispatched to all parties advising them of the determination.

#### **4. Exclusions**

- 4.1 In addition to any exclusion under paragraph 3.1 above, The Licensing Committee may require any person attending the hearing who in their opinion is behaving in a disruptive manner to leave the hearing and may refuse to permit the person to return; or allow them to return only on such conditions as Licensing Committee may specify.

- 4.2 Any person so excluded may, before the end of the hearing, submit to the Authority in writing, any information which, they would have been entitled to give orally had they not been required to leave.

## Guidance for Licensing Sub-Committee Meetings.

### (1) Attendance at Meetings.

All meetings of the Sub-Committee are open to the public and press to attend. On rare occasions, the Sub-Committee may retire to consider private business that will be clearly marked on the agenda as such. The press and public will be excluded for those confidential items only. We try to keep confidential reports to an absolute minimum. We request that you show courtesy to all present and please keep mobile phones on silent. Meetings can reach full capacity and seats are allocated on a first come first come served basis.

### (2) Licensing Sub-Committee Role and Membership.

In summary, the Sub-Committee will consider and determine applications to grant, vary or review a license submitted under the Licensing Act 2003 where representations have been made. The full terms of reference can be found on the Committee webpages (see below). The Licensing Sub-Committee will consist of 3 Members of the main Licensing Committee. Meetings are normally held in the Town Hall Council Chamber.

#### Licensing Sub-Committee Webpages

To view go to the Committee and Member Services web page: [www.towerhamlets.gov.uk/committee](http://www.towerhamlets.gov.uk/committee) - 'agenda, reports, decisions and minutes', then click on 'Licensing Sub-Committee'.

The pages include:

- Terms of Reference for the Licensing Sub-Committee.
- Meeting dates, agendas and minutes.
- Agenda timetable including agenda publication dates. (To view click 'browse meetings and agendas for this committee', then 'show agenda management timetable').

### (3) Access to Committee Papers.

The agenda for Sub-Committee meetings is published five clear (working) days before the Sub-Committee meeting on the Committee webpages (except for certain types of applications where special rules apply). All Committee papers (i.e. agendas, reports, minutes and decisions) are published on the website and also available on iPad and Android tablet apps downloadable for free from their respective app stores.

### (4) Who can speak at Licensing Sub-Committee meetings?

Only interested parties may address the Sub-Committee (those who have made a valid representation) and the applicant and their representatives. Although the Sub-Committee may allow other persons to present the interested parties evidence or to give supporting evidence. If you are planning to attend the hearing to address the committee, you are advised to contact the Committee officer - see the Committee

pages and agenda front page for contact details. Speakers are advised to arrive at the start of the meeting in case the order of business is changed. Speakers will be called to speak by the Chair at the appropriate time. If speakers are not present by the time their application is heard, the Committee may consider the item in their absence.

**(5) What can be circulated?**

Should you wish to submit any material, please contact the Committee/Licensing Officer as soon as possible. The Sub-Committee may accept information at the hearing, however this is only with the agreement of all parties present.

**(6) How will the applications be considered?**

The Sub-Committee will normally consider the items in agenda order subject to the Chair’s discretion. The hearing procedure is detailed at the end of this guidance.

**(7) How can I find out about a decision?**

You can contact Democratic Services the day after the meeting to find out the decisions.

**(8) Queries on reports.**

For any questions, please contact the Officer named on the front of the report.

Typical Seating Plan for Licensing Sub - Committee Meetings in the Town Hall Council Chamber.

Public Seating		Objectors Benches		Sub-Committee Members
Public Seating				Chair
Public Seating				Legal Officer
Public Seating		Applicants Benches		Committee Officer
Public Seating				Licensing Officer

## LICENSING SUB COMMITTEE HEARING PROCEDURE

All interested parties to the hearing must notify Democratic Services within prescribed timescales that they intend to attend and/or be represented at the hearing and whether any witnesses will be attending on their behalf. The meeting will be in the form of a discussion led by the Sub Committee, cross examination of either party will not be permitted.

The Chair will allocate an equal amount of speaking time to each party. Where there is more than one representation raising the same or similar grounds, those parties should consider nominating a single representative to address the Sub-Committee on their behalf at the hearing.

The hearing will proceed as follows (subject to the discretion of the Chair).

1. Chair will introduce him/herself and ask Members, officers, and all interested parties present at the meeting to introduce themselves.
2. Licensing Officer to present the report.
3. Committee Members to ask questions of officer (if any).
4. The Applicant to present their case in support of their application (including any witnesses they may have).
5. Committee Members to ask questions of applicants and their witnesses or ask for points of clarification.
6. The relevant Responsible Authorities in attendance will present their case and their reasons for representation (including any witnesses they may have).
7. The Objectors/Interested Parties in attendance will present their case and their reasons for objecting (including any witnesses they may have).
8. Committee Members to ask questions of Responsible Authorities, objectors and their witnesses or ask for points of clarification.
9. Applicant (with exception and with permission of the Chair) can ask questions of the other parties to the hearing and their witnesses.
10. Interested Parties to the hearing (with exception and with the permission of the Chair) can ask questions of the applicant/other parties to the hearing and their witnesses.
11. Chair's closing remarks
12. Sub-Committee retire from the meeting with the Committee Officer and Legal Officer and consider their decision.
13. The Sub-Committee will return to the meeting and Chair announces the decision together with the reasons for the decision and any right to appeal.
14. A Decision letter will be sent to all interested parties confirming the decision made.

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# Agenda Item 3.1

Committee : <b>Licensing Sub Committee</b>	Date 23/06/20	Classification <b>Unclassified</b>	Report No.	Agenda Item No.
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Report of : <b>David Tolley</b> <b>Head of Environmental Health &amp; Trading Standards</b>  Originating Officer: <b>Corinne Holland</b> <b>Licensing Officer</b>	Title: <b>Licensing Act 2003 Application for variation of a Premises Licence for Retreat East Farm Shop, 20 - 22 Toynbee Street, London E1 7NE</b>  Ward affected: <b>Spitalfields &amp; Banglatown</b>
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## 1.0 Summary

Applicant:	<b>Architekton Ltd</b>
Name and Address of Premises:	<b>Retreat East Farm Shop 20-22 Toynbee Street London E1 7NE</b>
Licence sought:	<b>Licensing Act 2003 - Variation to Premises Licence</b> <ul style="list-style-type: none"><li>• <b>Extend the licensable hours for the Sale of Alcohol</b></li></ul>
Objectors:	<b>Licensing Authority Environmental Protection Residents</b>

## 2.0 Recommendations

- 2.1 That the Licensing Committee considers the application and objections then adjudicate accordingly.

**LOCAL GOVERNMENT 2000 (Section 97)**  
**LIST OF "BACKGROUND PAPERS" USED IN THE DRAFTING OF THIS REPORT**

Brief description of "background paper"

Tick if copy supplied for register

If not supplied, name and telephone number of holder

Section 182 guidance  
Licensing Policy  
File

Corinne Holland  
020 7364 3986

### 3.0 **Background**

- 3.1 This is an application for a variation of the premises licence for Retreat East Farm Shop, 20-22 Toynbee Street, London, E1 7NE
- 3.2 The existing Premise Licence was issued on 15<sup>th</sup> August 2017 and a copy is enclosed as **Appendix 1**.
- 3.3 The timings of the existing licence are detailed below for information only:-

**The sale by retail of alcohol (on and off sales)**

Monday to Sunday, from 08:00 hours to 18:00 hours

**The opening hours of the premises**

Monday to Sunday, from 08:00 hours to 18:30 hours

- 3.4 A copy of the variation application is enclosed as **Appendix 2**.
- 3.5 The applicant has described the nature of the variation as follows:  
*'Café, delicatessen and farm shop. The increased hours are to allow business to trade into the evening and enable private dining events'*.
- 3.6 The extended hours applied for are as below:

**The Sale of Alcohol:**

- Monday – Saturday 08:00 – 23:00 hours
- Sunday – 08:00 – 22:30 hours

**The opening hours of the premises:**

- Monday – Saturday 08:00 – 23:30 hours
- Sunday – 08:00 – 23:00 hours

### 4.0 **Location and Nature of the premises**

- 4.1 Photographs of the venue and immediate vicinity are enclosed in **Appendix 3**.
- 4.2 Maps showing the vicinity are included as **Appendix 4**.
- 4.3 Nearby Licensed Premises are shown in **Appendix 5**.

## 5.0 Licensing Policy and Government Advice

- 5.1 The Council has adopted a licensing policy and this is available from the Licensing Section, and at the hearing. The revised policy came into effect on 1<sup>st</sup> November 2018.
- 5.2 Relevant Sections of the policy are brought to the attention of Members within the Licensing Officers report.
- 5.3 The Home Secretary has issued Guidance under Section 182 of the Licensing Act 2003. This is available on the Government's website, [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk). It was last revised in April 2018.
- 5.4 Relevant Sections of this advice are brought to Members attention within the Licensing Officers report. Members should note however, that in some areas Tower Hamlets, after a proper consideration of local circumstances, has not followed the Government's advice, or has developed it further.

## 6.0 Representations

- 6.1 All representations have to meet basic legal and administrative requirements. If they fail to do so they cannot be accepted. When rejected the person sending in the representation must be written to, and an explanation for rejection given in writing
- 6.2 A responsible authority or other person can make a representation. There are two tests for other persons and only one for a responsible authority. The two tests are contained in Section 18 of the Act.
- 6.3 All representations must be "about the likely effect of the grant of the premises licence on the promotion of the licensing objectives." Likely means something that will probably happen, i.e. on balance more likely than not.
- 6.4 Representations by responsible authorities do not have to meet the second test of not being vexatious and frivolous. Other persons have to meet this test.
- 6.5 The Home Office recommends that in borderline cases, the benefit of the doubt should be given to the interested party making the representation.
- 6.6 Section 182 Advice by the Home Office concerning relevant, vexatious and frivolous representations is attached as **Appendix 6**.
- 6.7 All the representations in this report have been considered by the relevant officer (Team Leader Licensing & Safety) and determined to have met the requirements of the Licensing Act 2003.
- 6.8 This hearing is required by the Licensing Act 2003, because relevant representations have been received.

<b>REPRESENTATION</b>	<b>APPENDIX</b>
Licensing Authority	7
Environmental Protection	8
Gerry King	9
Kabir Ahmed	10
Naineshkumar Tanna	11

6.9 All of the responsible authorities have been consulted about this application. They are as follows:

- The Licensing Authority
- The Metropolitan Police
- The LFEPA (the London Fire and Emergency Planning Authority).
- Planning
- Health and Safety
- Noise (Environmental Health)
- Trading Standards
- Child Protection
- Public Health

6.10 In addition the application was required to be advertised in a local newspaper and by a blue poster. Only objections that relate to the following licensing objectives are relevant:

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm

6.11 The objections cover allegations of

- Public nuisance
- Anti - social behaviour
- Noise
- Crime & disorder
- CIZ

6.12 There are strict time limits to any representations. The time limits are contained in The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005.

6.13 The applicant has offered measures in the operating schedule of the application that address the promotion of the Licensing Objectives. If there were no representations, the Licensing Authority would grant the licence, with conditions consistent with the operating schedule, which are relevant, proportionate and enforceable. Members are asked to consider the schedule and incorporate any conditions as necessary to address the licensing objectives.

### **Conditions on existing Premises Licence:**

1. There shall be notice of 'authority' record for all staff who sell alcohol
2. There shall be adequate training for staff and records kept for inspection
3. Contact details of the Designated Premises Supervisor to be made available to staff and the authorities
4. Substantial food will be available to customers throughout the hours that alcohol is offered for sale.
5. The premises shall install and maintain a comprehensive digital colour CCTV system.
  - a. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial recognition of every person entering in any light condition.
  - b. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping.
  - c. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.
6. In the unlikely event that the CCTV system is faulty, a written record will be kept of the details of the fault and the times that it is not properly working and management will take all reasonable steps to promptly restore the operational system.
7. Alcohol will not be allowed to leave the premises in open bottles or containers.
8. Staff being trained on all security issues including how to identify and refuse service to customers that are drunk, appear to be drunk or are suspected to be dependent drinkers.
9. A policy of zero-tolerance to drugs at the premises
10. An incident log shall be kept at the premises and made available on request to an authorised officer of the local authority or the Police, which will record the following:
  - a. All crimes reported to the venue
  - b. all ejections of patrons

- c. any complaints received regarding crime and disorder
  - d. any incidents of disorder (e) all seizures of drugs or offensive weapons
  - e. any faults in the CCTV system
  - f. any refusal of the sale of alcohol
  - g. any visit by a responsible authority or emergency service.
11. The management and staff will have an effective policy to maintain a safe venue for customers and staff. Any risk to safety will be assessed before the premises are opened to the public each day and throughout the hours of operation.
  12. Ensuring that the entrance, the outside area and any walkways within the premises are kept free from obstruction
  13. The premises and public areas nearby are kept free from litter associated with the operation of the business
  14. Deliveries and waste removal are undertaken at a time and in a manner that does not cause disturbance
  15. The premises will be promoted as family friendly and suitable for all ages. There will be no inappropriate entertainment, promotions, activities or behaviour tolerated at the premises that might put children at risk.
  16. The appropriate display of notices relating to the policy within the premises. These notices will indicate that any customer not appearing to have reached the age of 25 will be required to produce appropriate identification proving that they have turned 18 before being sold alcohol.
  17. Appropriate ID will be a valid passport, photo driving licence, PASS accredited proof of age card or other reliable photo-ID that is recommended and approved for acceptance by the police or other authorities.
  18. Staff shall be trained in aspects of responsible alcohol retailing and in particular the Protection of Children including the Challenge 25 policy.
  19. Staff training will occur before a staff member is authorised to sell alcohol within the premises.
  20. Staff training records will be available for inspection by the police or other responsible authority upon request.

## **Conditions consistent with Operating Schedule**

1. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
2. The premises licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.
3. Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.
4. All windows and external doors shall be kept closed after 21:00 hours except for the immediate access and egress of persons or in the case of an emergency.

### **7.0 Conditions agreed in consultation with the responsible authorities**

None

### **8.0 Licensing Officer Comments**

8.1 The following is intended to advise Members of the relevant aspects of the Boroughs Licensing Policy, guidance from the Secretary of State, legislation and good practice. Members may depart from the Council's Licensing Policy and/or Government advice, provide they consider it appropriate to do so, and have clear reasons for their decision.

#### **8.2 Guidance issued under section 182 of the Licensing Act 2003**

- ❖ As stated in the guidance it is “provided to licensing authorities in relation to the carrying out of their functions under the 2003 Act.” It is a key medium for promoting best practice, ensuring consistent application and promoting fairness equal treatment and proportionality (1.7).
- ❖ Also “as long as licensing authorities have properly understood this Guidance, they may depart from it if they have good reason to do so and can provide full reasons. Departure from this Guidance could give rise to an appeal or judicial review, and the reasons given will then be a key consideration for the courts when considering the lawfulness and merits of any decision taken.” Therefore licensing authorities will need to give full reasons for their actions (1.9).
- ❖ Also Members should note “A Licensing Authority may depart from its own policy if the individual circumstances of any case merit such

a decision in the interests of the promotion of the licensing objectives.” (1.12)

- ❖ Also, “The licensing authority may not impose any conditions unless its discretion has been exercised following receipt of relevant representations and it is satisfied as a result of a hearing (unless all parties agree a hearing is not necessary) that it is appropriate to impose conditions to promote one or more of the four licensing objectives.” Therefore, conditions may not be imposed for the purpose other than promoting the licensing objectives and in some cases no additional conditions will be appropriate. (10.8)
- ❖ Necessary conditions should emerge from a risk assessment by the applicant, which should then be reflected in the operating schedule (10.4).
- ❖ The Guidance states: “Where there are objections to an application to extend the hours during which licensable activities are to be carried on and the licensing authority determines that this would undermine the licensing objectives, it may reject the application or grant it with appropriate conditions and/or different hours from those requested.” (10.14)
- ❖ It is not acceptable for licensing authorities to simply replicate the wording from an applicant’s operating schedule. A condition should be interpreted in accordance with the applicant’s intention (10.5)
- ❖ The Licensing Authority may only impose such conditions as are necessary for meeting the licensing objectives.
- ❖ The Government acknowledges that different licensing strategies may be appropriate for the promotion of the licensing objectives in different areas. The 2003 Act gives the licensing authority power to make decisions regarding licensed opening hours as part of the implementation of its licensing policy statement and licensing authorities are best placed to make decisions about appropriate opening hours in their areas based on their local knowledge and in consultation with responsible authorities.” (10.11)
- ❖ Mandatory conditions must be imposed (10.25) and censorship avoided (10.17).
- ❖ The Guidance states: “It is still permitted to sell alcohol using promotions (as long as they are compatible with any other licensing condition that may be in force), and the relevant person should ensure that the price of the alcohol is not less than the permitted price. Detailed guidance on the use of promotions is given in the guidance document available on the Gov.uk website.” (10.58)



- ❖ Licensing authorities should not attach standardised blanket conditions promoting fixed prices for alcoholic drinks to premises licences or club licences or club premises certificates in an area. This may be unlawful under current law. However, it is important to note that the mandatory conditions made under sections 19A and 73B of the 2003 Act prohibit a number of types of drinks promotions where they give rise to a significant risk to any one of the four licensing objectives (10.21).
  - ❖ The Government has advised that conditions must be tailored to the individual type, location and characteristics of the premises and events concerned. Conditions cannot seek to manage the behaviour of customers once they are beyond the direct management of the licence holder and their staff and standardised conditions should be avoided where they cannot be shown to be appropriate. (1.16/1.17)
- 8.3 The Licensing Act 2003 permits children of any age to be on the premises which primarily sell alcohol providing they are accompanied by an adult. It is not necessary to make this a condition.
- 8.4 In all cases the Members should make their decision on the civil burden of proof, that is “the balance of probability.”
- 8.5 In all cases Members should consider whether or not primary legislation is the appropriate method of regulation and should only consider licence conditions when the circumstances in their view are not already adequately covered elsewhere.
- 8.6 The Government has advised that “Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area and to respect the rights of people living nearby to a peaceful night.” (2.21)
- 8.7 The Council’s Licensing Policy generally expects applicants to address the licensing objectives and discuss how to do this with the relevant responsible authorities.
- 8.8 In **Appendices 12 - 20** Members are given general advice, and also have explanations of the Council’s Licensing Policy, Government advice and other legislation relating to the matters previously identified.
- 9.0 **Legal Comments**
- 9.1 The Council’s legal officer will give advice at the hearing.

## 10.0 Finance Comments

10.1 There are no financial implications in this report.

## 11.0 Appendices

<b>Appendix 1</b>	A copy the existing licence
<b>Appendix 2</b>	A copy of the application for variation
<b>Appendix 3</b>	Photographs
<b>Appendix 4</b>	Maps of the surrounding area
<b>Appendix 5</b>	Nearby licensed premises
<b>Appendix 6</b>	Section 182 Advice by the DCMS- Relevant, vexatious and frivolous representations
<b>Appendix 7</b>	Representations from LA
<b>Appendix 8</b>	Representations from EP
<b>Appendix 9</b>	Representations from G King
<b>Appendix 10</b>	Representations from K Ahmed
<b>Appendix 11</b>	Representation from N Tanna
<b>Appendix 12</b>	S182 on crime & disorder
<b>Appendix 13</b>	Licensing Policy advice on crime & disorder
<b>Appendix 14</b>	S182 advice re public nuisance
<b>Appendix 15</b>	Licensing Policy advice on public nuisance
<b>Appendix 16</b>	Advice re noise whilst the premises is in use
<b>Appendix 17</b>	Anti-social behaviour when on premises
<b>Appendix 18</b>	CIZ policy
<b>Appendix 19</b>	Framework hours
<b>Appendix 20</b>	Planning

# Appendix 1

**(Retreat East Farm Shop)**  
20 - 22 Toynbee Street  
London  
E1 7NE

**Licensable Activities authorised by the licence**

The sale by retail of alcohol

**See the attached licence for the licence conditions**

**Signed by**

**David Tolley**   
**Head of Environmental Health & Trading Standards**

**Date: 15<sup>th</sup> August 2017**



**Part A - Format of premises licence**

**Premises licence number**

26265

**Part 1 - Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description**

**(Retreat East Farm Shop)**  
20 - 22 Toynbee Street

**Post town**  
London

**Post code**  
E1 7NE

**Telephone number**  
None

**Where the licence is time limited the dates**

N/A

**Licensable activities authorised by the licence**

The sale by retail of alcohol

**The times the licence authorises the carrying out of licensable activities**

**The sale by retail of alcohol (on and off sales)**

- Monday to Sunday, from 08:00 hours to 18:00 hours

**The opening hours of the premises**

- Monday to Sunday, from 08:00 hours to 18:30 hours

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies**

On and off sales

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Architekton Ltd  
Crane Court  
302 London Road  
Ipswich  
IP2 0AJ

**Email:** [REDACTED]

**Tel:** 0 [REDACTED]

**Registered number of holder, for example company number, charity number (where applicable)**

09255726

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Gifford Mulley

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

**Personal Licence No.** [REDACTED]

**Issuing Authority:** [REDACTED]

**Annex 1 - Mandatory conditions**

No supply of alcohol may be made under the premises licence-

- a) at a time where there is no designated premises supervisor in respect of the premises licence, or
- b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

1.

- (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises
- (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises;
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability)
2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 3.
- (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy
  - (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
    - (a) a holographic mark, or
    - (b) an ultraviolet feature.
4. The responsible person must ensure that—
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;



- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.
5. 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1—
- (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
  - (b) “permitted price” is the price found by applying the formula —
 
$$P = D + (D \times V)$$
 where —
    - (i) **P** is the permitted price
    - (ii) **D** is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
    - (iii) **V** is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
  - (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence
    - (i) the holder of the premises licence
    - (ii) the designated premises supervisor (if any) in respect of such a licence, or
    - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence
  - (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
  - (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994
3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price

actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day

## **Annex 2 - Conditions consistent with the operating Schedule**

1. There shall be notice of 'authority' record for all staff who sell alcohol
2. There shall be adequate training for staff and records kept for inspection
3. Contact details of the Designated Premises Supervisor to be made available to staff and the authorities
4. Substantial food will be available to customers throughout the hours that alcohol is offered for sale.
5. The premises shall install and maintain a comprehensive digital colour CCTV system.
  - a. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial recognition of every person entering in any light condition.
  - b. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping.
  - c. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.
6. In the unlikely event that the CCTV system is faulty, a written record will be kept of the details of the fault and the times that it is not properly working and management will take all reasonable steps to promptly restore the operational system.
7. Alcohol will not be allowed to leave the premises in open bottles or containers.

8. Staff being trained on all security issues including how to identify and refuse service to customers that are drunk, appear to be drunk or are suspected to be dependent drinkers.
9. A policy of zero-tolerance to drugs at the premises
10. An incident log shall be kept at the premises and made available on request to an authorised officer of the local authority or the Police, which will record the following:
  - a. All crimes reported to the venue
  - b. all ejections of patrons
  - c. any complaints received regarding crime and disorder
  - d. any incidents of disorder (e) all seizures of drugs or offensive weapons
  - e. any faults in the CCTV system
  - f. any refusal of the sale of alcohol
  - g. any visit by a responsible authority or emergency service.
11. The management and staff will have an effective policy to maintain a safe venue for customers and staff. Any risk to safety will be assessed before the premises are opened to the public each day and throughout the hours of operation.
12. Ensuring that the entrance, the outside area and any walkways within the premises are kept free from obstruction
13. The premises and public areas nearby are kept free from litter associated with the operation of the business
14. Deliveries and waste removal are undertaken at a time and in a manner that does not cause disturbance
15. The premises will be promoted as family friendly and suitable for all ages. There will be no inappropriate entertainment, promotions, activities or behaviour tolerated at the premises that might put children at risk.
16. The appropriate display of notices relating to the policy within the premises. These notices will indicate that any customer not appearing to have reached the age of 25 will be required to produce appropriate identification proving that they have turned 18 before being sold alcohol.

17. Appropriate ID will be a valid passport, photo driving licence, PASS accredited proof of age card or other reliable photo-ID that is recommended and approved for acceptance by the police or other authorities.
18. Staff shall be trained in aspects of responsible alcohol retailing and in particular the Protection of Children including the Challenge 25 policy.
19. Staff training will occur before a staff member is authorised to sell alcohol within the premises.
20. Staff training records will be available for inspection by the police or other responsible authority upon request.

**Annex 3 - Conditions attached after a hearing by the licensing authority**

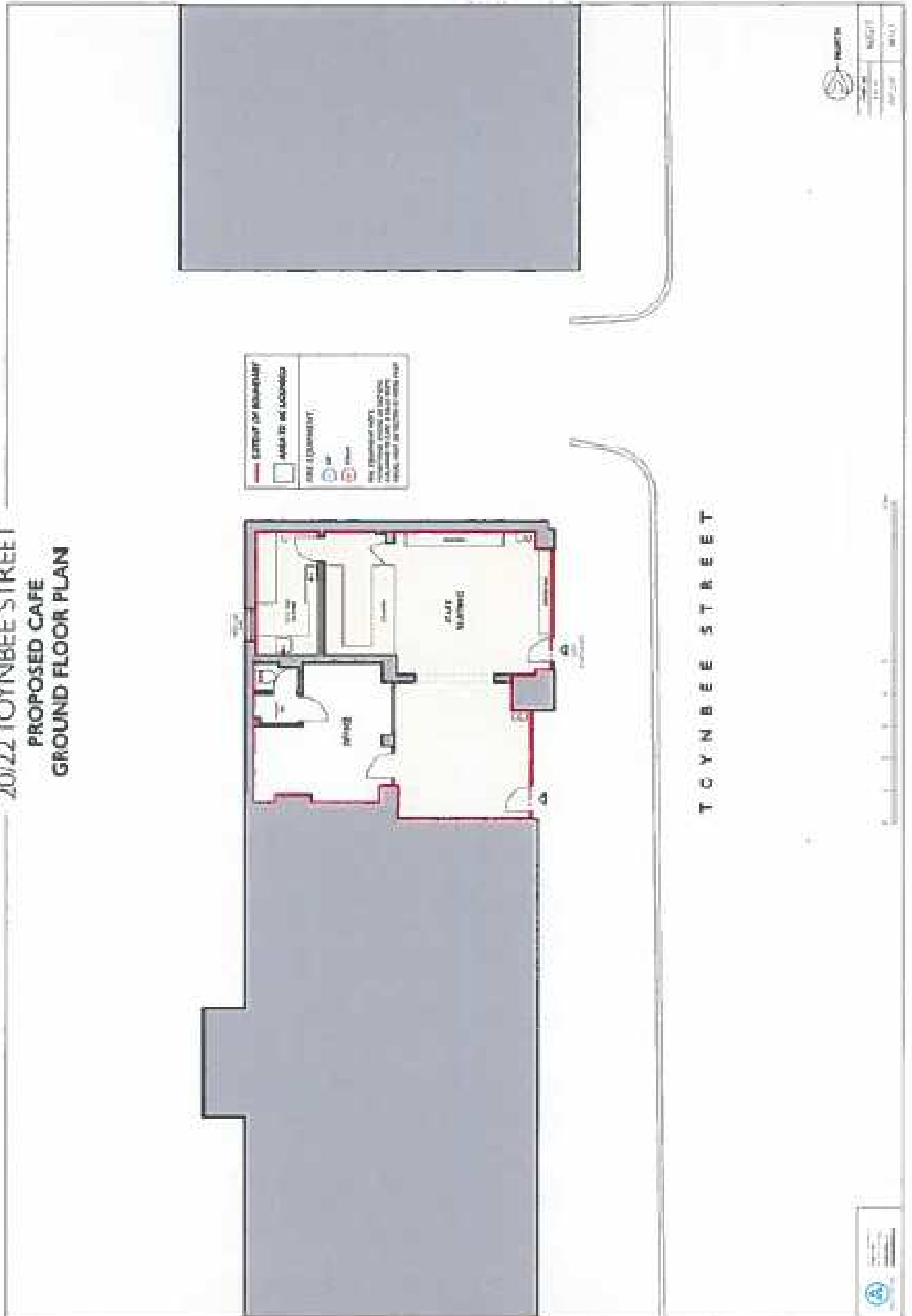
None

**Annex 4 - Plans**

The plans are those submitted to the licensing authority on the following date:

14<sup>th</sup> August 2017 - Ground Floor (*Plan dated Aug 17*)

20/22 TOYNBEE STREET  
**PROPOSED CAFE**  
**GROUND FLOOR PLAN**



**Part B - Premises licence summary**

**Premises licence number**

26265

**Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description**

**(Retreat East Farm Shop)**  
20 - 22 Toynbee Street

**Post town**

London

**Post code**

E1 7NE

**Telephone number**

None

Where the licence is time limited the dates

N/A

Licensable activities authorised by the licence

The sale by retail of alcohol

The times the licence authorises the carrying out of licensable activities

**The sale by retail of alcohol (on and off sales)**

- Monday to Sunday, from 08:00 hours to 18:00 hours

The opening hours of the premises

- Monday to Sunday, from 08:00 hours to 18:30 hours

Name, (registered) address of holder of premises licence

Architekton Ltd  
Crane Court  
302 London Road  
Ipswich  
IP2 0AJ

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

On and off sales

Registered number of holder, for example company number, charity number (where applicable)

09255726

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol

Gifford Mulley

State whether access to the premises by children is restricted or prohibited

Not restricted

# Appendix 2





\* required information

**Section 1 of 18**

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference  This is the unique reference for this application generated by the system.

Your reference  You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant? Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Yes  No

**Applicant Details**

\* First name

\* Family name

**You must enter a valid e-mail address**

\* E-mail

Main telephone number  Include country code.

Other telephone number

Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

Applying as a business or organisation, including as a sole trader

Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

**Applicant Business**

Is the applicant's business registered in the UK with Companies House?  Yes  No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name  If the applicant's business is registered, use its registered name.

VAT number   Put "none" if the applicant is not registered for VAT.

Continued from previous page...

Legal status

Applicant's position in the business

Home country

The country where the applicant's headquarters are.

**Registered Address**

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Agent Details**

\* First name

\* Family name

\* E-mail

Main telephone number

Include country code.

Other telephone number

Indicate here if you would prefer not to be contacted by telephone

Are you:

- An agent that is a business or organisation, including a sole trader
- A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

**Agent Business**

Is your business registered in the UK with Companies House?  Yes  No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

*Continued from previous page...*

Your position in the business

Home country

The country where the headquarters of your business is located.

**Agent Registered Address**

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Section 2 of 18**

**APPLICATION DETAILS**

**This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence, you should make a new premises licence application under section 17 of the Licensing Act 2003.**

I/we, as named in section 1, being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in section 2 below.

\* Premises Licence Number

Are you able to provide a postal address, OS map reference or description of the premises?

- Address     OS map reference     Description

**Postal Address Of Premises**

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Premises Contact Details**

Telephone number

*Continued from previous page...*

Non-domestic rateable  
value of premises (£)

18,800

### Section 3 of 18

#### VARIATION

Do you want the proposed  
variation to have effect as  
soon as possible?

Yes  No

Do you want the proposed variation to have effect in relation to the  
introduction of the late night levy?

Yes  No

You do not have to pay a fee if the only  
purpose of the variation for which you are  
applying is to avoid becoming liable to the  
late night levy.

If your proposed variation  
would mean that 5,000 or  
more people are expected to  
attend the premises at any  
one time, state the number  
expected to attend

#### Describe Briefly The Nature Of The Proposed Variation

Describe the premises. For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.

Retreat East Farm Shop operates as a cafe, delicatessen and farm shop, promoting East Anglian produce, where alcohol is sold primarily to complement the provision of food. The property at 20 – 22 Toynbee Street operates at ground level. This application is to increase the hours for the sale by retail of alcohol to allow the business to trade into the evening and to enable private dining events.

### Section 4 of 18

#### PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will the schedule to provide plays be subject to change if this application to  
vary is successful?

Yes  No

### Section 5 of 18

#### PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will the schedule to provide films be subject to change if this application to  
vary is successful?

Yes  No

### Section 6 of 18

#### PROVISION OF INDOOR SPORTING EVENTS

Continued from previous page...

[See guidance on regulated entertainment](#)

Will the schedule to provide indoor sporting events be subject to change if this application to vary is successful?

- Yes  No

**Section 7 of 18**

**PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS**

[See guidance on regulated entertainment](#)

Will the schedule to provide boxing or wrestling entertainments be subject to change if this application to vary is successful?

- Yes  No

**Section 8 of 18**

**PROVISION OF LIVE MUSIC**

[See guidance on regulated entertainment](#)

Will the schedule to provide live music be subject to change if this application to vary is successful?

- Yes  No

**Section 9 of 18**

**PROVISION OF RECORDED MUSIC**

[See guidance on regulated entertainment](#)

Will the schedule to provide recorded music be subject to change if this application to vary is successful?

- Yes  No

**Section 10 of 18**

**PROVISION OF PERFORMANCES OF DANCE**

[See guidance on regulated entertainment](#)

Will the schedule to provide performances of dance be subject to change if this application to vary is successful?

- Yes  No

**Section 11 of 18**

**PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE**

[See guidance on regulated entertainment](#)

Will the schedule to provide anything similar to live music, recorded music or performances of dance be subject to change if this application to vary is successful?

- Yes  No

**Section 12 of 18**

**PROVISION OF LATE NIGHT REFRESHMENT**

Continued from previous page...

Will the schedule to provide late night refreshment be subject to change if this application to vary is successful?

- Yes  No

**Section 13 of 18**

**SUPPLY OF ALCOHOL**

Will the schedule to supply alcohol be subject to change if this application to vary is successful?

- Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Continued from previous page...

Will the sale of alcohol be for consumption?

- On the premises     
  Off the premises     
  Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

**Section 14 of 18**

**ADULT ENTERTAINMENT**

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children.

Provide information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

none

**Section 15 of 18**

**HOURS PREMISES ARE OPEN TO THE PUBLIC**

**Standard Days And Timings**

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Continued from previous page...

WEDNESDAY

Start	<input type="text" value="08:00"/>	End	<input type="text" value="23:30"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="08:00"/>	End	<input type="text" value="23:30"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="08:00"/>	End	<input type="text" value="23:30"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="08:00"/>	End	<input type="text" value="23:30"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="08:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

I have enclosed the premises licence



*Continued from previous page...*

I have enclosed the relevant part of the premises licence

Reasons why I have failed to enclose the premises licence or relevant part of premises licence.

**Section 16 of 18**

**LICENSING OBJECTIVES**

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

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

1. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
  2. The premises licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
  3. Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall not be permitted to take drinks or glass containers with them
  4. All windows and external doors shall be kept closed after 21:00 hours except for the immediate access and egress of persons or in the case of an emergency

b) The prevention of crime and disorder

existing conditions still apply

c) Public safety

existing conditions still apply

d) The prevention of public nuisance

existing conditions still apply

e) The protection of children from harm

existing conditions still apply

**Section 17 of 18**

*Continued from previous page...*

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
  - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
  - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

*Continued from previous page...*

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
  - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
  - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
  - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
  - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

## Section 18 of 18

### PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Variation Fees are determined by the non-domestic rateable value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at [http://www.voa.gov.uk/business\\_rates/index.htm](http://www.voa.gov.uk/business_rates/index.htm)

Band A - No RV to £4300 £100.00

Band B - £4301 to £33000 £190.00

Band C - £33001 to £8700 £315.00

Band D - £87001 to £12500 £450.00\*

Band E - £125001 and over £635.00\*

\*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then your are required to pay a higher fee

Band D - £87001 to £12500 £900.00

Band E - £125001 and over £1,905.00

If you own a large premise you are subject to additional fees based upon the number in attendance at any one time

Capacity 5000-9999 £1,000.00

Capacity 10000 -14999 £2,000.00

Capacity 15000-19999 £4,000.00

Capacity 20000-29999 £8,000.00

Capacity 30000-39000 £16,000.00

Capacity 40000-49999 £24,000.00

Capacity 50000-59999 £32,000.00

Capacity 60000-69999 £40,000.00

Capacity 70000-79999 £48,000.00

Capacity 80000-89999 £56,000.00

Capacity 90000 and over £64,000.00

NOTE: From 1st January 2018 Licences if you are granted a Licence to permit the sale/supply of alcohol between midnight and 6am (00:00 and 06:00 hours) on any day you will be liable to pay the Late Night Levy charge. The charge must be paid 14 days after the grant of your Licence, unless you fall within one of the exemption categories. Non-payment of the levy can result in suspension of your licence, as per sections 55A and 92A of the Licensing Act 2003, as amended and section 229(6) of the Police and Social Responsibility Act 2011. For more information below visit <https://www.towerhamlets.gov.uk/latenightlevy>

\* Fee amount (£)

190.00

### DECLARATION

*Continued from previous page...*

I/WE UNDERSTAND THAT IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name	<input type="text" value="Michael Nickson"/>
* Capacity	<input type="text" value="Authorised Agent for Applicant"/>
* Date	<input type="text" value="26"/> / <input type="text" value="02"/> / <input type="text" value="2020"/> dd mm yyyy

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
  2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/tower-hamlets/change-1> to upload this file and continue with your application.
- Don't forget to make sure you have all your supporting documentation to hand.

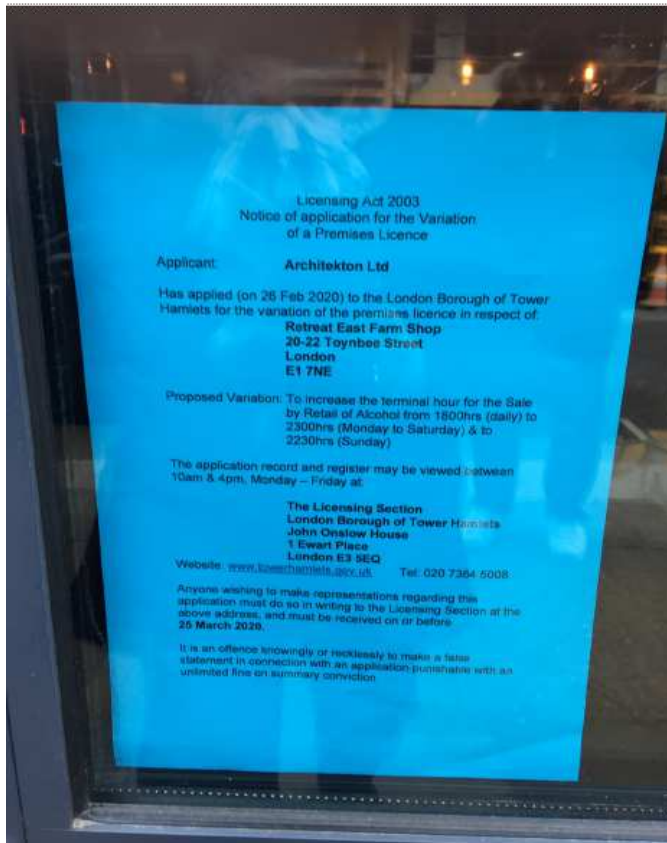
**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

**OFFICE USE ONLY**

Applicant reference number	<input type="text" value="Retreat East"/>
Fee paid	<input type="text"/>
Payment provider reference	<input type="text"/>
ELMS Payment Reference	<input type="text"/>
Payment status	<input type="text"/>
Payment authorisation code	<input type="text"/>
Payment authorisation date	<input type="text"/>
Date and time submitted	<input type="text"/>
Approval deadline	<input type="text"/>
Error message	<input type="text"/>
Is Digitally signed	<input type="checkbox"/>

# Appendix 3

## Photos – Retreat East Farm Shop 20-22 Toynbee Street



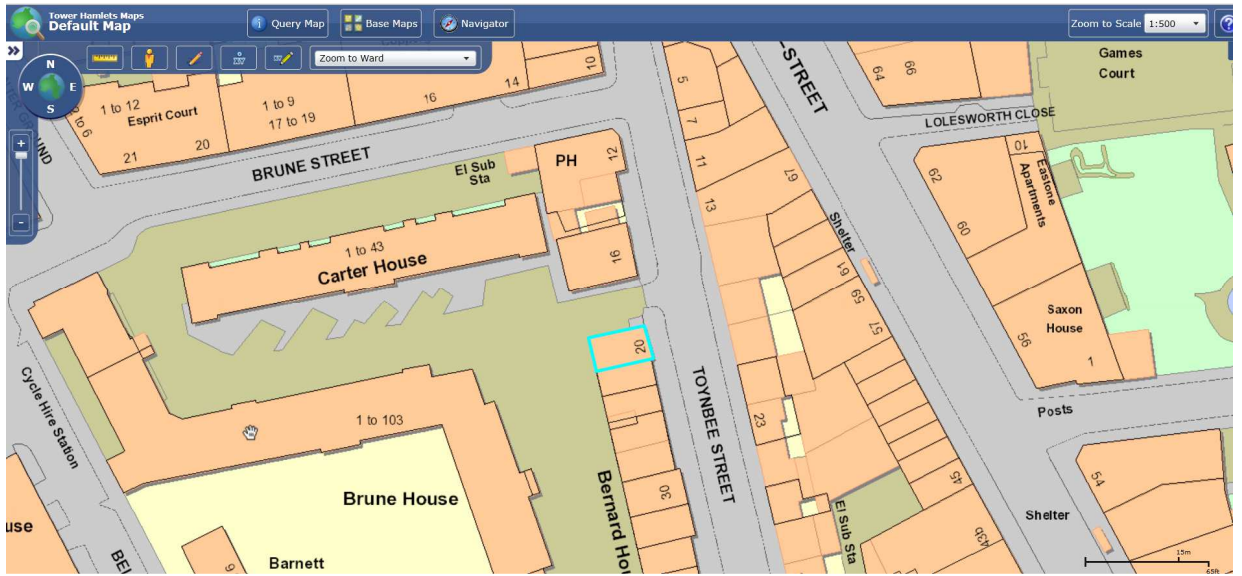






# Appendix 4

# 20 Toynbee Street



# Appendix 5

**Retreat East Farm Shop, 20 Toynbee Street - Nearby licensed premises**

Name of Premises	Licensing Activities	Opening Times
<p><b>(Duke of Wellington) 12 Toynbee Street</b></p>	<p><b><u>The sale by retail of alcohol</u></b> (on &amp; off sales) Mondays, Tuesdays and Saturdays - 11am to 11pm Wednesday, Thursday and Friday - 11am to 12 midnight Sundays – 12noon to 10.30pm <b><u>The provision of regulated entertainment</u></b> (Live Music and recorded music, and provision of facilities for entertainment of a similar description) Mondays to Saturdays - 11am to 11pm Sundays – 12noon to 10.30pm</p>	<ul style="list-style-type: none"> <li>• Mondays, Tuesdays and Saturdays - 11am to 11.30pm</li> <li>• Wednesday, Thursday and Friday - 11am to 12.30am</li> <li>• Sundays – 12noon to 11pm</li> </ul>
<p><b>(Selfish) 8 Toynbee Street</b></p>	<p><b><u>Sale of Alcohol</u></b> (on sales) Monday – Friday 11:00 hours – 20:00 hours Saturday 10:00 hours – 19:00 hours Sunday 11:00 hours – 18:00 hours</p>	<ul style="list-style-type: none"> <li>• Monday – Friday 11:00 hours – 20:00 hours</li> <li>• Saturday 10:00 hours – 19:00 hours</li> <li>• Sunday 11:00 hours – 18:00 hours</li> </ul>
<p><b>(Ballygunge Ventures T/a Gunpowder) Ground Floor 11 Whites Row</b></p>	<p><b><u>The Supply of Alcohol</u></b> (on sales only)</p> <ul style="list-style-type: none"> <li>• Monday to Thursday from 11:00hrs to 23:00hrs</li> <li>• Friday to Saturday from 11:00hrs to 23:30hrs</li> <li>• Sunday from 11:00hrs to 22:00hrs</li> </ul> <p><b><u>The Provision of Late Night Refreshment</u></b> (indoors)</p> <ul style="list-style-type: none"> <li>• Monday to Thursday from 23:00hrs to 23:30hrs</li> <li>• Friday to Saturday from 23:00hrs to 00:00hrs (midnight)</li> </ul>	<ul style="list-style-type: none"> <li>• Monday to Thursday from 08:00hrs to 23:30hrs</li> <li>• Friday to Saturday from 08:00hrs to 00:00hrs (midnight)</li> <li>• Sunday from 09:00hrs to 22:30hrs</li> </ul>
<p><b>(Herb and Spice Indian Restaurant) 10 and 11 A Whites Row</b></p>	<p><b><u>The sale by retail of alcohol</u></b> (on sales only) Monday, Tuesday, Wednesday, Thursday, Friday and Sunday: From 11:30 hrs to 14:30 hrs ;and 17:30 hrs to 23:30 hrs</p>	<ul style="list-style-type: none"> <li>• Monday, Tuesday, Wednesday, Thursday, Friday and Sunday:</li> <li>• From 11:30 hrs to 14:30 hrs ;and 17:30 hrs to 23:30 hrs</li> </ul>

	<p><b><u>Recorded Music</u></b>  Monday, Tuesday, Wednesday,  Thursday, Friday and Sunday:  From 11:30 hrs to 14:30 hrs ;and  17:30 hrs to 23:30 hrs</p>	
<p><b>(East End  Organic  Food &amp;  Wine)</b>  13a Whites  Row</p>	<p><b><u>The sale by retail of alcohol</u></b> (off sales  only)   Monday to Saturday from 08:00 hours to  midnight  Sunday from 08:00 hours to 23:00 hours</p>	<ul style="list-style-type: none"> <li>• Monday to Saturday from  08:00 hours to midnight</li> <li>• Sunday from 08:00 hours  to 23:00 hours</li> </ul>

# Appendix 6

**Section 182 Advice by the Home Office  
Updated on April 2018**

Relevant, vexatious and frivolous representations

9.4 A representation is “relevant” if it relates to the likely effect of the grant of the licence on the promotion of at least one of the licensing objectives. For example, a representation from a local businessperson about the commercial damage caused by competition from new licensed premises would not be relevant. On the other hand, a representation by a businessperson that nuisance caused by new premises would deter customers from entering the local area, and the steps proposed by the applicant to prevent that nuisance were inadequate, would be relevant. In other words, representations should relate to the impact of licensable activities carried on from premises on the objectives. For representations in relation to variations to be relevant, they should be confined to the subject matter of the variation. There is no requirement for a responsible authority or other person to produce a recorded history of problems at premises to support their representations, and in fact this would not be possible for new premises.

9.5 It is for the licensing authority to determine whether a representation (other than a representation from responsible authority) is frivolous or vexatious on the basis of what might ordinarily be considered to be vexatious or frivolous. A representation may be considered to be vexatious if it appears to be intended to cause aggravation or annoyance, whether to a competitor or other person, without reasonable cause or justification. Vexatious circumstances may arise because of disputes between rival businesses and local knowledge will therefore be invaluable in considering such matters. Licensing authorities can consider the main effect of the representation, and whether any inconvenience or expense caused by it could reasonably be considered to be proportionate.

9.6 Frivolous representations would be essentially categorised by a lack of seriousness. Frivolous representations would concern issues which, at most, are minor and in relation to which no remedial steps would be warranted or proportionate.

9.7 Any person who is aggrieved by a rejection of their representations on either of these grounds may lodge a complaint through the local authority’s corporate complaints procedure. A person may also challenge the authority’s decision by way of judicial review.

9.8 Licensing authorities should not take decisions about whether representations are frivolous, vexatious or relevant to the licensing objectives on the basis of any political judgement. This may be difficult for councillors who receive complaints from residents within their own wards. If consideration is not to be delegated, contrary to the recommendation in this

Guidance, an assessment should be prepared by officials for consideration by the sub-committee before any decision is taken that necessitates a hearing. Any councillor who considers that their own interests are such that they are unable to consider the matter independently should disqualify themselves.

9.9 It is recommended that, in borderline cases, the benefit of the doubt about any aspect of a representation should be given to the person making that representation. The subsequent hearing would then provide an opportunity for the person or body making the representation to amplify and clarify it.

9.10 Licensing authorities should consider providing advice on their websites about how any person can make representations to them.



# Appendix 7

## Place Directorate Public Realm

Licensing Authority  
John Onslow House  
1 Ewart Place  
London  
E3 5EQ

Head of Environmental Health & Trading  
Standards **David Tolley**

Licensing Section  
John Onslow House  
1 Ewart Place  
London  
E3 5EQ

### Email:

[\[REDACTED\]](#)

Tel **020 7364 5008**  
Fax **020 7364 0863**  
Enquiries to **Lavine Miller- Johnson**

My reference: P/EHTS/LIC/126860

Email: [REDACTED]

19<sup>th</sup> March 2020

[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

Dear Sir/Madam,

### **Licensing Act 2003** **Variation application for premises licence: Retreat East Farm Shop 20** **Toynbee Street, London M/A 126860**

The Licensing Authority (acting as a Responsible Authority) is making a representation against the above application on the grounds of:

- ***the prevention of public nuisance***

#### Cumulative Impact Policy

On 1<sup>st</sup> November 2013, Tower Hamlets Council adopted a Cumulative Impact Policy in the Brick Lane Area. The Council Cumulative Impact Zone (CIZ) was revised alongside this Statement of Licensing Policy on the 1<sup>st</sup> November 2018. *Local crime mapping showed that although there had been a reduction in crime and disorder linked to licensed premises within the CIZ since January 2015, the same crime mapping showed that the area of the CIZ is still higher than average in regards to crimes and disorder linked to licensed premises compared to the rest of the borough (19.3).*

The Licensing Authority is of the view that the number, type and density of premises selling alcohol for consumption on and off the premises and/or the provision of late night refreshment in the Bethnal Green area is having a cumulative impact on the licensing objectives and has therefore declared a cumulative impact zone within the area. The Bethnal Green CIZ aims to manage the negative cumulative impact of the concentration of licensed premises in the

area and the stresses that the saturation of licensed premises has had on local amenity, environmental degradation and emergency and regulatory services in managing this impact.

*The effect of this Special Cumulative Impact Policy will affect applications in respect of the sale or supply of alcohol on or off the premises and/or late Night Refreshment for the following:*

- *New Premises Licences applications,*
- *New Club Premises Certificates applications*
- *Provisional Statements,*
- *Variation of Premises Licences and Club Premises Certificate applications (where the modifications are relevant to the issue of cumulative impact for example increases in hours or capacity).*

*The Licensing Authority expects such applications to have regard for and make reference to the CIZ (19.5).*

*The Special Cumulative Impact policy creates a rebuttable presumption that where relevant representations are received by one or more of the responsible authorities and/or other persons against applications within the CIZ zones the application will be refused (19.6).*

*Where representations have been received in respect to applications within the CIZ zones, the onus is on applicants to adequately rebut the presumption. Applicants will need to demonstrate in their applications why the granting of their application will not negatively add to the cumulative already experience within the CIZ Zones. Applicants may wish to address the following in their applications:*

- *Genuinely exceptional circumstances,*
- *Relevant good practices they employ (for example, this could include details of membership of local Pubwatch/other trade groups,*
- *Accreditation of Award Schemes (as applicable), and any participation in Police/Council initiatives),*
- *Other good operational/practice arrangements in respect of any outside drinking and smoking to control potential impact in the area,*
- *Measures used to promote the licensing objectives (for example, any relevant conditions to control noise, dispersal, litter and other anti-social issues (19.7)*

***This Policy will be strictly applied and where relevant representations are received it is the view of the Council that the application will be refused. Applicants will need to demonstrate that there are exceptional circumstances and that granting their application will not negatively add to the cumulative effect on the Licensing Objectives within the Brick Lane and Bethnal Green CIZ if they wish to rebut this presumption.***

*Examples of factors the Licensing Authority may consider as exceptional may include, though are not limited to:*

- *small premises with a capacity of fifty persons or less who only intend to operate during Framework Hours,*
- *premises which are not alcohol led and operate only within Framework Hours, such as coffee shops,*
- *instances where the applicant has recently surrendered a licence for another premises of a similar size and providing similar licensable activities in the same Special Policy Area.*

*Examples of factors the Licensing Authority will **not** consider as exceptional include:*

- *that the premises will be well managed and run,*
- *that the premises will be constructed to a high standard,*
- *that the applicant operates similar premises elsewhere without complaint (19.8).*

#### Licensable activities and times

The applicant's current licensable activities are within the "framework hours". The current hours are as follow:

#### **The sale by retail of alcohol (on and off sales)**

- Monday to Sunday, from 08:00 hours to 18:00 hours

#### **The opening hours of the premises**

- Monday to Sunday, from 08:00 hours to 18:30 hours

*The licensing activities and opening hours currently are fair to say does not pose a huge impact on the CIZ and the hours applied for in the variation are still within the framework hours. However, the end times set out in the policy are not (and should not be regarded as) the 'usual' or 'normal' terminal hour for licensable activities in the Borough. Instead, the 'framework hours' serve to identify cases where the Licensing Authority will pay particular regard to the likely effect on the local neighbourhood of carrying out the proposed licensable activities during the hours applied for. Applications for hours up to the end of the Framework Hours will not automatically be granted. This policy will be applied only where relevant representations are made. Each case will be considered on its merits.*

On a balance of probability, this Authority is concerned by the addition of another premises selling "off sale" of alcohol, potentially adding to the existing anti-social issues in the area.

The Home Office guidance under Section 182 of the Licensing Act 2003 (8.42) says:

*“Applicants are, in particular, expected to obtain sufficient information to enable them to demonstrate, when setting out the steps they propose to take to promote the licensing objectives, that they understand:*

- the layout of the local area and physical environment including crime and disorder hotspots, proximity to residential premises and proximity to areas where children may congregate;*
- any risk posed to the local area by the applicants’ proposed licensable activities; and*
- any local initiatives (for example, local crime reduction initiatives or voluntary schemes including local taxi-marshalling schemes, street pastors and other schemes) which may help to mitigate potential risks.”*

The applicant has provided minimal information in the Operating Schedule to address the CIZ particularly the impact that off sales late into the evening of alcohol will have within the CIZ.

Great consideration has been given to the fact that the premise is in the Brick Lane Cumulative Impact Zone and although the applicant has existing licensable hours within framework hours there is no supporting evidence as to how the licensing objectives will be upheld with the additional evening off sales.

It is important to note that when applying for a licence in a CIZ area, applicants need to demonstrate that the granting of their application will not negatively add to the cumulative effect and undermine the licensing objectives.

The premise currently holds a number of conditions on the existing licence which was granted in 2017.

On considering this application as it stands I feel it does not uphold the following licensing objective of ‘prevention of public nuisance’ and this could be exacerbated once alcohol off sales in the evenings are added and therefore the Licensing Authority feel that the application should be rejected.

Yours faithfully,



**Licensing Officer  
(Acting as a Responsible Authority)**

# Appendix 8

## Corinne Holland

---

**From:** Nicola Cadzow  
**Sent:** 19 March 2020 15:37  
**To:** Licensing; Corinne Holland  
**Subject:** MAU REPRESENTATION 126860 Retreat East Farm Shop 20 Toynbee Street, London

Dear Licensing,

Having considered the variation application for Retreat East Farm Shop 20 Toynbee Street, London, for a variation of premises license and the potential impact of public nuisance and measures to prevent noise generated from within the premises or outside it which could cause disturbance to people in the vicinity, consideration has to be given to the fact the premises is in Brick Lane Cumulative Impact Zone.

The applicant is proposing to extend the licensable hours for the sale of alcohol (on and off the premises) from:-

Monday to Saturday from 08:00 hours until 23:00 hours (an extension from 18:00 hours of five hours)  
Sunday from 08:00 hours until 22:30 hours (an extension from 18:00 hours of four and a half hours)

Also the applicant has not provided sufficient details in their operating schedule showing how they will promote the four licensing objectives, in particularly for Environmental Protection the licensing objective for the prevention of public nuisance, and therefore, how they will not add to the impact in Brick Lane Cumulative Impact Zone.

**Noise Sensitive premises:** residential and commercial premises in close proximity to Retreat East Farm Shop 20 Toynbee Street, London

In my view the application, as it stands fails, to comply with the objective of the Licensing Act 2003 relating to "public nuisance" for the following reasons:-

- Noise breakout from the venue affecting neighbouring residents.
- Access & egress to and from the venue, of patrons, especially due to patrons likely to be in high spirits; and
- The hours of operation (inclusive of proposals)

### **CONCLUSION**

Environmental Protection **does not** support the application for Retreat East Farm Shop 20 Toynbee Street, London as there is great likelihood of disturbance to residential premises at the noise sensitive hours sought, and consideration that the premises is in Brick Lane Cumulative Impact Zone.

Kind regards

Nicola Cadzow  
Environmental Protection  
Environmental Health Technical Officer

# Appendix 9



**Corinne Holland**

---

**From:** Gerry King <[REDACTED]>  
**Sent:** 20 March 2020 08:45  
**To:** Licensing  
**Subject:** Retreat East Farm Shop - 20 Toynbee Street, London E1 7NE

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Licensing Team

I am writing to object to the above application which seeks to increase the licensing conditions to allow the sale and consumption of alcohol to 23:00 hrs.

The application is next to a residential estate which is also a crime and disorder hotspots, and is in close proximity to residential premises. The application to increase hours has the potential to impact and increase public nuisance and likely to generate more noise outside which could will cause disturbance to people in the neighbouring residential blocks.

The estate courtyard already experiences a range of ASB from non-residents and local licensed premises customers by way of littering, entering the estate and smoking/drinking in the estate areas, urination, shouting, screaming amongst many others. Since the re-opening of the Duke of Wellington Pub, we are already experiencing an increase in the above negative behaviours.

The crime and disorder issues in this area are many (particularly around drug dealing and drug usage), and late licences aggravate these issues. This is an unnecessary addition to the night time economy - there are enough premises already in this area.

We also have the issue of local traders and business dumping waste into the residential bins of the estate, causing unnecessary difficulties with overflowing bins.

Thank you

Gerry King

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Appendix 10

## Corinne Holland

---

**From:** Kabir Ahmed [REDACTED]  
**Sent:** 19 March 2020 20:40  
**To:** Licensing  
**Subject:** Retreat East Farm Shop - 20 Toynbee Street, London E1 7NE

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Licensing Team

I am writing to object to the above application which seeks to increase the licensing conditions to allow the sale and consumption of alcohol to 23:00 hrs.

The application is next to a residential estate which is also a crime and disorder hotspots, and is in close proximity to residential premises. The application to increase hours has the potential to impact and increase public nuisance and likely to generate more noise outside which could will cause disturbance to people in the neighbouring residential blocks.

The estate courtyard already experiences a range of ASB from non-residents and local licensed premises customers by way of littering, entering the estate and smoking/drinking in the estate areas, lettering, urination, shouting, screaming amongst many others. Since the re-opening of the Duke of wellington Pub, we are already experiencing an increase in the above negative behaviours.

The crime and disorder issues in this area are many (particularly around drug dealing and drug usage), and late licences aggravate these issues.

And any late licence is a threat to the children of the many families living in the area – it wakes them up during the late and early hours when they should be getting enough sleep for school, and then having to endure and navigate the vomit, urine, leftover food, broken glass and drug related waste including needles when they head out to school in the morning and indeed other residents going out to work. Additionally, the estate play area is nearby where children congregate and has the potential to be affected by any customers in high spirits or over the drinking limit with potential to hurl abuse or worse at the children. It also exposes children to adults drinking alcohol and drugs. We also have the issue of local traders and business dumping waste into the residential bins of the estate, causing unnecessary difficulties with overflowing bins.

There are currently several drinking establishments including pubs and supermarkets approximately within the immediate area and is already over saturated in this area. An additional premises licence would add to crime and disorder, public nuisance and public safety in our immediate area.

Thank you

Kabir Ahmed  
[REDACTED]

# Appendix 11

## Corinne Holland

---

**From:** Nainesh Tanna <[REDACTED]>  
**Sent:** 21 March 2020 19:54  
**To:** Licensing  
**Subject:** Retreat East Farm Shop - 20 Toynbee Street, London E1 7NE

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/Madam

I am writing to object to the above application which seeks to increase the licensing conditions to allow the sale and consumption of alcohol to 23:00 hrs.

The application is next to a residential estate which is also a crime and disorder hotspot, and is in close proximity to residential premises. The application to increase hours has the potential to impact and increase public nuisance and likely to generate more noise outside which could will cause disturbance to people in the neighbouring residential blocks.

The estate courtyard already experiences a range of ASB from non-residents and local licensed premises customers by way of littering, entering the estate and smoking/drinking in the estate areas, lettering, urination, shouting, screaming amongst many others. Since the re-opening of the Duke of wellington Pub, we are already experiencing an increase in the above negative behaviours.

The crime and disorder issues in this area are many (particularly around drug dealing and drug usage), and late licences aggravate these issues.

And any late licence is a threat to the children of the many families living in the area – it wakes them up during the late and early hours when they should be getting enough sleep for school, and then having to endure and navigate the vomit, urine, leftover food, broken glass and drug related waste including needles when they head out to school in the morning and indeed other residents going out to work. Additionally, the estate play area is nearby where children congregate and has the potential to be affected by any customers in high spirits or over the drinking limit with potential to hurl abuse or worse at the children. It also exposes children to adults drinking alcohol and drugs. We also have the issue of local traders and business dumping waste into the residential bins of the estate, causing unnecessary difficulties with overflowing bins.

There are currently several drinking establishments including pubs and supermarkets approximately within the immediate area and is already over saturated in this area. An additional premises licence would add to crime and disorder, public nuisance and public safety in our immediate area.

Yours Faithfully

Naineshkumar Tanna  
[REDACTED]

# Appendix 12

# Guidance Issued by the Home Office under Section 182 of the Licensing Act 2003

Updated April 2018

## Crime and disorder

- 2.1 Licensing authorities should look to the police as the main source of advice on crime and disorder. They should also seek to involve the local Community Safety Partnership (CSP).
- 2.2 In the exercise of their functions, licensing authorities should seek to co-operate with the Security Industry Authority (“SIA”) as far as possible and consider adding relevant conditions to licences where appropriate. The SIA also plays an important role in preventing crime and disorder by ensuring that door supervisors are properly licensed and, in partnership with police and other agencies, that security companies are not being used as fronts for serious and organised criminal activity. This may include making specific enquiries or visiting premises through intelligence led operations in conjunction with the police, local authorities and other partner agencies. Similarly, the provision of requirements for door supervision may be appropriate to ensure that people who are drunk, drug dealers or people carrying firearms do not enter the premises and ensuring that the police are kept informed.
- 2.3 Conditions should be targeted on deterrence and preventing crime and disorder including the prevention of illegal working in licensed premises (see paragraph 10.10). For example, where there is good reason to suppose that disorder may take place, the presence of closed-circuit television (CCTV) cameras both inside and immediately outside the premises can actively deter disorder, nuisance, anti-social behaviour and crime generally. Some licence holders may wish to have cameras on their premises for the prevention of crime directed against the business itself, its staff, or its customers. But any condition may require a broader approach, and it may be appropriate to ensure that the precise location of cameras is set out on plans to ensure that certain areas are properly covered and there is no subsequent dispute over the terms of the condition.
- 2.4 The inclusion of radio links and ring-round phone systems should be considered an appropriate condition for public houses, bars and nightclubs operating in city and town centre leisure areas with a high density of licensed premises. These systems allow managers of licensed premises to communicate instantly with the police and facilitate a rapid response to any disorder which may be endangering the customers and staff on the premises.

- 2.5 Conditions relating to the management competency of designated premises supervisors should not normally be attached to premises licences. It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained. The designated premises supervisor is the key person who will usually be responsible for the day to day management of the premises by the premises licence holder, including the prevention of disorder. A condition of this kind may only be justified as appropriate in rare circumstances where it can be demonstrated that, in the circumstances associated with particular premises, poor management competency could give rise to issues of crime and disorder and public safety.
- 2.6 The prevention of crime includes the prevention of immigration crime including the prevention of illegal working in licensed premises. Licensing authorities should work with Home Office Immigration Enforcement, as well as the police, in respect of these matters. Licence conditions that are considered appropriate for the prevention of illegal working in licensed premises might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check are retained at the licensed premises.



# Appendix 13

## Crime and Disorder

- 7.1 Licensed premises, especially those offering late night / early morning entertainment, alcohol and refreshment for large numbers of people, can be a source of crime and disorder problems and to store prescribed information.
- 7.2 When addressing crime and disorder the applicant should initially identify any particular issues (having regard to their particular type of premises and / or activities) which are likely to adversely affect the promotion of the crime and disorder licensing objective. Such steps as are required to deal with these identified issues should be included within the applications operating schedule. Where the Metropolitan Police, acting as a responsible authority, makes recommendations in respect of an application relating to the licensing objectives the Licensing Authority would expect the applicant to incorporate these into their operating schedule.
- 7.3 Applicants are recommended to seek advice from Council Officers and the Police as well as taking into account, as appropriate, local planning and transport policies, with tourism, cultural and crime prevention strategies, when preparing their plans and Schedules.
- 7.4 In addition to the requirements for the Licensing Authority to promote the licensing objectives, it also has duties under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder in the Borough and to share prescribed information.
- 7.5 The Licensing Authority, if its discretion is engaged, will consider attaching Conditions to licences and permissions to deter and prevent crime and disorder both inside and immediately outside the premises and these may include Conditions drawn from the Model Pool of Conditions relating to Crime and Disorder given in the Secretary of State's Guidance.
- 7.6 **CCTV** - The Licensing Authority, if its discretion is engaged, will attach conditions to licences, as appropriate where the conditions reflect local crime prevention strategies, for example the provision of closed circuit television cameras.

7.7 **Touting** – This is soliciting for custom. There has been a historic problem with Touting in the borough, mainly in relation to restaurants, and as such in 2006 the Council introduced a byelaw under Section 235 of the Local Government Act 1972 for the good rule and government of the London Borough of Tower Hamlets and for the prevention and suppression of nuisances.

As a result, in relation to premises where there is intelligence that touting is, or has been carried out, the Licensing Authority, where its discretion is engaged will insert a standard condition that prohibits 'touting' as follows:-

- 1) No person shall be employed to solicit for custom or be permitted to solicit for custom for business for the premises in any public place within a 500 meters radius of the premises as shown edged red on the attached plan.( marked as Appendix -)
- 2) Clear Signage to be placed in the restaurant windows stating that the premises supports the Council's 'No Touting' policy.

7.8 **Responsible Drinking** - The Licensing Authority expects alcohol to be promoted in a responsible way in the Borough. This should incorporate relevant industry standards, such as the Portman Group Code of Practice. Where appropriate and proportionate, if its discretion is engaged, the Licensing Authority will apply conditions to ensure responsible drinking. The Licensing Authority also recognises the positive contribution to best practice that "Pubwatch" and other similar schemes can make in promoting the licensing objectives and is committed to working with them.

Model Pool Conditions can be found in the Secretary of State's Guidance.

7.9 **Criminal Activity** - There is certain criminal activity that may arise in connection with licensed premises which the Licensing Authority will treat particularly seriously. These are the use of the licensed premises:

- for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;
- for the sale and distribution of illegal firearms;
- for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;
- for the illegal purchase and consumption of alcohol by minors which impacts on the health, educational attainment, employment prospects and propensity for crime of young people;
- for prostitution or the sale of unlawful pornography;
- by organised groups of paedophiles to groom children;

- as the base for the organisation of criminal activity, particularly by gangs;
- for the organisation of racist activity or the promotion of racist attacks;
- for employing a person who is disqualified from that work by reason of their immigration status in the UK;
- for unlawful gambling; and
- for the sale or storage of smuggled tobacco and alcohol.

The Secretary State's Guidance states that it is envisaged that licensing authorities, the police, the Home Office (Immigration Enforcement) and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and this Licensing Authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence, even in the first instance, should be seriously considered.

7.10 In particular the Licensing Authority is mindful of the Secretary of State's Guidance "Reviews arising in connection with crime".

7.11 From 1 April 2017, businesses which sell alcohol (for example, retailers of alcohol and trade buyers) will need to ensure that the UK wholesalers that they buy alcohol from have been approved by HMRC under the Alcohol Wholesaler Registration Scheme (AWRS). They will need to check their wholesalers Unique Registration Number (URN) against the HMRC online database which will be available from April 2017. This is an ongoing obligation and if a business is found to have bought alcohol from an unapproved wholesaler, they may be liable to a penalty or could even face criminal prosecution and their alcohol stock may be seized. Any trader who buys alcohol from a wholesaler for onward sale to the general public (known as a 'trade buyer') does not need to register unless they sell alcohol to other businesses. Examples of trade buyers would be pubs, clubs, restaurants, cafes, retailers and hotels. However, they will need to check that the wholesaler they purchase alcohol from is registered with HMRC. Further information may be found at: <https://www.gov.uk/guidance/the-alcohol-wholesaler-registration-scheme-awrs>.

## **Smuggled goods**

7.12 The Licensing Authority will exercise its discretion to add a standard condition as follows:-

- 1) The premises licence holder and any other persons responsible for the purchase of stock shall not purchase any goods from door-to-door sellers other than from established traders who provide full receipts at the time of delivery to provide traceability.
- 2) The premises licence holder shall ensure that all receipts for goods bought include the following details:
  - i. Seller's name and address
  - ii. Seller's company details, if applicable
  - iii. Seller's VAT details, if applicable
  - iv. Vehicle registration detail, if applicable
- 3) Legible copies of the documents referred to in 2) shall be retained on the premises and made available to officers on request.
- 4) The trader shall obtain and use a UV detection device to verify that duty stamps are valid.
- 5) Where the trader becomes aware that any alcohol may be not duty paid they shall inform the Police of this immediately.

## **Olympic Park – Football Ground**

7.13 Premises where Police intelligence shows that football supporters congregate within the borough should consider in their application form the following conditions:

- 1) On Match Days for premises licensed for the supply of alcohol for consumption on the premises:
  - a) Drinks shall only be supplied in polypropylene or similar plastic and all bottled drinks shall be poured into such drinking vessels before being handed to the customer. These should be made of recyclable materials.
  - b) Registered door staff shall be employed to control the entry and exits to the premises and to manage any licensed outside area(s).

# Appendix 14

# Guidance Issued by the Home Office under Section 182 of the Licensing Act 2003

Updated April 2018

## Public nuisance

- 2.15 The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter.
- 2.16 Public nuisance is given a statutory meaning in many pieces of legislation. It is however not narrowly defined in the 2003 Act and retains its broad common law meaning. It may include in appropriate circumstances the reduction of the living and working amenity and environment of other persons living and working in the area of the licensed premises. Public nuisance may also arise as a result of the adverse effects of artificial light, dust, odour and insects or where its effect is prejudicial to health.
- 2.17 Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable (see chapter 16). Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.
- 2.18 As with all conditions, those relating to noise nuisance may not be appropriate in certain circumstances where provisions in other legislation adequately protect those living in the area of the premises. But as stated earlier in this Guidance, the approach of licensing authorities and responsible authorities should be one of prevention and when their powers are engaged, licensing authorities should be aware of the fact that other legislation may not adequately cover concerns raised in relevant representations and additional conditions may be appropriate.

- 2.19 Where applications have given rise to representations, any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a need for a licence for performances of live music between 11 pm and 8 am. In certain circumstances, conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave.
- 2.20 Measures to control light pollution will also require careful thought. Bright lighting outside premises which is considered appropriate to prevent crime and disorder may itself give rise to light pollution for some neighbours. Applicants, licensing authorities and responsible authorities will need to balance these issues.
- 2.21 Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night.



# Appendix 15

## Prevention of Public Nuisance

- 9.1 Licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working or sleeping in the vicinity of the premises.
- 9.2 The concerns mainly relate to noise nuisance both from the premises and customer egress, light pollution, noxious smells and disruption from parked vehicles and due regard will be taken of the impact these may have in considering a licence. The Licensing Authority will expect Operating Schedules to satisfactorily address these issues. Applicants are advised to seek advice from the Council's Environmental Health Officers before preparing their plans and Schedules.
- 9.3 The Licensing Authority, where its discretion is engaged, will consider, where appropriate, attaching conditions to licences and permissions to prevent the problems identified in Section 18 of this Policy (Special Cumulative Impact Policy for the Brick Lane and Bethnal Green Area), and these may include conditions drawn from the Model Pool of Conditions found in the Secretary of States Guidance.
- 9.4 **Street Furniture** – placing of street furniture, which includes advertising boards, on the highway can cause a public nuisance by way of obstruction, or encourage consumption of alcohol on an unlicensed area. The Licensing Authority expects applicants to have ensured that they fully comply with the Council's rules relating to authorisation of obstructions on the highway, and that the required authorisations are obtained prior to submitting a licence application. Where proportionate and appropriate, and its discretion is engaged, the Licensing Authority will impose conditions in relation to street furniture, including on private land.
- 9.5 **Fly Posting** – The Council has experienced problems with "fly posting" in relation to venues that offer entertainment. Fly posting is the unauthorised posting of posters / advertisements etc. Where it considers it proportionate and appropriate, and its discretion is engaged, the Licensing Authority will attach conditions relating to the control of fly posting to ensure that venues clearly prohibit all fly posting in their contract terms with others and they effectively enforce this control.

# Appendix 16

## Noise while the premise is in use

### General Advice

If they conclude this is a problem Members should consider whether it is possible to carry out suitable and proportionate noise control measures so that noise leakage is prevented. In addition Members may consider that only certain activities are suitable.

The hours of operation also need to be considered (see below).

If Members believe that there is a substantial problem of noise while the premises are in use and it cannot be proportionately address by licensing conditions they should refuse the application.

### Licensing Policy

The policy recognises that noise nuisance can be an issue, especially if a premises is open late at night. (**See Sections 9.1 of the Licensing Policy**). While all applications will be considered on their merits, consideration will be given to imposing stricter conditions in respect of noise control where premises are situated close to local residents. (**See Section 14.10**).

The Licensing Authority expects the applicant to have addressed all nuisance issues relating to the premises in their operating schedule and to have sought appropriate advice from the Council's Environmental Health Officers. (**See Section 9.2 of the Licensing Policy**).

The Licensing Authority will consider attaching conditions to prevent nuisance. In particular Members may wish to consider (this list is not exhaustive):

- hours of opening (this needs to be balanced against potential disorder caused by artificially early closing times)
- Whether certain parts should close earlier than the rest (for example a "beer garden", or restricted in their use)
- Whether or not certain activities should have to close at an early hour, for example live music
- Conditions controlling noise or vibration (for example, noise limiters, keeping doors and windows closed).
- Prominent clear and legible notices at all exits requesting the public to respect the needs of local residents and leave the premises and area quietly
- Conditions controlling the use of explosives, pyrotechnics and fireworks
- Conditions controlling the placing of refuse
- Conditions controlling noxious smells
- Conditions controlling lighting (this needs to be balanced against potential crime prevention benefits)

### Police Powers

Part 8 of the Licensing Act 2003 enables a senior police officer to close down a premises for up to 24 hrs where public nuisance is being caused by noise coming from the premises and the closure of the premises is necessary to prevent that nuisance.

### Guidance Issued under Section 182 of the Licensing Act 2003

The prevention of public nuisance could include low-level nuisance, perhaps affecting a few people living locally as well as major disturbance affecting the whole community (2.15).

Licence conditions should not duplicate other legislation (1.16).

Necessary and appropriate conditions should normally focus on the most sensitive periods (2.19) and may address disturbance as customers enter or leave the premises but it is essential that conditions are focused on measures within the direct control of the licence holder.

### Other Legislation

The Environmental Protection Act 1990, Part 111 gives Environmental Health Officers the power to deal with statutory nuisances.

The Anti-social Behaviour Act 2003, Sections 40 and 41 give Environmental Health Officers the power of closure up to 24 hours in certain circumstances.

# Appendix 17

## Anti-Social Behaviour on the Premises

### Licensing Policy

The Licensing Authority expects the applicant to have addressed all crime and disorder issues relating to the premises in their operating schedule and to have sought appropriate advice. (**See Section 6 of the Licensing Policy**)

The Licensing Authority will consider attaching conditions to deter crime and disorder and these may include conditions drawn from the Model Poll of Conditions relating to Crime and Disorder. (**See Appendix 3 of the Licensing Policy**). In particular Members may wish to consider (this list is not exhaustive):

- Methods of management communication
- Use of registered Door Supervisors
- Bottle Bans
- Plastic containers
- CCTV
- Restrictions on open containers for “off sales”
- Restrictions on drinking areas
- Capacity
- Proof of Age scheme
- Crime prevention notices
- Drinks promotions-aimed at stopping irresponsible promotions
- Signage
- Seating plans
- Capacity

If Members believe that there is a substantial problem of anti-social behaviour and it cannot be proportionately addressed by licensing conditions they should refuse the application.

### Police Powers

The Licensing Act 2003, Part 8 gives a senior police officer the power to close a premises for up to 24 hours where the officer believes there is, or is likely to be disorder on or in the vicinity and closure is necessary in the interests of public safety.

### Guidance Issued under Section 182 of the Licensing Act 2003

The pool of conditions, adopted by the Council is recommended (Annexe D).

The key role of the Police and SIA is acknowledged (2.1-2.2).

Conditions attached to licences cannot seek to manage the behaviour of customers once they are beyond the direct management of the licence holder

and their staff or agents, but can directly impact on the behaviour of customers in the immediate vicinity of the premises as they seek entry or leave (1.16).

Conditions are best targeted on deterrence and preventing crime and disorder (2.3) communication, CCTV, police liaison, no glasses, capacity limits are all relevant (2.3 - 2.6).

The Guidance recognises working with Home Office Immigration Enforcement in the prevention of immigration crime. Licence conditions that are considered appropriate for the prevention of illegal working in licensed premises might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check are retained at the licensed premises.

#### Guidance Issued under Section 182 of the Licensing Act 2003

Conditions can be imposed for large capacity “vertical consumption” premises (10.23 – 10.24).

#### Guidance Issued by the Office of Fair Trading

This relates to attempts to control minimum prices.

#### Other Legislation

- The Council has a duty under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder



# Appendix 18

### **Special Cumulative Impact Policy for the Brick Lane and Bethnal Green Area**

- 19.1 As with many other London Borough's the majority of late night licensed premises are concentrated within one area of the Borough. Following guidance issued under the Licensing Act 2003 a cumulative impact policy for the Brick Lane area was adopted on 18th September 2013 by the Council and came into effect on the 1st November 2013.
- 19.2 After consultation the Council recognised that because of the number and density of licensed premises selling alcohol, on and off the premises and the provision of late night refreshment (sale of hot food after 11pm) within the Brick Lane Area as defined in Figure One, there might be exceptional problems of nuisance, disturbance and/or disorder outside or away from those licensed premises as a result of their combined effect.
- 19.3 The Council Cumulative Impact Zone (CIZ) was reviewed alongside this Statement of Licensing Policy by the Licensing Committee on 14<sup>th</sup> December 2017. Following this review and consultation in early 2018 the Council has decided to keep the Cumulative Impact Zone (CIZ). Local crime mapping showed that although there had been a reduction in crime and disorder linked to licensed premises within the CIZ since January 2015, the same crime mapping showed that the area of the CIZ is still higher than average in regards to crimes and disorder linked to licensed premises compared to the rest of the borough.

Further to the CIZ in the Brick Lane Area shown in Figure One below, data from 999/101 calls to Police in 2016/17 showed a large number of incidents linked to licensed premises within the area shown in Figure Two below (Bethnal Green Area). In light of this evidence and following consultation mentioned above the Council has decided to adopt a second CIZ in the Bethnal Green Area.

- 19.4 The Licensing Authority is of the view that the number, type and density of premises selling alcohol for consumption on and off the premises and/or the provision of late night refreshment in the area highlighted in Figures One and Two is having a cumulative impact on the licensing objectives and has therefore declared a cumulative impact zone within these areas. The Brick Lane and Bethnal Green CIZ aims to manage the negative cumulative impact of the concentration of licensed premises in these areas and the stresses that the saturation of licensed premises has had on local amenity, environmental degradation and emergency and regulatory services in managing this impact.
- 19.5 The effect of this Special Cumulative Impact Policy will affect applications in respect of the sale or supply of alcohol on or off the premises and/or late Night Refreshment for the following:

- New Premises Licences applications,
- New Club Premises Certificates applications
- Provisional Statements,
- Variation of Premises Licences and Club Premises Certificate applications (where the modifications are relevant to the issue of cumulative impact for example increases in hours or capacity).

The Licensing Authority expects such applications to have regard for and make reference to the CIZ.

19.6 The Special Cumulative Impact policy creates a rebuttable presumption that where relevant representations are received by one or more of the responsible authorities and/or other persons against applications within the CIZ zones the application will be refused.

19.7 Where representations have been received in respect to applications within the CIZ zones the onus is on applicants to adequately rebut the presumption. Applicants will need to demonstrate in their applications why the granting of their application will not negatively add to the cumulative already experience within the CIZ Zones. Applicants may wish to address the following in their applications:

- Genuinely exceptional circumstances,
- Relevant good practices they employ (for example, this could include details of membership of local Pubwatch/other trade groups,
- Accreditation of Award Schemes (as applicable), and any participation in Police/Council initiatives),
- Other good operational/practice arrangements in respect of any outside drinking and smoking to control potential impact in the area,
- Measures used to promote the licensing objectives (for example, any relevant conditions to control noise, dispersal, litter and other anti-social issues).

19.8 **This Policy will be strictly applied and where relevant representations are received it is the view of the Council that the application will be refused. Applicants will need to demonstrate that there are exceptional circumstances and that granting their application will not negatively add to the cumulative effect on the Licensing Objectives within the Brick Lane and Bethnal Green CIZ if they wish to rebut this presumption.**

Examples of factors the Licensing Authority may consider as exceptional may include, though are not limited to:

- small premises with a capacity of fifty persons or less who only intend to operate during Framework Hours,
- premises which are not alcohol led and operate only within Framework Hours, such as coffee shops,

- instances where the applicant has recently surrendered a licence for another premises of a similar size and providing similar licensable activities in the same Special Policy Area.

Examples of factors the Licensing Authority will **not** consider as exceptional include:

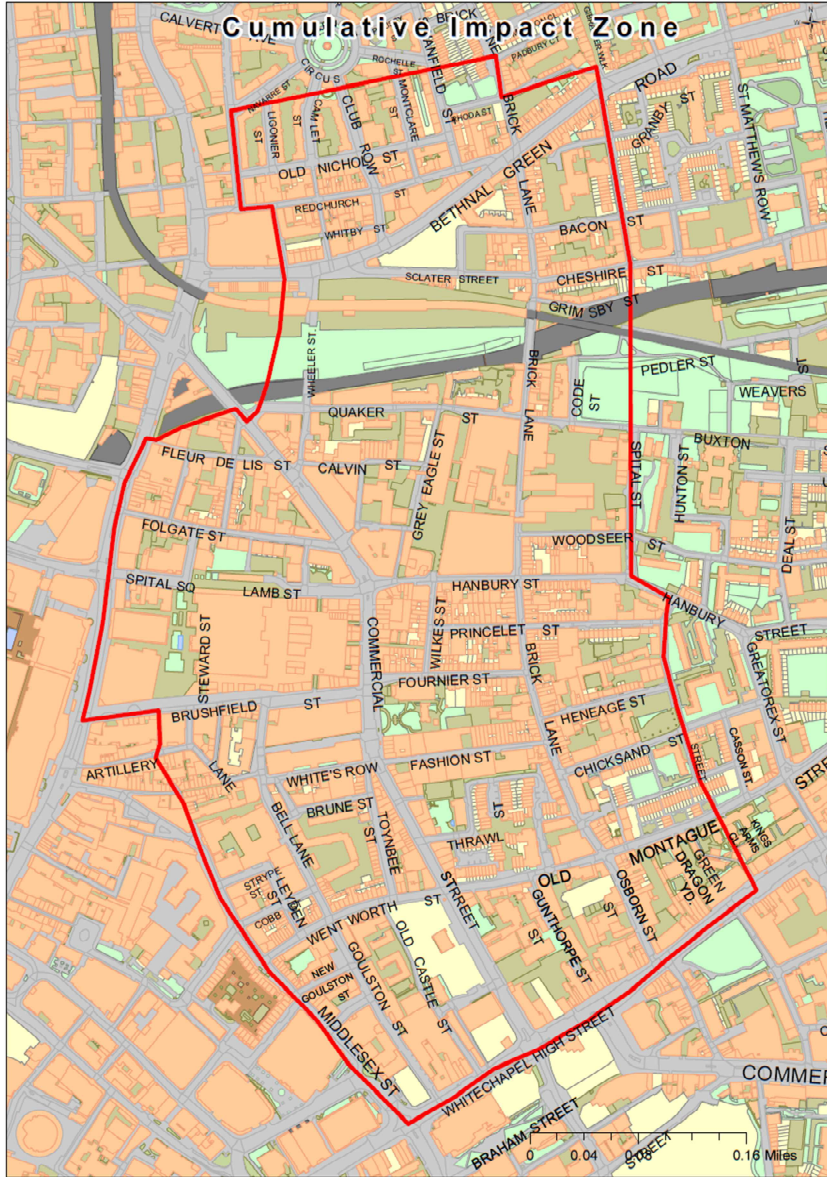
- that the premises will be well managed and run,
- that the premises will be constructed to a high standard,
- that the applicant operates similar premises elsewhere without complaint.

19.9 The Special Cumulative Impact policy will not be used to revoke an existing licence or certificate and will not be applicable during the review of existing licences.

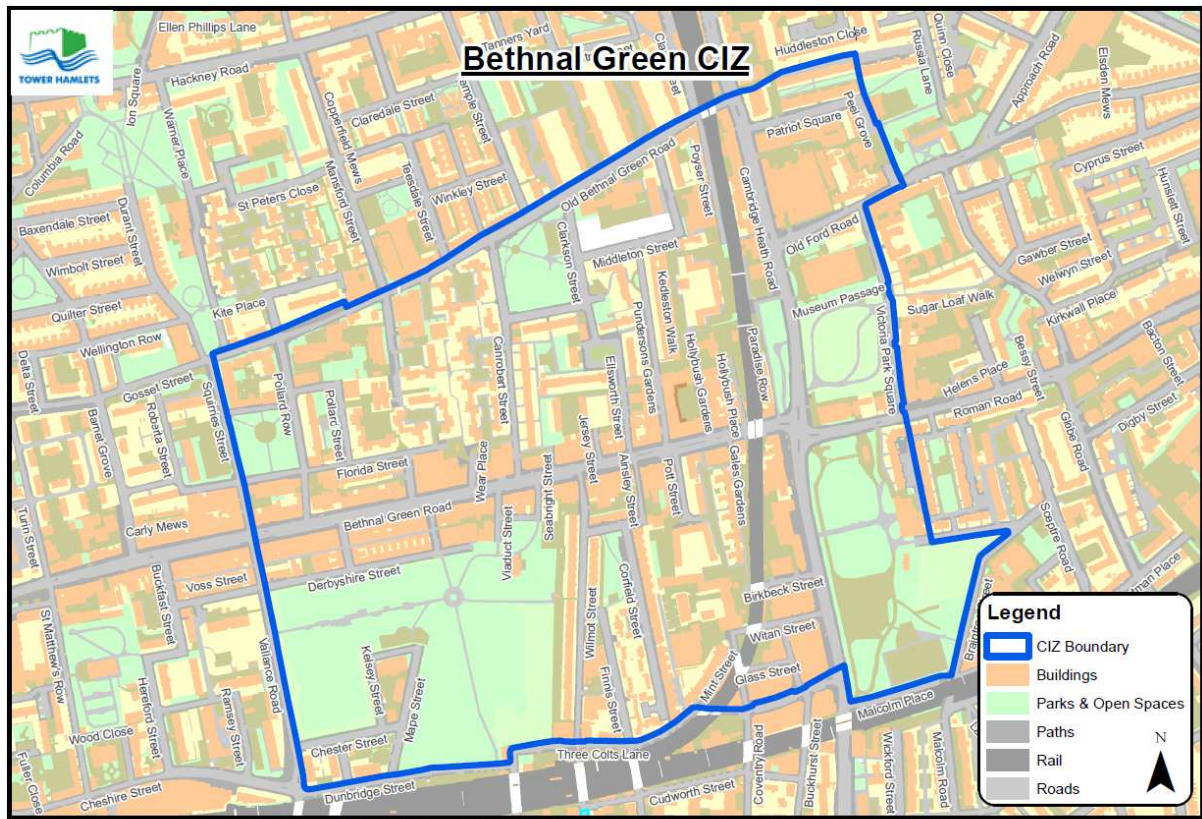
# The Cumulative Impact Zones:

## Figure One

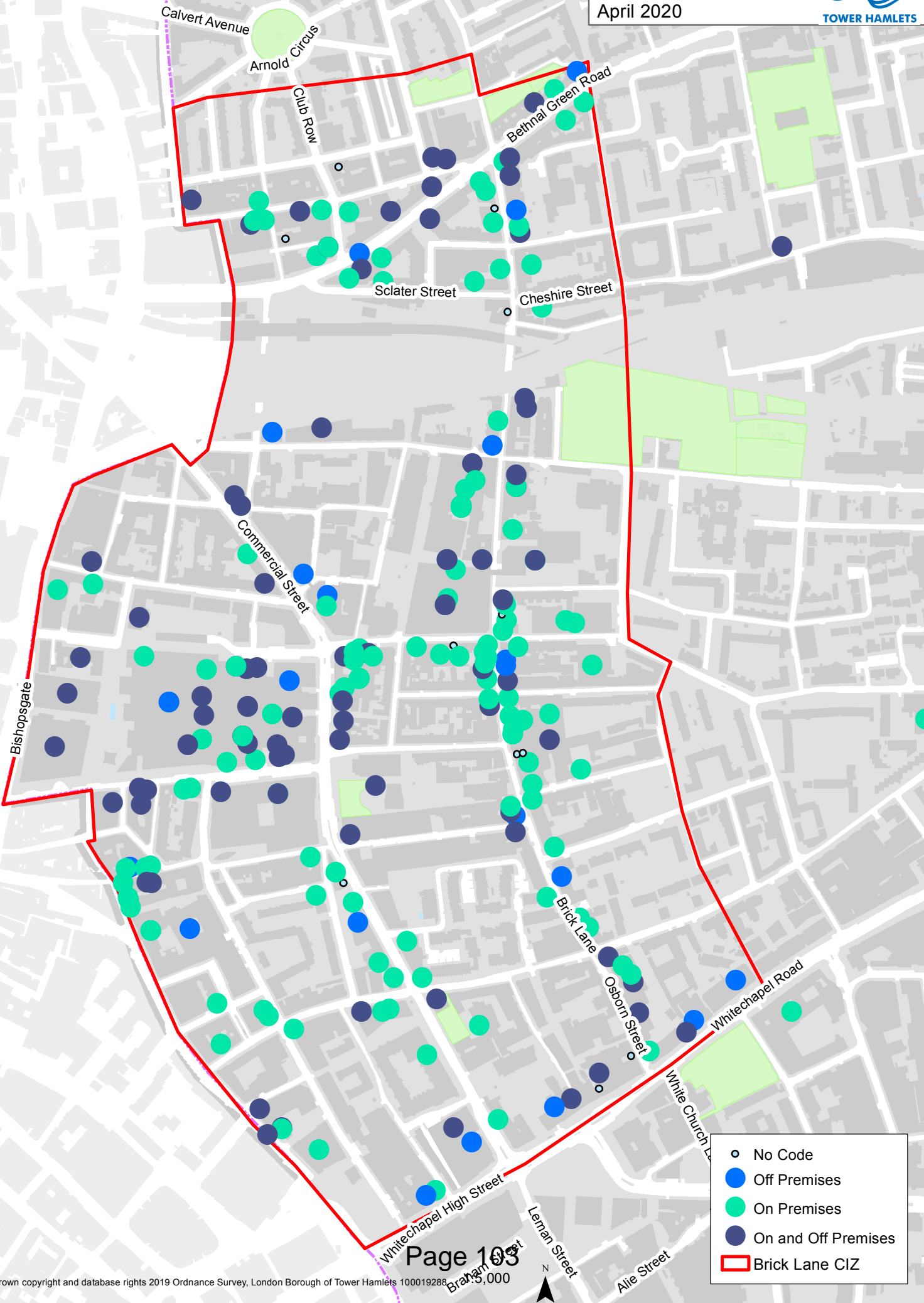
Brick Lane area:



**Figure Two:**  
**Bethnal Green Area**



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- No Code
- Off Premises
- On Premises
- On and Off Premises
- ▭ Brick Lane CIZ

# Appendix 19



## **Licensing Policy Relating to Hours of Trading**

All applications have to be considered on their own merits.

The Council has however adopted a set of framework hours as follows:

- Monday to Thursday, from 06:00 hrs to 23:30 hrs
- Friday and Saturday, from 06:00 hrs to 00:00 hrs (midnight)
- Sunday, from 06:00 hrs to 22:30 hrs

(see 14.8 of the Licensing Policy)

In considering the applicability of framework hours to any particular application regard should be had to the following

- Location
- Proposed hours of regulated activities, and the proposed hours the premises are open to the public
- The adequacy of the applicant's proposals to deal with issues of crime and disorder and public nuisance
- Previous history
- Access to public transport
- Proximity to other licensed premises, and their hours

(See 14.9 of the licensing policy)

Subject to any representations to the contrary in individual cases the following premises are not generally considered to contribute to late night anti-social behaviour and will therefore generally have greater freedom

- Theatres
- Cinemas
- Premises with club premises certificates

# Appendix 20

## **Planning**

An application for a Premises Licence can be made in respect of a premises even where the premises does not have relevant Planning Permission. That application has to be considered and Members can only refuse the application where the application itself does not promote one of more of the Licensing Objectives. Members cannot refuse just because there is no planning permission. Where a Premises Licence is granted and which exceeds what is allowed by the Planning Permission and that Premises then operates in breach of planning then the operator would be liable to enforcement by Planning.

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# Agenda Item 3.2

Committee : <b>Licensing Sub-Committee</b>	Date	Classification <b>Unclassified</b>	Report No.	Agenda Item No.
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Report of: <b>David Tolley</b> <b>Head of Environmental Health &amp; Trading Standards</b>  Originating Officer: <b>Mohshin Ali</b> <b>Senior Licensing Officer</b>	Title: <b>Licensing Act 2003</b> <b>Application for a Premises Licence for (Klub Verboten) 11 West India Dock Road, London E14 8EZ</b>  Ward affected: <b>Poplar</b>
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## 1.0 Summary

Applicant:	<b>Ubenannt Ltd</b>
Name and	<b>Klub Verboten</b>
Address of Premises:	<b>11 West India Dock Road London E14 8EZ</b>
Licence sought:	<b>Licensing Act 2003 – premises licence</b> <ul style="list-style-type: none"><li>• <b>The sale by retail of alcohol (On sales only)</b></li><li>• <b>The provision of late night refreshment</b></li><li>• <b>The provision of regulated entertainment</b></li></ul>
Representations:	<b>Licensing Authority (Responsible Authority)</b> <b>Environmental Health Noise Team</b> <b>Other Persons (both against and in support)</b>

## 2.0 Recommendations

- 2.1 That the Licensing Committee considers the application and representations then adjudicate accordingly.

**LOCAL GOVERNMENT 2000 (Section 97)**  
**LIST OF "BACKGROUND PAPERS" USED IN THE DRAFTING OF THIS REPORT**

Brief description of "background paper"	Tick if copy supplied for register	If not supplied, name and telephone number of holder
<ul style="list-style-type: none"><li>• Guidance Issued under Section 182 of the Licensing Act 2003</li><li>• Tower Hamlets Licensing Policy</li><li>• File</li></ul>		Mohshin Ali 020 7364 5498

### 3.0 Background

3.1 This is an application for a premises licence for (Klub Verboten) 11 West India Dock Road, London E14 8EZ.

3.2 The applicant has described the premises as follows:

*“Klub Verboten is a self-regulated Fetish/BDSM facilitator that operates on the basis of verified and vetted membership. The membership is gender balanced and includes all sexualities. For the past three years it has also operated as an event promoter taking its social, community and adult play parties to various venues across London. The week night events typically end at 2.30am and the Friday and Saturday night events typically end at 6am. In recent times Klub Verboten has also hosted larger events open to non-members that nonetheless strictly adhere to the Klub Verboten ethos, operating culture and rules. All members and guests are mutually consenting adults that identify with the Fetish/BDSM lifestyle and may engage in adult play and sexual activity at the play events...”*

3.3 A copy of the premises licence application form is enclosed as **Appendix 1**.

3.4 The applicant has applied for the following licensable activities and timings:-

#### **The sale by retail of alcohol – On sales only**

- Monday to Wednesday, from 11:00 hrs to 01:30 hrs the following day
- Thursday, from 11:00 hrs to 02:30 hrs the following day
- Friday and Saturday, from 11:00 hrs to 05:30 hrs the following day
- Sunday, from 06:00 hrs to 14:30 hrs the following day

#### **The provision of late night refreshment - Indoors**

- Monday to Wednesday, from 23:00 hrs to 02:00 hrs the following day
- Thursday, from 23:00 hrs to 03:00 hrs the following day
- Friday to Sunday, from 23:00 hrs to 05:00 hrs the following day

#### **The provision of regulated entertainment - Indoors**

##### (Plays and Films)

- Monday to Wednesday, from 11:00 hrs to 01:00 hrs the following day
- Thursday, from 11:00 hrs to 02:00 hrs the following day
- Friday and Saturday, from 11:00 hrs to 05:00 hrs the following day
- Sunday, from 06:00 hrs to 14:00 hrs the following day

##### (Live Music, Recorded Music, Performance of Dance and anything of a similar description)

- Monday to Wednesday, from 11:00 hrs to 02:00 hrs the following day
- Thursday, from 11:00 hrs to 03:00 hrs the following day
- Friday and Saturday, from 11:00 hrs to 06:00 hrs the following day
- Sunday, from 06:00 hrs to 15:00 hrs the following day

#### Non-standard timings

- Sunday before a Bank-Holiday, the sale by retails alcohol will be from 06:00 hrs to 05:30 hrs the following day
- Sunday before a Bank-Holiday, plays and films will be from 06:00 hrs to 05:00 hrs the following day
- Sunday before a Bank-Holiday, live music, recorded music, performances of dance and anything of a similar description will be from 06:00 hrs to 06:00 hrs the following day

#### **The opening hours of the premises**

- Monday to Wednesday, from 10:00 hrs to 02:00 hrs the following day
- Thursday, from 10:00 hrs to 03:00 hrs the following day
- Friday and Saturday, from 10:00 hrs to 06:00 hrs the following day
- Sunday, from 06:00 hrs to 15:00 hrs the following day

#### Non-standard timings

- Sunday before a Bank-Holiday, the opening hours of the premises will be from 06:00 hrs to 06:00 hrs the following day

#### LICENSING OFFICER COMMENTS:

Members should note that for Sundays, the applicant has proposed the provision of late night refreshment to continue until 05:00 hours the following day. However, the opening (closing) times of the premises for Sundays are being proposed at an earlier time of 15:00 hours. The applicant may wish to clarify this.

For members' information, late night refreshment (for Friday to Sunday) is being proposed from 23:00 hours to 05:00 hours the following day. To clarify, a premises licence is not required between 05:00 hours to 23:00 hours. That is the applicant has applied the only hours that require permission from the Licensing Authority for the provision of hot food and hot drinks.

#### **4.0 Location and Nature of the premises**

4.1 The site plan of the venue is included as **Appendix 2**.

4.2 Maps and photos showing the vicinity are included as **Appendix 3**.

4.3 Details of the nearest licensed venues are included as **Appendix 4**.

#### **5.0 Licensing Policy and Government Advice**

5.1 The Council has adopted a licensing policy and this is available from the Licensing Section, and at the hearing. The revised policy came into effect on the 1<sup>st</sup> November 2018.

- 5.2 Relevant Sections of the policy are brought to the attention of Members within the Licensing Officers report.
- 5.3 The Home Secretary has issued Guidance under Section 182 of the Licensing Act 2003. This is available on the Government’s website, www.homeoffice.gov.uk. It was last revised in April 2018.
- 5.4 Relevant Sections of this advice are brought to Members attention within the Licensing Officers report. Members should note however, than in some areas Tower Hamlets, after a proper consideration of local circumstances, has not followed the Government’s advice, or has developed it further.

**6.0 Representations**

- 6.1 All representations have to meet basic legal and administrative requirements. If they fail to do so they cannot be accepted. When rejected the person sending in the representation must be written to, and an explanation for rejection given in writing
- 6.2 A responsible authority or other person can make a representation. There are two tests for other persons and only one for a responsible authority. The two tests are contained in Section 18 of the Act.
- 6.3 All representations must be “about the likely effect of the grant of the premises licence on the promotion of the licensing objectives.” Likely means something that will probably happen, i.e. on balance more likely than not.
- 6.4 Representations by responsible authorities do not have to meet the second test of not being vexatious and frivolous. Other persons have to meet this test.
- 6.5 The Home Office recommends that in borderline cases, the benefit of the doubt should be given to the interested party making the representation.
- 6.6 Section 182 Advice by the Home Office concerning relevant, vexatious and frivolous representations is attached as **Appendix 5**.
- 6.7 All the representations in this report have been considered by the relevant officer (Team Leader Licensing & Safety) and determined to have met the requirements of the Licensing Act 2003.
- 6.8 This hearing is required by the Licensing Act 2003, because a relevant representation against the premises have been made by the following:

<b>Responsible Authorities / Other Persons</b>	<b>Appendix</b>
Nicola Cadzow (Environmental Health Noise Team)	<b>6</b>
Kathy Driver (Licensing Authority)	<b>7</b>
Wyn Davis	<b>8</b>



6.9 In addition, relevant representation in support of the premises have been made by the following:

<b>Other Persons</b>	<b>Appendix</b>
Andrea Aste	<b>9</b>
Alberto Brunello	<b>10</b>
(Representation withdrawn)	<b>11</b>
Andrew Evans	<b>12</b>
Andi Fugard	<b>13</b>
Alison Gilliard	<b>14</b>
Andrea Marcou	<b>15</b>
Alasdair Murray	<b>16</b>
Arielle Nylander	<b>17</b>
Amy Oldham	<b>18</b>
Andrzej Sobolewski	<b>19</b>
Bryony Beynon	<b>20</b>
Bartosz Dudzikowski	<b>21</b>
Benjamin Grauer	<b>22</b>
[Name redacted at the request of the individual May 2023]	<b>23</b>
Christopher. J. Stanley	<b>24</b>
Conor James	<b>25</b>
Dominique Alves	<b>26</b>
Drew Beckett	<b>27</b>
Danny Blackman	<b>28</b>
Dan Chorlton	<b>29</b>
David Edmond	<b>30</b>
Dan Tombs	<b>31</b>
Eva Pires	<b>32</b>
Gemma Blackburn	<b>33</b>
Hannah Rosa Blackman	<b>34</b>
Imogen Eason	<b>35</b>
Ian Lee	<b>36</b>
John Antoniou	<b>37</b>
Ceri James Davies-Evans	<b>38</b>
Jessie Dyer	<b>39</b>
James Middleton	<b>40</b>
James Wani	<b>41</b>
Kristine Bumeistere	<b>42</b>
Kotryna Zabulionyte	<b>43</b>
Leonie Barth	<b>44</b>
Lauren Kilgannon	<b>45</b>
Luke Matthews	<b>46</b>
Lidia Ravviso	<b>47</b>
Lucas Vigroux	<b>48</b>
Matthew Cole	<b>49</b>

Matthew Cook	<b>50</b>
Marc Ellis	<b>51</b>
Mirabai Galati	<b>52</b>
Mattia Gerli	<b>53</b>
Matthew Jarred	<b>54</b>
Michael Kill	<b>55</b>
Michael Lake-McMillan	<b>56</b>
Michael O'Sullivan	<b>57</b>
Maral Pourkazemi	<b>58</b>
Nick Charlish	<b>59</b>
Niamh Harty	<b>60</b>
Nora Høyning	<b>61</b>
Nicholas Tee	<b>62</b>
Ollie Spragley	<b>63</b>
Patrick Austin	<b>64</b>
Peter Cooke	<b>65</b>
Peter Hetherington	<b>66</b>
Pete Valente	<b>67</b>
Russell Levy	<b>68</b>
Riccardo Oi	<b>69</b>
Richard Patterson	<b>70</b>
Ruth Sewell	<b>71</b>
Richard Yarwood	<b>72</b>
Sylwia Bajek	<b>73</b>
Sarah Elliott	<b>74</b>
Simao Pires Ferreira	<b>75</b>
Sara Larsson	<b>76</b>
Sara Martins	<b>77</b>
Sean Parnell	<b>78</b>
Toby Mclagan	<b>79</b>
Yasmin Lajoie	<b>80</b>
Zbigniew Kotkiewicz	<b>81</b>
Zena Newbery	<b>82</b>

6.10 Majority of the persons that have made a supporting representation are from addresses outside of Tower Hamlets, including one from Norway. The addresses that are within the Borough are as follows:

- 3 addresses are from the E1 area
- 3 addresses are from the E2 area
- 3 addresses are from the E3 area
- 2 addresses are from the E14 area

6.11 For members information, the Licensing Authority did also receive other correspondence from other persons both against the premises and in support of the premises. However, they did not meet the criteria to be

valid representations. Consequently, they were all written to and advised accordingly.

- 6.12 All of the responsible authorities have been consulted about this application. They are as follows:
- The Licensing Authority
  - The Metropolitan Police
  - London Fire Brigade
  - Planning
  - Health and Safety
  - Environmental Health Noise Team
  - Trading Standards
  - Child Protection
  - Public Health
  - Home Secretary (Home Office Immigration Enforcement)
- 6.13 In addition the application was required to be advertised in a local newspaper and by a blue poster. Only representations that relate to the following licensing objectives are relevant:
- the prevention of crime and disorder
  - public safety
  - the prevention of public nuisance
  - the protection of children from harm
- 6.14 Essentially, the relevant parties oppose the application because in their opinion, the applicant has not explained how within the context of the application they will meet the licensing objective of the prevention of public nuisance, the prevention of crime and disorder and public safety
- 6.15 There are strict time limits to any representations. The time limits are contained in The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005.
- 6.16 The applicant has offered measures in the operating schedule of the application that address the promotion of the Licensing Objectives. If there were no representations, the Licensing Authority would grant the licence, with conditions consistent with the operating schedule, which are relevant, proportionate and enforceable. Members are asked to consider the schedule and incorporate any conditions as necessary to address the licensing objectives.

**7.0 Conditions consistent with Operating Schedule (as offered by the applicant)**

CCTV

- 7.1 *The licensee shall install and maintain a comprehensive CCTV system as per the minimum requirements of a Metropolitan Police Crime Prevention Officer. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall as a minimum 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 31 days with date and time stamping. Recordings shall be provided with the absolute minimum of delay upon the request of Police or authorised council officer throughout the preceding 31 day period (subject to the prevailing data protection laws).*

- 7.2 *No less than one member of staff who is able to operate the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide the police or authorised council officer copies of recent CCTV images or data recording (subject to the prevailing data protection laws) with the absolute minimum of delay when requested.*

#### SIA & Guardians

- 7.3 *A minimum of 2 SIA licensed door supervisors shall be on duty at the premises from 22:30 (or such other time as agreed in writing with the Licensing Authority and the Police) until 30 minutes after the close of the premises to members of the public on Thursday, Friday, Saturday and Sunday before a Bank Holiday. At all other times the provision of SIA licensed door supervisors shall be subject to a risk assessment.*
- 7.4 *A minimum of 2 suitably trained Guardians shall be on duty at the premises from 22:30 (or such other time as agreed in writing with the Licensing Authority and the Police) until 30 minutes after the close of the premises. At all times the provision of Guardians shall be subject to a risk assessment.*
- 7.5 *All door supervisors, guardians and stewards engaged at the venue shall be clearly identifiable; SIA registered door supervisors must have their accreditation clearly displayed.*
- 7.6 *All door supervisors, guardians, stewards and senior management are to be equipped with radios, linking them to each other.*
- 7.7 *The premises will maintain an SIA register along with a register containing details of the guardians, stewards, senior management and staff.*

#### Challenge 25

- 7.8 *Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identity cards, such as a driving licence, passport or proof of age card with the PASS hologram.*

#### Entry / Re-entry

- 7.9 *There shall be no admittance or re-admittance to the premises (i) on Monday – Wednesday after 00:30; (ii) on Thursday after 01:30 and (iii) on Friday, Saturday and on a Sunday before a Bank Holiday after 02:30.*

7.10 *The licence holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by door staff.*

Membership & Tickets

7.11 *Entry to the venue is for Members and their pre-registered bona fides guests, pre-paid ticket holders and pre-registered guest list.*

7.12 *Membership, guest, and pre-paid ticket holder details shall be provided upon request to the police or authorised council officer with the absolute minimum of delay (subject to the prevailing data protection laws).*

Managing Noise and Dispersal

7.13 *All external doors and windows shall be kept closed after 21:00, other than for access and egress.*

7.14 *The interior of the premises shall not be capable of being seen from the outside of the premises.*

7.15 *All external emergency exit doors shall be fitted with sensor alarms and visible indicators to alert staff when the doors have been opened.*

7.16 *The smoking area is to be monitored and the premises are to ensure that there are no more than 15 persons in the smoking area at any one time.*

7.17 *Person shall not any take any drinks or containers with them into the smoking area.*

7.18 *There shall be a written dispersal policy, a copy of which shall be kept on the premises and made available to police or other authorised officers upon request.*

7.19 *Clear and prominent notices shall be displayed and maintained at all exits in a place where they can be seen and easily read by customers requiring customers to leave the premises and the area quietly and respectfully.*

7.20 *Door supervisors and other members of staff to verbally request customers, as they exit the premises, to leave quietly and respect local residential neighbours.*

Risk Assessment & Record Keeping

7.21 *Event Diary and Risk Assessment: The licensee and/or management shall maintain a diary of future and on-going events. All events are to be subject of ongoing risk assessment which shall be provided to the Licensing Authority and the Police Licensing Officer. The risk assessment shall as a minimum consider:*

- a) *The provision of SIA registered door and premises supervision;*
- b) *The provision of Guardians and other stewards;*
- c) *The control of the outside entry area;*

- d) *The control and supervision of the designated smoking area;*
- e) *The control and supervision of sound levels;*
- f) *The control and supervision of dispersal; and*
- g) *The wellbeing and safety of patrons.*

7.22 *An incident log shall be kept at the premises, and made available on request to an authorised officer of the Licensing Authority or the Police, which will as a minimum record the following:*

- a) *All crimes reported to the venue;*
- b) *All ejection of patrons;*
- c) *Any complaints received;*
- d) *Any incidents of disorder;*
- e) *Seizures of drugs or offensive weapons;*
- f) *Any faults in the CCTV, searching equipment or scanning equipment (where used);*
- g) *Any refusal of the sale of alcohol; and*
- h) *Any visit by a relevant authority or emergency service.*

*Operational Policies and Codes of Conduct*

7.23 *The premises shall maintain up-to-date Operation manuals and polices, upon which the Police Licensing Officer and Licensing Authority are to be consulted, and which are to be subject to regular review to include:*

- a) *An admissions policy (including dress code);*
- b) *An entry, egress and dispersal policy;*
- c) *A search policy;*
- d) *A wellbeing and safeguarding policy (including Goodnight Out, Women's Night Safety Charter and "Speak to Sam");*
- e) *Disability access;*
- f) *The Klub Verboten Ban list;*
- g) *A zero-tolerance drugs policy;*
- h) *An incident recording and review policy;*
- i) *Guardian, steward, and staff training policies;*
- j) *Partner and external co-promoter policies and agreements; and*
- k) *Membership, Club and Event Rules and Codes of Conduct.*

8.0 **Conditions in consultation with the Responsible Authorities**  
Condition agreed with Health & Safety Team (**See Appendix 83**)

8.1 *There shall be no special effects (ie Real flame, pyrotechnics etc) without prior written consent from the Council's Health and Safety Team.*

8.2 Following the representations received, the applicant has responded to the concerns. The applicant's response is included in **Appendix 84**.

9.0 **Licensing Officer Comments**

9.1 The Live Music Act removed licensing requirements for the following:

- amplified live music and recorded music between 8am and 11pm before audiences of no more than 500 people on premises authorised to sell alcohol for consumption on the premises;

- unamplified live music between 8am and 11pm in all venues.
- Further exemptions apply see Section 16.5-16.6 of Section 182 Guidance.

9.2 The following is intended simply to advise Members of the relevant aspects of the Boroughs Licensing Policy, guidance from the Secretary of State, legislation and good practice. Members may depart from the Council's Licensing Policy and/or Government advice, provide they consider it appropriate to do so, and have clear reasons for their decision.

9.3 Guidance issued under section 182 of the Licensing Act 2003

- ❖ As stated in the guidance it is “provided to licensing authorities in relation to the carrying out of their functions under the 2003 Act.” It is a key medium for promoting best practice, ensuring consistent application and promoting fairness equal treatment and proportionality (1.7).
- ❖ Also “as long as licensing authorities have properly understood this Guidance, they may depart from it if they have good reason to do so and can provide full reasons. Departure from this Guidance could give rise to an appeal or judicial review, and the reasons given will then be a key consideration for the courts when considering the lawfulness and merits of any decision taken.” Therefore licensing authorities will need to give full reasons for their actions (1.9).
- ❖ Also Members should note “A Licensing Authority may depart from its own policy if the individual circumstances of any case merit such a decision in the interests of the promotion of the licensing objectives.” (1.12)
- ❖ Also, “The licensing authority may not impose any conditions unless its discretion has been exercised following receipt of relevant representations and it is satisfied as a result of a hearing (unless all parties agree a hearing is not necessary) that it is appropriate to impose conditions to promote one or more of the four licensing objectives.” Therefore, conditions may not be imposed for the purpose other than promoting the licensing objectives and in some cases no additional conditions will be appropriate. (10.8)
- ❖ Necessary conditions should emerge from a risk assessment by the applicant, which should then be reflected in the operating schedule (10.4).
- ❖ The Guidance states: “Where there are objections to an application to extend the hours during which licensable activities are to be carried on and the licensing authority determines that this would undermine the licensing objectives, it may reject the application or grant it with

appropriate conditions and/or different hours from those requested.”  
(10.14)

- ❖ Mandatory conditions must be imposed (10.25) and censorship avoided (10.17).
- ❖ The Guidance states: “It is still permitted to sell alcohol using promotions (as long as they are compatible with any other licensing condition that may be in force), and the relevant person should ensure that the price of the alcohol is not less than the permitted price. Detailed guidance on the use of promotions is given in the guidance document available on the Gov.uk website.” (10.58) Also, “Licensing authorities should not attach standardised blanket conditions promoting fixed prices for alcoholic drinks to premises licences or club licences or club premises certificates in an area.” (10.21)

- 9.4 The Licensing Act 2003 permits children of any age to be on the premises which primarily sells alcohol providing they are accompanied by an adult. It is not necessary to make this a condition.
- 9.5 In all cases the Members should make their decision on the civil burden of proof, that is “the balance of probability.”
- 9.6 In all cases Members should consider whether or not primary legislation is the appropriate method of regulation and should only consider licence conditions when the circumstances in their view are not already adequately covered elsewhere.
- 9.7 The Government has advised that conditions must be tailored to the individual type, location and characteristics of the premises and events concerned. Conditions cannot seek to manage the behaviour of customers once they are beyond the direct management of the licence holder and their staff and standardised conditions should be avoided where they cannot be shown to be appropriate. (1.16/1.17)
- 9.8 The Council’s Licensing Policy generally expects applicants to address the licensing objectives and discuss how to do this with the relevant responsible authorities.
- 9.9 In **Appendices 85 - 91** Members are given general advice, and also have explanations of the Council’s Licensing Policy, Government advice and other legislation relating to the matters previously identified.

## 10.0 Legal Comments

- 10.1 The Council’s legal officer will give advice at the hearing.

## 11.0 Finance Comments



11.1 There are no financial implications in this report.

## 12.0 Appendices

<b>Appendix 1</b>	A copy of the current application
<b>Appendix 2</b>	Site Plan
<b>Appendix 3</b>	Maps and photos of the surrounding area
<b>Appendix 4</b>	Other licensed venues in the area
<b>Appendix 5</b>	Section 182 Guidance by the Home Office
<b>Appendices 6-8</b>	Representations of against the premises
<b>Appendices 9-82</b>	Representations in support of the premises
<b>Appendix 83</b>	Conditions agreedwith Health & Safety Team
<b>Appendix 84</b>	Applicant's response to representations
<b>Appendix 85</b>	Licensing Officer comments on noise while the premise is in use
<b>Appendix 86</b>	Licensing Officer comments on access/egress Problems
<b>Appendix 87</b>	Licensing Officer comments on crime and disorder on the premises
<b>Appendix 88</b>	Licensing Officer comments on crime and disorder from patrons leaving the premises
<b>Appendix 89</b>	Public safety
<b>Appendix 90</b>	Planning
<b>Appendix 91</b>	Licensing Policy relating to hours of trading

# Appendix 1



\* required information

Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference  This is the unique reference for this application generated by the system.

Your reference  You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

- Yes  No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

\* First name

\* Family name

\* E-mail

Main telephone number  Include country code.

Other telephone number

Indicate here if you would prefer not to be contacted by telephone

Are you:

- Applying as a business or organisation, including as a sole trader  
 Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means you are applying so you can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is your business registered in the UK with Companies House?  Yes  No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

*Continued from previous page...*

Your position in the business

Home country

The country where the headquarters of your business is located.

**Registered Address**

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Section 2 of 21**

**PREMISES DETAILS**

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

**Premises Address**

Are you able to provide a postal address, OS map reference or description of the premises?

- Address     OS map reference     Description

**Postal Address Of Premises**

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Further Details**

Telephone number

Non-domestic rateable value of premises (£)

## Section 3 of 21

### APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company / limited liability partnership
- A partnership (other than limited liability)
- An unincorporated association
- Other (for example a statutory corporation)
- A recognised club
- A charity
- The proprietor of an educational establishment
- A health service body
- A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- The chief officer of police of a police force in England and Wales

### Confirm The Following

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- I am making the application pursuant to a statutory function
- I am making the application pursuant to a function discharged by virtue of Her Majesty's prerogative

## Section 4 of 21

### NON INDIVIDUAL APPLICANTS

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

#### Non Individual Applicant's Name

Name

#### Details

Registered number (where applicable)

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

Private Limited Company

**Address**

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Contact Details**

E-mail

Telephone number

Other telephone number

\* Date of birth  /  /

\* Nationality  [Documents that demonstrate entitlement to work in the UK](#)

**Section 5 of 21**

**OPERATING SCHEDULE**

When do you want the premises licence to start?  /  /

dd mm yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end  /  /

dd mm yyyy

Provide a general description of the premises

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.

Klub Verboten is a self-regulated Fetish/BDSM facilitator that operates on the basis of verified and vetted membership. The membership is gender balanced and includes all sexualities. For the past three years it has also operated as an event promoter taking its social, community and adult play parties to various venues across London. The week night events typically end at 2.30am and the Friday and Saturday night events typically end at 6am. In recent times Klub Verboten has also hosted larger events open to non-members that nonetheless strictly adhere to the Klub Verboten ethos, operating

Continued from previous page...

culture and rules.

All members and guests are mutually consenting adults that identify with the Fetish/BDSM lifestyle and may engage in adult play and sexual activity at the play events. There are strictly enforced and monitored guidelines at all Klub Verboten events. Klub Verboten is not a Sexual Entertainment Venue. Klub Verboten does not support nor promote the crude objectification and exploitation of performers for the narrow satisfaction of a paying audience.

The Klub Verboten venue will give a home to marginalised communities to explore and celebrate consensual forms of alternative human relationships and sexualities. The core principles of the Klub Verboten ethos are: Respect, Wellbeing & Safety. These principles in turn foster proper informed Consent and true Equality.

Klub Verboten believes that this will be the first venue of its kind to put the interest, welfare and development of the Fetish/BDSM community at its core. This vision has been informed by the Klub Verboten membership, supporters and other allied marginalised groups and communities. We have established a WhatsApp group for supporters that wish to take the time to make representations in support of any application and attend any hearing this that now numbers 100+ people; our crowdfunding campaign attracted 350+ individual supporters who are keen not only to make financial contributions (£22,000+) to the realisation of our vision but also offer other practical support with our application process.

We also have support from a number of other groups that serve and represent the Fetish/BDSM community who have partnered with us to develop our community and members program and partner with us to host our events.

The venue will operate throughout the day and into the night. The day time and evening events support and foster our members and wider community. The membership and community come together in celebration at our evening and night time events. By way of crude reduction the night time events pay for and subsidise the essential day time and evening events.

As we seek respect and recognition of our own Fetish/BDSM community we recognise our responsibility to the wider community and our neighbours and have addressed these in our assessment of our venue and neighbourhood in this draft operating schedule.

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

**Section 6 of 21**

**PROVISION OF PLAYS**

[See guidance on regulated entertainment](#)

Will you be providing plays?

- Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End



Continued from previous page...

WEDNESDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="01:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="05:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="05:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="14:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the performance of a play take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for performing plays

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where the premises will be used for the performance of a play at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 05:00.

Section 7 of 21

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

- Yes  No

Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the exhibition of films take place indoors or outdoors or both?

- Indoors  Outdoors  Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Continued from previous page...

State any seasonal variations for the exhibition of film

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where the premises will be used for the exhibition of film at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 05:00.

### Section 8 of 21

#### PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

Yes  No

### Section 9 of 21

#### PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

Yes  No

### Section 10 of 21

#### PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

Yes  No

#### Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

Continued from previous page...

WEDNESDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="03:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="15:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the performance of live music take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the performance of live music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the performance of live music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 06:00.

Continued from previous page...

**Section 11 of 21**

**PROVISION OF RECORDED MUSIC**

[See guidance on regulated entertainment](#)

Will you be providing recorded music?

- Yes                       No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the playing of recorded music take place indoors or outdoors or both?

- Indoors                       Outdoors                       Both

Where taking place in a building or other  
structure tick as appropriate. Indoors may  
include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Continued from previous page...

State any seasonal variations for playing recorded music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the playing of recorded music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 06:00.

**Section 12 of 21**

**PROVISION OF PERFORMANCES OF DANCE**

[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

- Yes
- No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

Continued from previous page...

SATURDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="15:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the performance of dance take place indoors or outdoors or both?

- Indoors
  Outdoors
  Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the performance of dance

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the performance of dance at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 06:00.

**Section 13 of 21**

**PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE**

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

- Yes
  No

**Standard Days And Timings**

MONDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Continued from previous page...

TUESDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

WEDNESDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="02:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="03:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="15:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Give a description of the type of entertainment that will be provided

Will this entertainment take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for entertainment

For example (but not exclusively) where the activity will occur on additional days during the summer months.



Continued from previous page...

Non-standard timings. Where the premises will be used for entertainment at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 06:00.

### Section 14 of 21

#### LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

- Yes                       No

#### Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

*Continued from previous page...*

Will the provision of late night refreshment take place indoors or outdoors or both?

- Indoors                       Outdoors                       Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of late night refreshments at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

**Section 15 of 21**

**SUPPLY OF ALCOHOL**

Will you be selling or supplying alcohol?

- Yes                       No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

Continued from previous page...

WEDNESDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="01:30"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="02:30"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="05:30"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="05:30"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="14:30"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the sale of alcohol be for consumption:

- On the premises     Off the premises     Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank-Holiday the hours will be 06:00 to 05:30.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

Continued from previous page...

**Name**

First name

Family name

Date of birth  /  /   
dd mm yyyy

**Enter the contact's address**

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Personal Licence number (if known)

Issuing licensing authority (if known)

**PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT**

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- Electronically, by the proposed designated premises supervisor
- As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

**Section 16 of 21**

**ADULT ENTERTAINMENT**

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

Klub Verboten is a self-regulated Fetish/BDSM facilitator that operates on the basis of verified and vetted membership. The membership is gender balanced and includes all sexualities. For the past three years it has also operated as an event promoter taking its social, community and adult play parties to various venues across London. The week night events typically end at 2.30am and the Friday and Saturday night events typically end at 6am. In recent times Klub Verboten has also hosted larger events open to non-members that nonetheless strictly adhere to the Klub Verboten ethos, operating

*Continued from previous page...*

culture and rules.

All members and guests are mutually consenting adults that identify with the Fetish/BDSM lifestyle and may engage in adult play and sexual activity at the play events. There are strictly enforced and monitored guidelines at all Klub Verboten events. Klub Verboten is not a Sexual Entertainment Venue. Klub Verboten does not support nor promote the crude objectification and exploitation of performers for the narrow satisfaction of a paying audience.

The Klub Verboten venue will give a home to marginalised communities to explore and celebrate consensual forms of alternative human relationships and sexualities. The core principles of the Klub Verboten ethos are: Respect, Wellbeing & Safety. These principles in turn foster proper informed Consent and true Equality.

Klub Verboten believes that this will be the first venue of its kind to put the interest, welfare and development of the Fetish/BDSM community at its core. This vision has been informed by the Klub Verboten membership, supporters and other allied marginalised groups and communities. We have established a WhatsApp group for supporters that wish to take the time to make representations in support of any application and attend any hearing this that now numbers 100+ people; our crowdfunding campaign attracted 350+ individual supporters who are keen not only to make financial contributions (£22,000+) to the realisation of our vision but also offer other practical support with our application process.

We also have support from a number of other groups that serve and represent the Fetish/BDSM community who have partnered with us to develop our community and members program and partner with us to host our events.

The venue will operate throughout the day and into the night. The day time and evening events support and foster our members and wider community. The membership and community come together in celebration at our evening and night time events. By way of crude reduction the night time events pay for and subsidise the essential day time and evening events.

As we seek respect and recognition of our own Fetish/BDSM community we recognise our responsibility to the wider community and our neighbours and have addressed these in our assessment of our venue and neighbourhood in this draft operating schedule.

## Section 17 of 21

### HOURS PREMISES ARE OPEN TO THE PUBLIC

#### Standard Days And Timings

##### MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

##### TUESDAY

Start

End

Start

End

##### WEDNESDAY

Start

End

Start

End

##### THURSDAY

Start

End

Start

End

Continued from previous page...

FRIDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="10:00"/>	End	<input type="text" value="06:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="06:00"/>	End	<input type="text" value="15:00"/>
Start	<input type="text"/>	End	<input type="text"/>

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Sunday before a Bank Holiday 06:00 to 06:00.

**Section 18 of 21**

**LICENSING OBJECTIVES**

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

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

CCTV

The licensee shall install and maintain a comprehensive CCTV system as per the minimum requirements of a Metropolitan Police Crime Prevention Officer. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall as a minimum 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 31 days with date and time stamping. Recordings shall be provided with the absolute minimum of delay upon the request of Police or authorised council officer throughout the preceding 31 day period (subject to the prevailing data protection laws).

No less than one member of staff who is able to operate the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide the police or authorised council officer copies of recent CCTV images or data recording (subject to the prevailing data protection laws) with the absolute minimum of delay when

*Continued from previous page...*

requested.

#### SIA & Guardians

A minimum of 2 SIA licensed door supervisors shall be on duty at the premises from 22:30 (or such other time as agreed in writing with the Licensing Authority and the Police) until 30 minutes after the close of the premises to members of the public on Thursday, Friday, Saturday and Sunday before a Bank Holiday. At all other times the provision of SIA licensed door supervisors shall be subject to a risk assessment.

A minimum of 2 suitably trained Guardians shall be on duty at the premises from 22:30 (or such other time as agreed in writing with the Licensing Authority and the Police) until 30 minutes after the close of the premises. At all times the provision of Guardians shall be subject to a risk assessment.

All door supervisors, guardians and stewards engaged at the venue shall be clearly identifiable; SIA registered door supervisors must have their accreditation clearly displayed.

All door supervisors, guardians, stewards and senior management are to be equipped with radios, linking them to each other.

The premises will maintain an SIA register along with a register containing details of the guardians, stewards, senior management and staff.

#### Challenge 25

Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identity cards, such as a driving licence, passport or proof of age card with the PASS hologram.

#### Entry / Re-entry

There shall be no admittance or re-admittance to the premises (i) on Monday – Wednesday after 00:30; (ii) on Thursday after 01:30 and (iii) on Friday, Saturday and on a Sunday before a Bank Holiday after 02:30.

The license holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by door staff.

#### Membership & Tickets

Entry to the venue is for Members and their pre-registered bona fides guests, pre-paid ticket holders and pre-registered guest list.

Membership, guest, and pre-paid ticket holder details shall be provided upon request to the police or authorised council officer with the absolute minimum of delay (subject to the prevailing data protection laws).

#### Managing Noise and Dispersal

All external doors and windows shall be kept closed after 21:00, other than for access and egress.

The interior of the premises shall not be capable of being seen from the outside of the premises.

All external emergency exit doors shall be fitted with sensor alarms and visible indicators to alert staff when the doors have been opened.

The smoking area is to be monitored and the premises are to ensure that there are no more than 15 persons in the smoking area at any one time.

Person shall not any take any drinks or containers with them into the smoking area.

*Continued from previous page...*

There shall be a written dispersal policy, a copy of which shall be kept on the premises and made available to police or other authorised officers upon request.

Clear and prominent notices shall be displayed and maintained at all exits in a place where they can be seen and easily read by customers requiring customers to leave the premises and the area quietly and respectfully.

Door supervisors and other members of staff to verbally request customers, as they exit the premises, to leave quietly and respect local residential neighbours.

#### Risk Assessment & Record Keeping

Event Diary and Risk Assessment: The licensee and/or management shall maintain a diary of future and on-going events. All events are to be subject of ongoing risk assessment which shall be provided to the Licensing Authority and the Police Licensing Officer. The risk assessment shall as a minimum consider:

- The provision of SIA registered door and premises supervision;
- The provision of Guardians and other stewards;
- The control of the outside entry area;
- The control and supervision of the designated smoking area;
- The control and supervision of sound levels;
- The control and supervision of dispersal; and
- The wellbeing and safety of patrons.

An incident log shall be kept at the premises, and made available on request to an authorised officer of the Licensing Authority or the Police, which will as a minimum record the following:

- All crimes reported to the venue;
- All ejection of patrons;
- Any complaints received;
- Any incidents of disorder;
- Seizures of drugs or offensive weapons;
- Any faults in the CCTV, searching equipment or scanning equipment (where used);
- Any refusal of the sale of alcohol; and
- Any visit by a relevant authority or emergency service.

#### Operational Policies and Codes of Conduct

The premises shall maintain up-to-date Operation manuals and policies, upon which the Police Licensing Officer and Licensing Authority are to be consulted, and which are to be subject to regular review to include:

- An admissions policy (including dress code);
- An entry, egress and dispersal policy;
- A search policy;
- A wellbeing and safeguarding policy (including Goodnight Out, Women's Night Safety Charter and "Speak to Sam");
- Disability access;
- The Klub Verboten Ban list;
- A zero-tolerance drugs policy;
- An incident recording and review policy;
- Guardian, steward, and staff training policies;
- Partner and external co-promoter policies and agreements; and
- Membership, Club and Event Rules and Codes of Conduct.

b) The prevention of crime and disorder

See above.



*Continued from previous page...*

c) Public safety

See above.

d) The prevention of public nuisance

See above.

e) The protection of children from harm

See above.

**Section 19 of 21**

**NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK**

*Continued from previous page...*

### **Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:**

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

### **Documents which demonstrate entitlement to work in the UK**

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

*Continued from previous page...*

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
  - evidence of the applicant's own identity – such as a passport,
  - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
  - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
    - (i) working e.g. employment contract, wage slips, letter from the employer,
    - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
    - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
    - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

**Original documents must not be sent to licensing authorities.** If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

*Continued from previous page...*

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

### **Home Office online right to work checking service**

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

## **Section 20 of 21**

### **NOTES ON REGULATED ENTERTAINMENT**

*Continued from previous page...*

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
  - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
  - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

*Continued from previous page...*

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
  - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
  - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
  - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
  - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

## Section 21 of 21

### PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Premises Licence Fees are determined by the non domestic rateable value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at [http://www.voa.gov.uk/business\\_rates/index.htm](http://www.voa.gov.uk/business_rates/index.htm)

Band A - No RV to £4,300 = £100.00

Band B - £4,301 to £33,000 = £190.00

Band C - £33,001 to £8700 = 315.00

Band D - £87001 to £12500 = £450.00\*

Band E - £125001 and over = 635.00\*

\*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then your are required to pay a higher fee

Band D - £7001 to £12500 = £900.00

Band E - £125001 and over £1,905.00

There is an exemption from the payment of fees in relation to the provision of regulated entertainment at church halls, chapel halls or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.

Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment only where the entertainment is provided by and at the school or college and for the purposes of the school or college.

If you operate a large event you are subject to ADDITIONAL fees based upon the number in attendance at any one time

Capacity 5000-9999 = £1,000.00

Capacity 10000 -14999 = £2,000.00

Capacity 15000-19999 = £4,000.00

Capacity 20000-29999 = £8,000.00

Capacity 30000-39000 = £16,000.00

Capacity 40000-49999 = £24,000.00

Capacity 50000-59999 = £32,000.00

Capacity 60000-69999 = £40,000.00

Capacity 70000-79999 = £48,000.00

Capacity 80000-89999 = £56,000.00

Capacity 90000 and over = £64,000.00

NOTE: From 1st January 2018 Licences if you are granted a Licence to permit the sale/supply of alcohol between midnight and 6am (00:00 and 06:00 hours) on any day you will be liable to pay the Late Night Levy charge. The charge must be paid 14 days after the grant of your Licence, unless you fall within one of the exemption categories. Non-payment of the levy can result in suspension of your licence, as per sections 55A and 92A of the Licensing Act 2003, as amended and section 229(6) of the Police and Social Responsibility Act 2011. For more information below visit <https://www.towerhamlets.gov.uk/latenightlevy>

Continued from previous page...

\* Fee amount (£)

190.00

## DECLARATION

\* I/we understand it is an offence, liable on conviction to a fine up to level 5 on the standard scale, under section 158 of the licensing act 2003, to make a false statement in or in connection with this application.

[APPLICABLE TO INDIVIDUAL APPLICANTS ONLY, INCLUDING THOSE IN A PARTNERSHIP WHICH IS NOT A LIMITED LIABILITY PARTNERSHIP] I UNDERSTAND I AM NOT ENTITLED TO BE ISSUED WITH A LICENCE IF I DO NOT HAVE THE ENTITLEMENT TO LIVE AND WORK IN THE UK (OR IF I AM SUBJECT TO A CONDITION PREVENTING ME FROM DOING WORK RELATING TO THE CARRYING ON OF A LICENSABLE ACTIVITY) AND THAT MY LICENCE WILL BECOME INVALID IF I CEASE TO BE ENTITLED TO LIVE AND WORK IN THE UK (PLEASE READ GUIDANCE NOTE 15). THE DPS NAMED IN THIS APPLICATION FORM IS ENTITLED TO WORK IN THE UK (AND IS NOT SUBJECT TO CONDITIONS PREVENTING HIM OR HER FROM DOING WORK RELATING TO A LICENSABLE ACTIVITY) AND I HAVE SEEN A COPY OF HIS OR HER PROOF OF ENTITLEMENT TO WORK, IF APPROPRIATE (PLEASE SEE NOTE 15).

Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

\* Full name

Nicola Romanini

\* Capacity

Director

\* Date

11 / 03 / 2020  
dd mm yyyy

Add another signatory

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/tower-hamlets/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

**IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED**

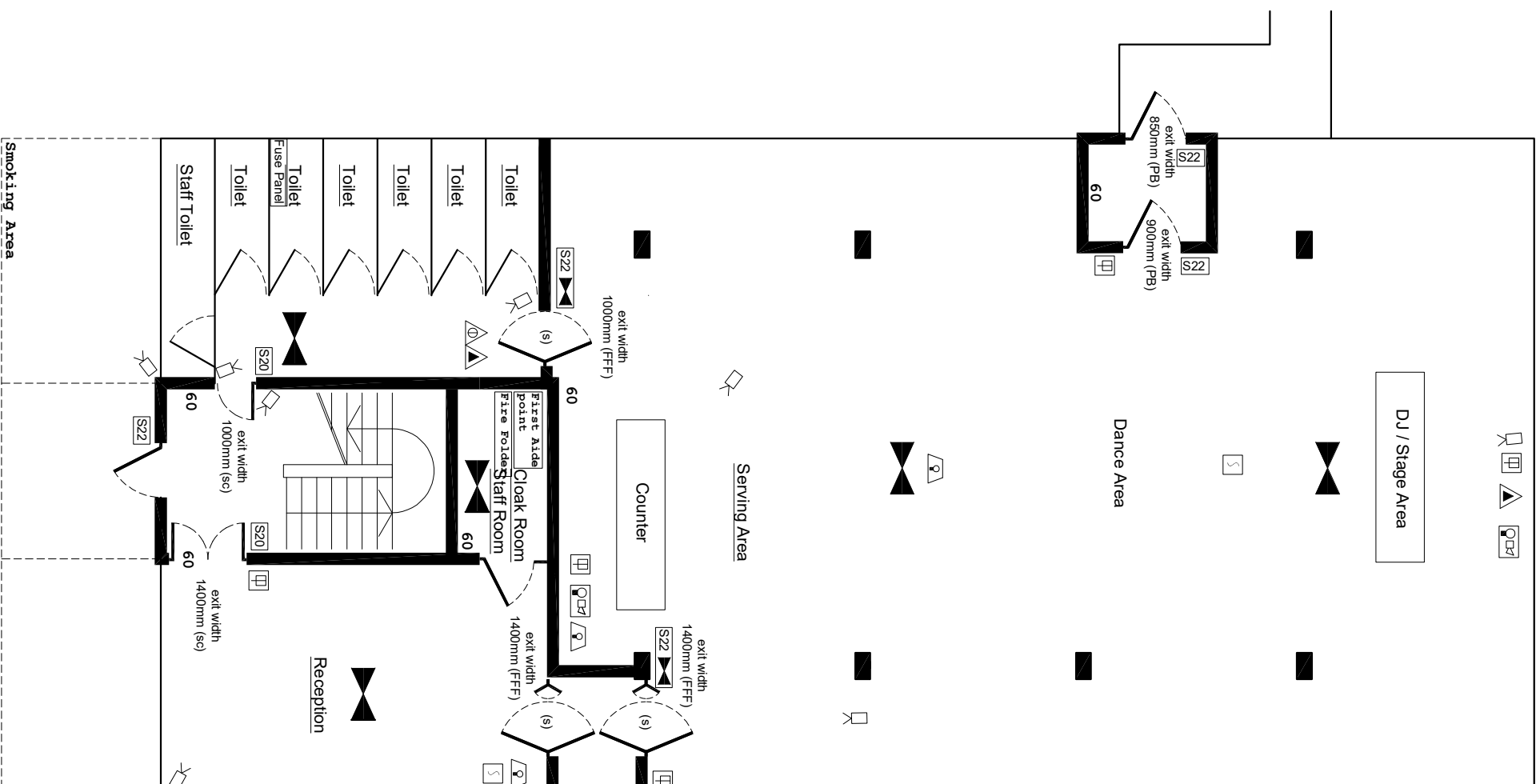
**OFFICE USE ONLY**

Applicant reference number	<input type="text" value="Klub Verboden"/>
Fee paid	<input type="text"/>
Payment provider reference	<input type="text"/>
ELMS Payment Reference	<input type="text"/>
Payment status	<input type="text"/>
Payment authorisation code	<input type="text"/>
Payment authorisation date	<input type="text"/>
Date and time submitted	<input type="text"/>
Approval deadline	<input type="text"/>
Error message	<input type="text"/>
Is Digitally signed	<input type="checkbox"/>

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [21](#) [Next >](#)



# Appendix 2



LEGEND	
	Manual Call Point
	Water Extinguisher
	Carbon Dioxide Extinguisher
	Smoke Detectors
	Sounders & Illuminated Signals
	Strobe Alarms
	Emergency lighting
	Emergency lighting
	Fire escape keep clear
	Internally illuminated escape sign
	Secure door open when premises occupied
	60 Min Fire Protection
	Smoke Resisting door
	Push Bar
	Free form all fastening door
	CCTV

NOTE:  
 THESE PLANS ARE DRAFTED TO ASSIST THE CLIENT PURSUIT OF LICENSING. THEY DO NOT CONSTITUTE A GUARANTEE OF STRUCTURAL SUITABILITY OR SOUNDNESS. ANY BUILDING WORKS UNDERTAKEN ON THE FOOT OF THE PLANS MUST BE UNDERTAKEN UNDER THE SUPERVISION OF A SUITABLY QUALIFIED ARCHITECT OR ENGINEER. ALL WORK MUST COMPLY WITH BUILDING REGULATIONS. CURRENT THE TIME OF CONSTRUCTION, ALL WORKS MUST SUPERVISED WITH DIMENSIONS TO BE CHECKED ON SITE. FIRE STRATEGY TO BE SIGNED OFF BY LONDON FIRE BRIGADE.

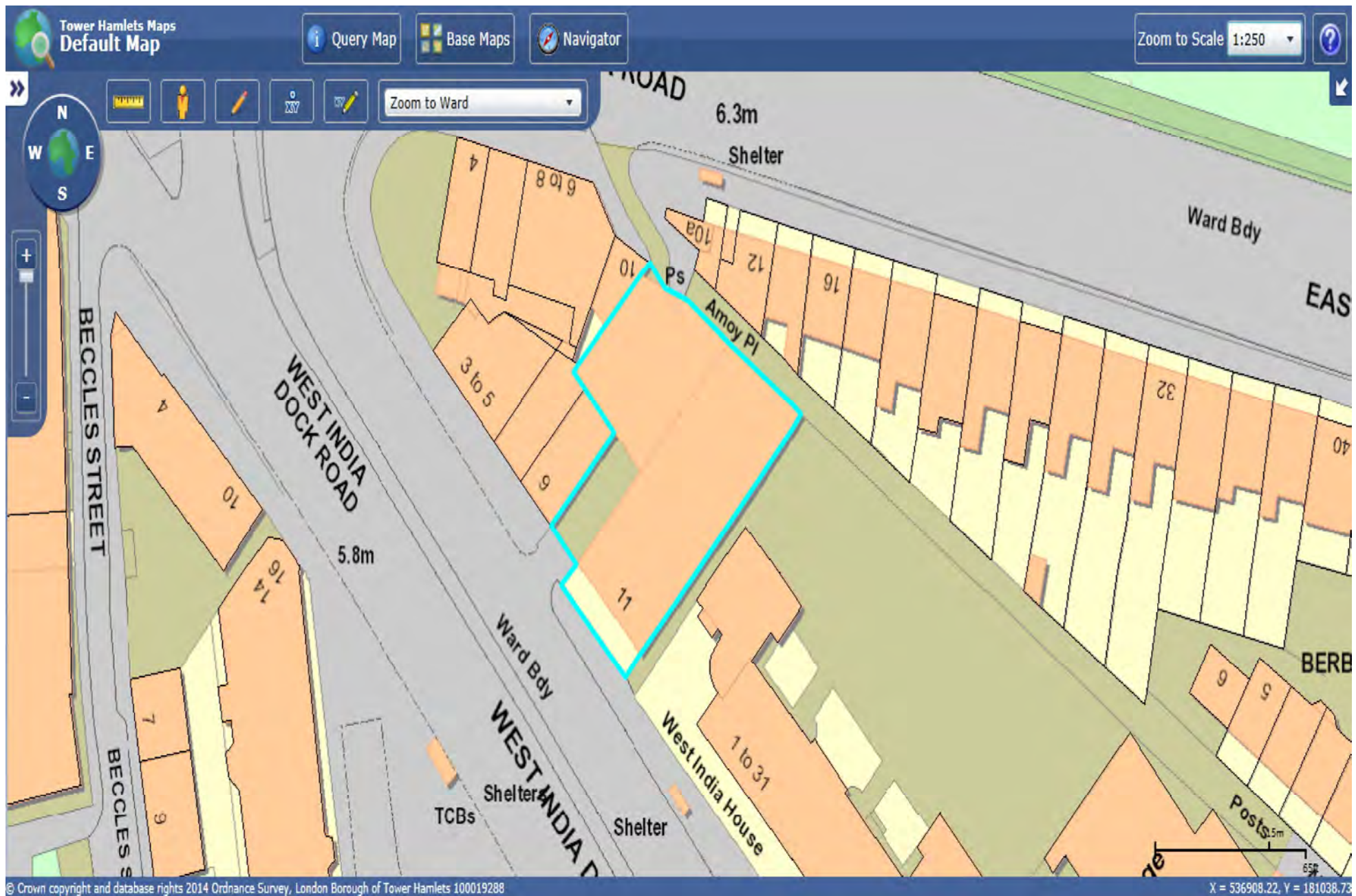


**O C K H A M S T U D I O**  
 16 ELIA STREET LONDON N1 8DE  
 T : 0 7 9 2 7 2 3 2 1 1 6  
 E : C O N O R @ O C K H A M S T U D I O . C O M  
 W W W . O C K H A M S T U D I O . C O M

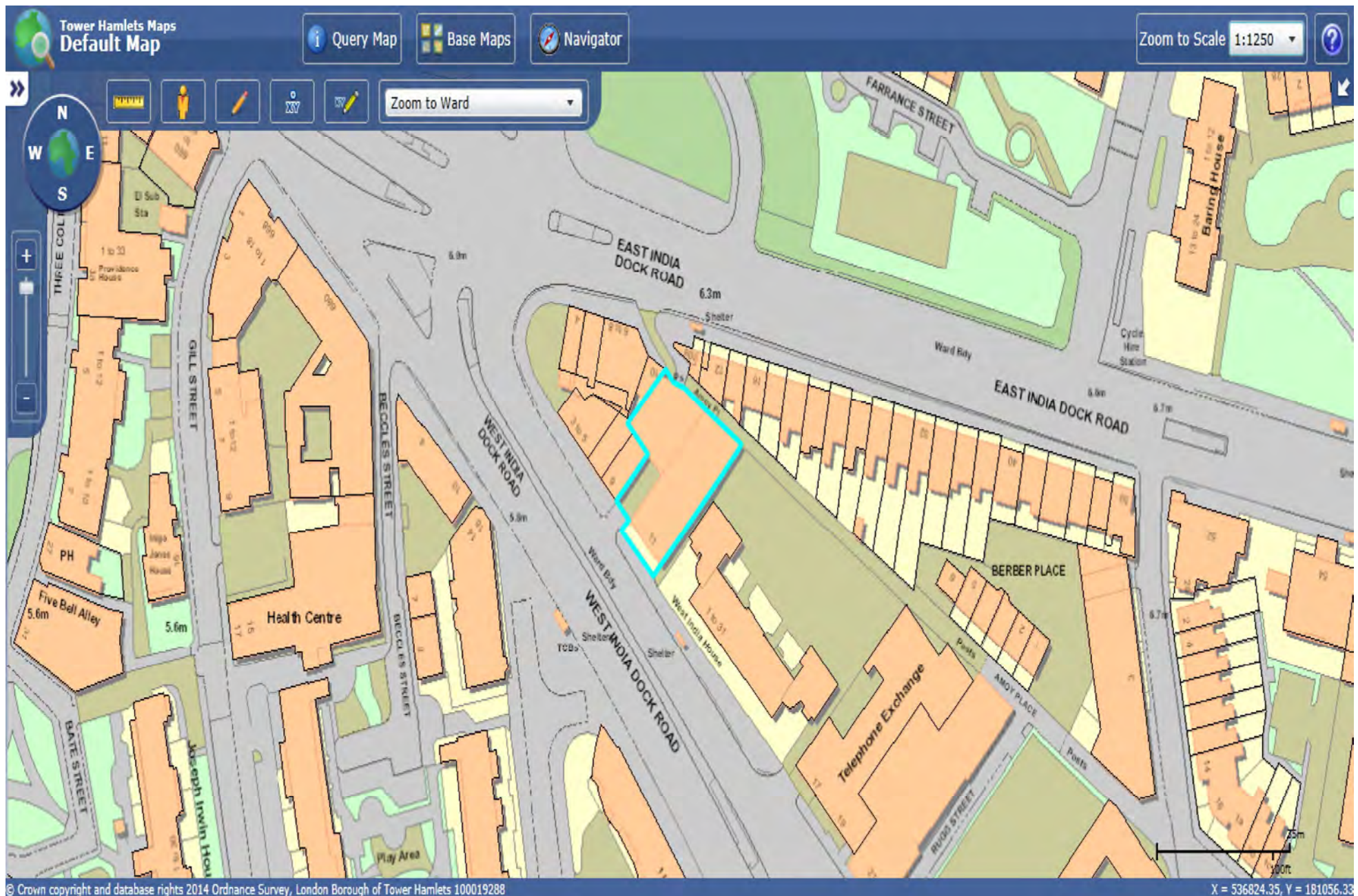
CLIENT  
 Verboten  
 PROJECT NAME  
 KVB  
 SITE  
 11 West India Dock, E14 8EZ  
 DRAWING TITLE DRAWING STATUS:  
 Basement Licensing

SCALE DATE  
 1 : 100 27/02/20  
 DRAWING NO. CHECKED BY  
 SH201 C.S  
 FORMAT REVISION  
 A3 D

# Appendix 3



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# Appendix 4



**Nearest licences: Klub Verboten, 11 West India Dock Road**

Name and address of premises	Licensable activities and hours	Opening hours
<p><b>(Tops Pizza)</b>  <b>3 West India Dock Road</b>  <b>London</b>  <b>E14 8EZ</b></p>	<p><b>The provision of late night refreshment - Indoors and outdoors</b></p> <ul style="list-style-type: none"> <li>• Monday to Thursday, from 23.00 hrs to 02:00 hrs the following day (<u>Counter Service</u> until 00:00 hrs (midnight) and <u>deliveries</u> until 02:00 hrs)</li> <li>• Friday and Saturday, from 23:00 hrs to 03:00 hrs the following day (<u>Counter Service</u> until 00:00 hrs (midnight) and <u>deliveries</u> until 03:00 hrs)</li> <li>• Sunday, from 23:00 hrs to 00:00 hrs (midnight)</li> </ul> <p><u>Non-standard timings:</u></p> <ul style="list-style-type: none"> <li>• Vaisakhi, Diwali, Valentines Day, Sunday before Bank Holiday, Eid, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day, from 23:00 hrs to 03:00 hrs the following day</li> </ul>	<ul style="list-style-type: none"> <li>• Monday to Thursday, from 11.00 hrs to 02:00 hrs the following day</li> <li>• Friday and Saturday, from 11:00 hrs to 03:00 hrs the following day</li> <li>• Sunday, from 11:00 hrs to 00:00 hrs (midnight)</li> </ul> <p><u>Non-standard timings:</u></p> <ul style="list-style-type: none"> <li>• Vaisakhi, Diwali, Valentines Day, Sunday before Bank Holiday, Eid, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day, from 11:00 hrs to 03:00 hrs the following day</li> </ul>
<p><b>(Dominos Pizza)</b>  <b>Units 2-8 West India Dock Road</b>  <b>London</b>  <b>E14 8HE</b></p>	<p><b>The provision of late night refreshment</b></p> <ul style="list-style-type: none"> <li>• Monday to Sunday 23:00 hours – 05:00</li> <li>• Shop counter to close at 02:00 hours.</li> <li>• Home deliveries only from 02:00 hrs – 05:00 hrs</li> <li>• (Will not trade Christmas Day).</li> </ul>	<ul style="list-style-type: none"> <li>• Monday to Sunday 07:00 – 02:00</li> <li>• (Will not trade Christmas Day).</li> </ul>
<p><b>VSE Wines</b>  <b>45 West India Dock Road</b>  <b>London</b>  <b>E14 8HW</b></p>	<p><b>The sale by retail of alcohol: (Off sales only)</b></p> <ul style="list-style-type: none"> <li>• Monday to Sunday from 08:30 hrs to 24:00 hrs (Off sales only)</li> </ul>	<ul style="list-style-type: none"> <li>• Monday to Sunday from 08:30 hrs to 24:00 hrs</li> </ul>

**Nearest licences: Klub Verboten, 11 West India Dock Road**

<p><b>(Tale of India) 53 West India Dock Road London E14</b></p>	<p><b>Alcohol may be sold or supplied: (On and off sales )</b></p> <p>(1) On weekdays, other than Christmas Day, Good Friday or New Year's Eve from 11am to 12pm.</p> <p>(2) On Sundays, other than Christmas Day or New Year's Eve, and on Good Friday: 12 noon to 11:30pm</p> <p>(3) On Christmas Day: 12 noon to 11:30pm;</p> <p>(4) On New Year's Eve, except on a Sunday, 11 a.m. to midnight;</p> <p>(5) On New Year's Eve on a Sunday, 12 noon to 11.30 p.m.</p> <p>(6) On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, midnight on 31st December).</p>	<p>There are no restrictions on the hours during which this premises is open to the public</p> <p>For conditions relating to times for restaurants and residential properties see Mandatory Conditions</p>
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# Appendix 5

**Section 182 Advice by the Home Office  
Updated on April 2018**

Relevant, vexatious and frivolous representations

9.4 A representation is “relevant” if it relates to the likely effect of the grant of the licence on the promotion of at least one of the licensing objectives. For example, a representation from a local businessperson about the commercial damage caused by competition from new licensed premises would not be relevant. On the other hand, a representation by a businessperson that nuisance caused by new premises would deter customers from entering the local area, and the steps proposed by the applicant to prevent that nuisance were inadequate, would be relevant. In other words, representations should relate to the impact of licensable activities carried on from premises on the objectives. For representations in relation to variations to be relevant, they should be confined to the subject matter of the variation. There is no requirement for a responsible authority or other person to produce a recorded history of problems at premises to support their representations, and in fact this would not be possible for new premises.

9.5 It is for the licensing authority to determine whether a representation (other than a representation from responsible authority) is frivolous or vexatious on the basis of what might ordinarily be considered to be vexatious or frivolous. A representation may be considered to be vexatious if it appears to be intended to cause aggravation or annoyance, whether to a competitor or other person, without reasonable cause or justification. Vexatious circumstances may arise because of disputes between rival businesses and local knowledge will therefore be invaluable in considering such matters. Licensing authorities can consider the main effect of the representation, and whether any inconvenience or expense caused by it could reasonably be considered to be proportionate.

9.6 Frivolous representations would be essentially categorised by a lack of seriousness. Frivolous representations would concern issues which, at most, are minor and in relation to which no remedial steps would be warranted or proportionate.

9.7 Any person who is aggrieved by a rejection of their representations on either of these grounds may lodge a complaint through the local authority’s corporate complaints procedure. A person may also challenge the authority’s decision by way of judicial review.

9.8 Licensing authorities should not take decisions about whether representations are frivolous, vexatious or relevant to the licensing objectives on the basis of any political judgement. This may be difficult for councillors who receive complaints from residents within their own wards. If consideration is not to be delegated, contrary to the recommendation in this

Guidance, an assessment should be prepared by officials for consideration by the sub-committee before any decision is taken that necessitates a hearing. Any councillor who considers that their own interests are such that they are unable to consider the matter independently should disqualify themselves.

9.9 It is recommended that, in borderline cases, the benefit of the doubt about any aspect of a representation should be given to the person making that representation. The subsequent hearing would then provide an opportunity for the person or body making the representation to amplify and clarify it.

9.10 Licensing authorities should consider providing advice on their websites about how any person can make representations to them.

# Appendix 6

## Mohshin Ali

---

**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 03 April 2020 15:39  
**To:** Mohshin Ali  
**Subject:** FW: Premise licence application for Klub Verboten 11West India Dock Road - ref M/217251

---

**From:** Nicola Cadzow  
**Sent:** 03 April 2020 14:30  
**To:** [REDACTED]  
**Cc:** [REDACTED]; Licensing  
**Subject:** FW: Premise licence application for Klub Verboten 11West India Dock Road - ref M/217251

Apologises 11 West India Dock Road

### Nicola Cadzow

Environmental Health Technical Officer  
Environmental Protection Team  
Place Directorate  
London Borough of Tower Hamlets  
John Onslow House  
London E3 5EQ

[REDACTED]  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

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**From:** Nicola Cadzow  
**Sent:** 03 April 2020 14:28  
**To:** [REDACTED] k'  
**Cc:** [REDACTED] Licensing  
**Subject:** Premise licence application for Klub Verboten 12 West India Dock Road - ref M/217251

Dear Ms Romanini,

I am looking at your licence application for Klub Verboten 12 West India Dock Road, with particular attention to the licensing objective for the prevention of public nuisance.

My concern is the late hours that you have applied for. It must be noted that the Council's framework hours (i.e. when premises are open) are:

- Monday to Thursday 0600 hours to 2330 hours; and
- Friday & Saturday 0600 hours to midnight
- Sunday 0600 hours to 2230 hours.

The hours that you are applying for are significantly later than framework hours, and due to the insufficient noise conditions in your operating schedule, I have concerns as to how you will promote the licensing objective prevention of public nuisance.

I understand from this application that you have operated as a promoter at various venues in the past. Can you advise what venues you have had events in the past, in order that I can investigate as to whether or not there was any noise nuisance which affected local residents.

I await your response at your earliest convenience.

Kind regards

**Nicola Cadzow**

Environmental Health Technical Officer  
Environmental Protection Team  
Place Directorate  
London Borough of Tower Hamlets  
John Onslow House  
London E3 5EQ

  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

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## Mohshin Ali

---

**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 15:42  
**To:** Mohshin Ali  
**Subject:** FW: MAU REPRESENTATION 127251 Klub Verboten 11 West India Dock Road, London

---

**From:** Nicola Cadzow  
**Sent:** 06 April 2020 15:37  
**To:** Licensing  
**Cc:** [REDACTED]  
**Subject:** MAU REPRESENTATION 127251 Klub Verboten 11 West India Dock Road, London

Dear Licensing

I have contacted the applicant but have received no response to date. I have regarded the application for premises license for Klub Verboten 11 West India Dock Road, London and the potential impact of public nuisance and measures to prevent noise generated from within the premises or outside it which could cause disturbance to people in the vicinity.

The proposed hours are well beyond the Council's framework hours, and it must be noted that the Council's framework hours (i.e. when premises are open) are:

- **Monday to Thursday 0600 hours to 2330 hours; and**
- **Friday & Saturday 0600 hours to midnight**
- **Sunday 0600 hours to 2230 hours.**

The applicant is proposing licensable activities as follows:

**Provision of plays, provision of films:**

Monday to Tuesday Wednesday until 01:00 hours (an extension of one and a half hours)  
Thursday until 02:00 hours (an extension of two and a half hours)  
Friday and Saturday until 05:00 hours (an extension of five hours)

**Provision of Live Music, recorded music, performances of dance, anything similar@**

Monday to Tuesday Wednesday until 02:00 hours (an extension of two and a half hours)  
Thursday until 03:00 hours (an extension of three and a half hours)  
Friday and Saturday until 06:00 hours (an extension of six hours)

**late night refreshment:**

Monday to Tuesday Wednesday until 02:00 hours (an extension of two and a half hours)  
Thursday until 03:30 hours (an extension of three and a half hours)  
Friday Saturday until 05:00 hours (an extension of five hours)  
Sunday until 05:00 hours (an extension of six and a half hours)

### **Supply of Alcohol:**

Monday to Tuesday Wednesday until 01:30 hours (an extension of two hours)  
Thursday until 02:30 hours (an extension of three)  
Friday and Saturday until 05:30 hours (an extension of five and a half hours)

**Noise Sensitive premises:** residential premises in close proximity to 11 West India Dock Road.

In my view the application, as it stands fails, to comply with the objective of the Licensing Act 2003 relating to “public nuisance” for the following reasons:-

- Noise breakout from the venue affecting neighbouring residents.
- Access & egress to and from the venue, of patrons, especially due to patrons likely to be in high spirits;
- The hours of operation (inclusive of proposals)

### **CONCLUSION**

Environmental Protection **does not** support the application for Klub Verboden 11 West India Dock Road, London as there is great likelihood of disturbance to residential premises at the noise sensitive hours sought. I am willing to withdraw my objection if the applicant reduces the hours applied for and can provide sufficient noise conditions to the satisfaction of environmental protection noise team, to show how they will promote the licensing objective for the prevention of public nuisance.

Kind regards

### **Nicola Cadzow**

Environmental Health Technical Officer  
Environmental Protection Team  
Place Directorate  
London Borough of Tower Hamlets  
John Onslow House  
London E3 5EQ

  
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## Mohshin Ali

---

**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 07 April 2020 11:54  
**To:** Mohshin Ali  
**Subject:** FW: Premise licence application for Klub Verboden 11West India Dock Road - ref M/217251

---

**From:** Nicola Cadzow  
**Sent:** 07 April 2020 09:38  
**To:** 'Unbenannt LTD'  
**Cc:** [REDACTED]; Licensing  
**Subject:** Premise licence application for Klub Verboden 11West India Dock Road - ref M/217251

Dear Ms Romanini,

I have looked at your documentation received yesterday, received following my representation. As a noise officer I have to consider the Licensing Act 2003, and the four licensing objectives, with particular consideration to the promotion of the licensing objective for the prevention of public nuisance and the disturbance at the hours sought on neighbours in close proximity on West India Dock Road. The hours applied for are well beyond the framework hours as advised in my representation.

With regards to noise conditions I would request the following below:

1. Loudspeakers shall not be located in the entrance lobby or outside the premise building.
2. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
3. Noise Limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an acoustic consultant who is a member of the Institute of Acoustics so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of the acoustic consultant and access shall only be by persons authorised by the Premises Licence Holder. No alteration or modification to any existing sound system(s) should be affected without prior agreement with an acoustic consultant. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device."
4. No idling of vehicles, being either patron, taxis or delivery vehicles outside the premise whilst premise is in operation.
5. No collections of waste or recycling materials (including bottles) from the premises shall take place between 22:00 hours and 08:00 hours on the following day.
6. No deliveries to the premises shall take place between 22:00 hours and 08:00 hours the following day.

I await your confirmation to the above conditions and reconsideration of the hours sought for licensable activities.

Kind regards

**Nicola Cadzow**

Environmental Health Technical Officer  
Environmental Protection Team  
Place Directorate  
London Borough of Tower Hamlets  
John Onslow House  
London E3 5EQ

██████████

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**From:** Unbenannt LTD [██████████]  
**Sent:** 06 April 2020 15:49  
**To:** Nicola Cadzow  
**Cc:** ██████████; Licensing  
**Subject:** Re: Premise licence application for Klub Verboten 11West India Dock Road - ref M/217251

Dear Ms Cadzow,

Many thanks for your email.

We had hoped to arrange a visit with yourself, our architect and fitter during the consultation period but like everyone else we have been over taken by the recent events. Apologies for that.

The property comprises of a solid below street level basement which will be insulate and soundproofed. The premises will incorporate acoustic lobbies as laid out by the plans.

We have a policy for dealing wit patrons on arrival and dispersal within our operational handbook. Any comments you have are very welcome.

SIA staff and door stewards as well as clear signage will further assist on maintaining a respectful environment with our valued neighbours. This is set out in our operational handbook.

Furthermore, written reminders on how to quietly & respectfully enter & leave the community hub will be sent out to ticket holders via email and text message on the day of the event through our ticket partner Dice.

As set out in our dispersal policies, we aim to make use of the departing trains from the Westferry DLR station in the morning hours as well as pre-booked cab services to ensure the safe travels of the more vulnerable members of our community.

In the past we have released address details of our events only to ticket holder in order to prevent random walkups outside the premises. All our events are pre-booked and tickets with a last entry time.

As promoters we have worked at the following venues over the past years:

**2017**

23/09 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

18/11 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

**2018**

20/01 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

17/03 - Boombox, London, S Access Rd, E17 8AX

19/05 - Boombox, London, S Access Rd, E17 8AX

15/09 - Boombox, London, S Access Rd, E17 8AX

17/11 - Studio9294, London, 92 Wallis Rd, E9 5LN

**2019**

19/01 - Studio9294, London, 92 Wallis Rd, E9 5LN

16/02 - Studio9294, London, 92 Wallis Rd, E9 5LN

16/03 - Studio9294, London, 92 Wallis Rd, E9 5LN

12/04 - Studio9294, London, 92 Wallis Rd, E9 5LN

18/05 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

05/06 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

13/07 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

10/08 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

20/09 - Fire, London, 39 Parry St, SW8 1RT

26/10 - Kachette, London, 347 Old St, EC1V 9LP

16/11 - Kachette, London, 347 Old St, EC1V 9LP

14/12 - Kachette, London, 347 Old St, EC1V 9LP

**2020**

17/01 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ

30/01 - Kachette, London, 347 Old St, EC1V 9LP

29/02 - Kachette, London, 347 Old St, EC1V 9LP

04/04 - Electrowerkz, (cancelled due to covid-19)

08/05 - Studio Spaces (E1), (cancelled due to covid-19)

10/07 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ

14/08 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ

18/09 - Fire, London, 39 Parry St, SW8 1RT

09/10 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ

13/11 - Insomnia, Berlin (GER), Alt-Tempelhof 17-19, 12099

20/11 - Studio Spaces (E1), London, 110 Pennington St, Wapping, E1W 2BB

11/12 - Alphabet Club, Tel Aviv (Israel), Ahad Ha'Am St 54

The Klub Verboten operational handbook illustrates in more depth how the operators intend to promote the licensing objective prevention of public nuisance. Please find the file attach for comment.

We are very keen to work with your to answer any concerns that you have.

Kind regards,

Nicola Romanini

--

**UNBENANT LTD**

████████████████████  
████████████████████

# Appendix 7

## Mohshin Ali

---

**From:** Kathy Driver on behalf of Licensing  
**Sent:** 09 April 2020 10:51  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboden, 11 West India Dock Road, London E14 8EZ 127251  
**Attachments:** LARep.KD.docx

---

**From:** Kathy Driver  
**Sent:** 08 April 2020 19:29  
**To:** [REDACTED]k'  
**Cc:** Licensing  
**Subject:** Klub Verboden, 11 West India Dock Road, London E14 8EZ 127251

Please find attached representation in respect of the above premises licence application.

Kind Regards,

*Kathy Driver*  
*Principal Licensing Officer*

Licensing Team  
John Onslow House  
1 Ewart Place  
London  
E3 5EQ

**Please note:**  
Meetings with Licensing Officers are by prearranged appointment only.

[REDACTED]  
[REDACTED]  
[REDACTED]

General email: [licensing@towerhamlets.gov.uk](mailto:licensing@towerhamlets.gov.uk)

Please visit our web page for application forms and guidance  
at [www.towerhamlets.gov.uk/licensing](http://www.towerhamlets.gov.uk/licensing)



**Communities, Localities & Culture**  
Safer Communities

Environmental Health and Trading Standards  
**David Tolley**

London Borough Tower Hamlets  
Licensing Authority  
John Onslow House  
1 Ewart Place  
London E3 5EQ

Licensing Section  
John Onslow House  
1 Ewart Place  
London E3 5EQ

Tel [REDACTED]  
Fax [REDACTED]  
Enquiries to **Kathy Driver**  
Email [REDACTED]

[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

My reference: TSS/LIC/127251

Dear Sir/Madam,

**Licensing Act 2003**  
**Re: 11 West India Dock Road, London E14 8EZ**

I am writing in my capacity of Licensing Authority in relation to the premises licence application for the above address.

I refer to Tower Hamlets Licensing Policy in regards to framework hours where the Licensing Authority is concerned to ensure that extended licensing hours do not result in alcohol-related antisocial behavior persisting into the night and early hours of the morning. The framework hours are:

Sunday	– 06:00 hours to 22:30 hours
Monday to Thursday	– 06:00 hours to 23:30 hours
Friday and Saturday	– 06:00 hours to 00:00 hours (midnight)

For these reasons, members should consider the following:

- a) The location of the premises and the general character of the area in which the premises are situated. (i.e. does the area include residential or business premises likely to be adversely affected).
- b) The proposed hours during which licensable activities will be take place and the proposed hours during which customers will be permitted to remain on the premises.
- c) The adequacy of the applicant's proposals to address the



issues of the prevention of crime and disorder **and** the prevention of public nuisance.

- d) Where the premises have been previously licensed, the past operation of the premises.
- e) Whether customers have access to public transport when arriving at or leaving the premises at night time and in the early hours of the morning.
- f) The proximity of the premises to other licensed premises in the vicinity and the hours of those other premises.

The application is essentially applying for most licensable activities for the following hours: (sale of alcohol is half an hour less)

Monday to Wednesday 11:00 hours to 02:00 hours

Thursday 11:00 hours to 03:00 hours

Friday 11:00 hours to 06:00 hours

Saturday from 11:00 hours to 06:00 hours

Sunday from 06:00 to 15:00 hours

The premises has large residential blocks either side and opposite, with live music; recorded music and such kind are most likely to cause disturbance to local residents by the operation and by customers leaving.

The licensed area, as shown by the plan, shows no seating and appears to be set up as a bar/nightclub with vertical drinking. The sale of alcohol being applied until the early hours and throughout Saturday night into Sunday afternoon is concerning. With customers leaving at various times of the evening and early morning intoxicated will likely lead to resident complaints.

The premises has not operated as a licensed venue and by applying for such early hours this Authority is concerned of the impact on the local community.

The applicant has not addressed how the premises will manage the arrival and leaving of customers at the venue and how it will minimise the impact on residents. The only rail service is DLR of which operates from 5.30am-12.30am, Monday-Saturday, and from 7am-11.30pm on Sunday, the nearest station is around 250 metres away of which the route will pass a number of residential blocks. The other alternative is only via bus hence the likely impact will be the arrival and departure of taxis. There is a bus stop directly outside the entrance to the building and therefore the only place for any stopping of taxis will be directly outside the residential blocks.

The applications states SIA from 22:30 hours but it does not mention how long they are operating for particularly for the hours applied for on Saturday night through Sunday afternoon.

In addition in view of the nature of the club, it states it does not fall into the category of a Sexual Entertainment Venue, there is not enough detail to come to any conclusion whether it requires an SEV licence. An exemption applies if you offer, or intend to offer, relevant entertainment only once a month for no more than 11 months a year and these last no longer than 24 hours at a time, you are exempt from requiring a Sexual Entertainment Venue ("SEV") licence.

In conclusion I do not believe there is adequate detail provided of any policies on how the premises will be managed and therefore do not feel the applicant has not met the crime and disorder or public nuisance objective, with a new venue, in an new location and unknown numbers with such late hours being applied for, this Authority feels the application should be rejected.

Yours sincerely,

A solid black rectangular box used to redact the signature of the Principal Licensing Officer.

**Kathy Driver**  
**Principal Licensing Officer**

# Appendix 8

## Mohshin Ali

---

**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 13:56  
**To:** Mohshin Ali  
**Subject:** FW: Premises license Act, Kub Verboten, 11 West India Road London. Ref: CLC/EHTS/LIC/127251

---

**From:** The Sales Experts | Wyn Nathan Davis [REDACTED]  
**Sent:** 06 April 2020 13:37  
**To:** Licensing  
**Subject:** Re: Premises license Act, Kub Verboten, 11 West India Road London. Ref: CLC/EHTS/LIC/127251

Kathy Driver,

I wrote to you (see below) on March 19, 2020 but have not received a response. I tried to call your office on numerous occasions but nobody answered the telephone. Today I was able to reach somebody and was finally able to view the full application.

There are a number of issues regarding the application.

1. The application does not state where in the building this club is located? The building is 4 floors high with the rooftop floor having a large open terrace where people can view into neighbours rooms and where limiting noise would be impossible.
2. The application does not state where the outdoor smoking area would be located. Again the opportunity to be disturbed is very high.
3. The current Covid19 restrictions means that I am unable to communicate with neighbours to make them aware of this application and in order to garner objections. This application process should be halted and restarted (including the mailing of notifications to neighbours) until the lockdown is finished and normal business is resumed. I will take legal action against the Council should this not be done.
4. These point a in addition to my concerns listed below.

I would like to schedule a call with a licensing officer to discuss this matter.

Wyn Davis  
[REDACTED]  
[REDACTED]

---

**From:** Wyn Nathan Davis [REDACTED] >  
**Date:** Thursday, 19 March 2020 at 10:58  
**To:** [REDACTED]  
**Subject:** Premises license Act, Kub Verboten, 11 West India Road London. Ref: CLC/EHTS/LIC/127251

Ref: CLC/EHTS/LIC/127251

I received a posted notice regarding a licensing application for Klub Verboten.

I object on a number of reasons:

1. This appears to be a sex Klub and as a resident in this area of 10 years I have not been made aware of this Klub presence.
2. There are schools within a short distance.
3. Noise would be a definite issue.
4. During the CoronaVirus crisis this application should be put on hold as I cannot speak to people in the neighbourhood.
5. I cannot find detail on your website

Please advise,

Wyn Davis

[REDACTED]  
[REDACTED]  
[REDACTED]

## Mohshin Ali

---

**From:** Lavine Miller-Johnson on behalf of Licensing  
**Sent:** 07 April 2020 18:35  
**To:** Mohshin Ali  
**Subject:** FW: Premises license Act, Kub Verboten, 11 West India Road London. Ref: CLC/EHTS/LIC/127251

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

---

**From:** The Sales Experts | Wyn Nathan Davis [REDACTED]  
**Sent:** 07 April 2020 17:20  
**To:** Licensing  
**Subject:** FW: Premises license Act, Kub Verboten, 11 West India Road London. Ref: CLC/EHTS/LIC/127251

Further to my email below:

I have noticed that the letters sent to the Building I live ([REDACTED]) were sent to only Flat 1 through Flat 6 (6 flats in total). The fact is that this building was renovated 15 years ago to include a total of 15 Flats (101,102, 103, 104, 201,202,203,204,206, 207, 301,302, 303, 304, 307). Therefore all residents did not receive notice of this License application and therefore have not had the opportunity to respond. In addition, #3 and # 7 West India Dock road were completely renovated last year adding 8 new rooms. These were also not included.

All of the above correct information is help on the voting roles held by Tower Hamlets Council.

This notice should be resent and reposted after correcting your mailing list so that residents have the opportunity to respond.

Please advise.

Wyn Davis  
[REDACTED]

---

**From:** Wyn Nathan Davis [REDACTED] >  
**Date:** Thursday, 19 March 2020 at 10:58  
**To:** <[REDACTED]>  
**Subject:** Premises license Act, Kub Verboten, 11 West India Road London. Ref: CLC/EHTS/LIC/127251

Ref: CLC/EHTS/LIC/127251

I received a posted notice regarding a licensing application for Klub Verboten.

I object on a number of reasons:

1. This appears to be a sex Klub and as a resident in this area of 10 years I have not been made aware of this Klub presence.
2. There are schools within a short distance.
3. Noise would be a definite issue.
4. During the CoronaVirus crisis this application should be put on hold as I cannot speak to people in the neighbourhood.
5. I cannot find detail on your website

Please advise,

Wyn Davis  
[REDACTED]

# Appendix 9

## Mohshin Ali

---

**From:** Petr Onius [REDACTED] >  
**Sent:** 07 April 2020 10:34  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

Dear Tower Hamlets,

My name is Andrea Aste, I am Italian professional multimedia artist based in London. My works have been showed in museums and in prestigious art exhibitions worldwide, including Musée Grévin in Paris and Montreal, Palais des Exposition in Paris, Natural Science Museum in Turin, and the 54th Edition of the Venice Biennale. I have been collaborating with different publishers, as an author as well as an illustrator, creating books translated in different languages and distributed worldwide.

As erotic artist, I sign my works with the pseudonym of Petr Onius. My art is an enquiry on sensuality, lust and desire primarily inside the LGBTQ community. I would like my art to contribute in freeing people sexually from stereotypes and taboos imposed by society and by ourselves. I feel my ethos is strongly allied to ethos of Klub Verboten.

I know of Klub Verboten from their on-line presence. They are keen to support artists and provide a space for them to exhibit and thus to communicate and interact with the community. This is the reason why I am supporting them. There are very few physical spaces in London where art, community and night life can meet together. I'm impressed by their commitment to public safety, consent and mutual respect.

I admire their commitment to diversity and promoting a cultural space, promoting diversity, inclusivity and variety within the night time environment is to be applauded. I have begun discussions for various collaborative projects around the concepts of body positivity, gender and sexual desires/fantasies, but all these require a viable dedicated space. As an artist I am aware that minority non-commercial, cultural spaces are few and far between. It is also a sad fact that (similar to live music venues) the cultural space is supported by the night time events and vice versa.

best regards

Andrea Aste  
[REDACTED]  
[REDACTED]  
[REDACTED]



# Appendix 10

## Mohshin Ali

---

**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 07 April 2020 11:33  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten - Premises License Application

**From:** Alberto Brunello [REDACTED]  
**Sent:** 06 April 2020 22:00  
**To:** Licensing  
**Subject:** Klub Verboten - Premises License Application

Hello,

I'm writing in support of the licensing of Klub Verboten.

Klub Verboten is an incredibly well organised event. Starting from the security and staff always present in order to give a safe night to everyone, I've never experienced any kind of stress due to uneasy situations, also thanks to the strict policy on doors, which is made even safer by the membership process that makes everyone a known-person. And not to forget the great work on building a community that is growing and making people aware of diversity and teaches respect and safety for everyone.

I remain at your disposal for any further information.

Alberto Brunello  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

This message may contain information which is confidential or privileged. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy.

# Appendix 11

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Appendix 12

## Mohshin Ali

---

**From:** Corinne Holland on behalf of Licensing  
**Sent:** 23 March 2020 14:23  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten Premises License

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** Andrew Evans [REDACTED]  
**Sent:** 23 March 2020 13:59  
**To:** Licensing  
**Subject:** Klub Verboten Premises License

To whom it may concern,

I am writing in support of the Premises License application of Klub Verboten.

I have attended several events and have always found them to be safe, secure, inclusive spaces.

A particular incident with regards to public safety comes to mind: As a large crowd were leaving the venue, an entirely unrelated altercation took place outside. Instead of allowing us to spill into this situation, Verboten's in-house security calmly held us back inside the venue, allowing the police to deal with the matter in hand without the added pressure of a large crowd.

This is typical of the care and consideration for public order I've come to expect from Klub Verboten.

I trust this information will be useful with regards to your decision.

Kind regards,

Andrew Evans

--  
[REDACTED]

# Appendix 13

## Mohshin Ali

---

**From:** Andi Fugard [REDACTED]  
**Sent:** 12 May 2020 10:54  
**To:** Mohshin Ali  
**Subject:** Re: RepAck: Klub Verboten - Premises License Application

Dear Mohshin,

Please find corrected version below.

Best wishes,

Andi

-----

Dr Andi Fugard  
[REDACTED]  
[REDACTED]  
[REDACTED]

To whom it may concern,

I am writing in support of *Klub Verboten's* Premises Licence Application.

London is in dire need of safe, LGBTQ+ friendly, community spaces. I have attended Verboten events in the past and been immensely impressed with the quality of the nights. It is my understanding that you are not particularly interested in the quality of the techno played or visuals (however, they are good). So focusing on relevant specifics, these features stand out (I am mostly discussing a former relatively-permanent space the club rented rather than when it visited other venues):

### SAFETY

1. There are a number of security and door staff on arrival who check IDs (I have always had my driving licence checked) and membership while remaining friendly - this helps create a welcoming, positive atmosphere.
2. Staff and monitors are visible throughout the venue - again they are friendly and approachable, which adds to the positive atmosphere. It is incredibly rare for club organisers to mingle with the crowd and be on first names terms with people - Verboten organisers do this.
3. I've spotted posters providing a mobile number for people to text/phone if they want to report a problem such as harassment.
4. All-gender toilets were available at all the events I attended and again felt safe and friendly.
5. Harassment is common in mainstream club nights. I have never seen harassment in Verboten and I am confident that if anyone were to harass a club goer, they would be banned following a robust procedure.

### RESPECTING THE LOCAL COMMUNITY



1. It has been a strongly emphasised from purchasing tickets to arrival at a night that we should be quiet when queuing outside and in smoking areas.
2. Two ways I recall this being done: emphasising the precariousness of licences and explaining who else is in the local area (e.g., residential housing or other clubs).
3. The outside of the club has always been discreet so it would be difficult for people to know what exactly was inside - as is noticeable when leaving at the end of a night and no longer hearing any music.

I fully support this application.

Best wishes,

Andi

On Mon, 11 May 2020 at 15:04, Mohshin Ali [REDACTED] wrote:

Dear Andi,

Please send me a correct version of your representation clarifying that there is a typo.

Thanks

**Mohshin Ali**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# Appendix 14

## Mohshin Ali

---

**From:** Corinne Holland on behalf of Licensing  
**Sent:** 02 April 2020 13:40  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten - Premises License Application

**Importance:** High

---

**From:** ALI G [REDACTED]  
**Sent:** 02 April 2020 09:57  
**To:** Licensing  
**Subject:** Klub Verboten - Premises License Application  
**Importance:** High

Dear Sir / Madam

I am writing this letter on behalf of Klub Verboten Premises License Application.

As a Londoner who was born in London, I have been a member of Klub Verboten since November 2018 and was introduced through my partner and a newbie to this scene.

The thing I like about Klub Verboten is that its a member-only club and to attend any their events you have to become one. The application process is done online and it is very strict, you will get a written email confirmation if you are accepted or not in a couple of days. If your application is rejected, that is it, you cannot reapply and also there is a minimum age limit to apply.

With that said there is a strict identification process upon arrival where you have to show your, ID, membership card and ticket which is bought via the Dice App that is linked to your membership number. Without these, you are refused entry. All of Klub Verboten rules are listed on their website in great detail as well as a Dice email near the day of the event. This is the only venue that I know off that checks membership card at the door, for peace of mind and no underage person.

As the events are sometimes in a residential area, the noise level is kept to a minimum. You can not hear the music from street level and the smoking area is kept to five people max, one in one out rule. Even the door to the smoking area is kept shut, which is monitored by security. In addition to a breath of fresh air, the talking is kept on a low level. Also within the venues, there is various clear signage posted around.

The hosts of Klub Verboten are constantly walking around the rooms making sure everything is running smoothly along with the security and members of staff i.e. cloakroom assistances, bar staff monitors and acts as guardians. If there is any problem or if anyone is acting inappropriately, it is reported and they will make sure that the membership is revoked for life and escorted out of the venue, in a safe manner. To this day, as a woman, I have never been troubled or harassed, enjoying having had good chats with people and staff, dancing, playing. I feel free to be me, without being judged compared to the regular clubs where men think it's ok to grab/touch you without consent and women gossip in groups.

Each of the venues that Klub Verboten have hosted at they make sure that the surrounding areas outside the main entrance are private (fencing covered with black mesh fabric) and free from nuisance. There are three-time slots to stop overcrowding and long queues which have worked well. Plus they never sell

tickets beyond the venue capacity, once it's sold out, that's it. Saying this, there is a waiting list on the Dice app and for those that can not attend their ticket/s are returned via Dice and resold to members on the waiting list. This is a good way to control ticket touts and tickets going to non-members. I felt very safe going on my own in my outfit underneath my coat or in a group and never got harassed by members of the public. Also, there is the option to get changed within the venue.

With that in mind from all the events, I have been too there is little to no crime at all. No one is getting drunk, throwing up in the toilets or on the pavements, littering, shouting abuse, or fighting compared to the regulars clubs on a Friday and Saturday night. We arrive and leave in such an orderly fashion waiting for our taxi/rides home you wouldn't even know we were there.

We get to know each other from these events, attending their social events, and social media. It is such a diverse community, different cultures, races, ages which is growing and although I knew of this scene, I never thought I would enjoy it as much as I have done and continued too. I enjoyed the whole planning of these events from the outfits to dancing and have made a few friends along the way!

What the problem is there is a real lack of space for our community, for socialising, with landlords shutting their doors or charging ridiculous prices. Members come from over the U.K and maybe abroad, and have to find accommodation near the different venues as it's never in the same location. It would be great if Klub Verboten can have a regular fixed home for the foreseeable future. I feel very strongly about this, as it not only affects me, it affects every one of Klub Verboten members and I am happy being apart of their journey.

Thank you for taking the time to read the application in support and if you need anything else please don't hesitate to ask, my details are as followed: Alison Gilliard, [REDACTED] thanks.

Yours faithfully,

Alison

# Appendix 15

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 11:25  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application Klub Verboten

-----Original Message-----

**From:** Andrea Marcou [REDACTED]  
**Sent:** 05 April 2020 19:11  
**To:** Licensing  
**Subject:** Premises License Application Klub Verboten

My name is Andrea Marcou I am a 59 year old woman, in full time employment as a facilities manager and have a good knowledge of health and safety. .

In support of the above application I would like to say that I have attended many events run by Klub Verboten and hold membership to the club.

The club management and staff are responsible, courteous and considerate they are professional in terms of health and safety.

At events I have attended close to residential dwellings it has been made clear that partygoers should be mindful of noise levels when leaving the premises in the early hours.

Inside the club the management do not tolerate antisocial behaviour and people attending are made aware of the club rules and the standard of behaviour that is expected.

I would be happy to be contacted if further information is required or if there are any questions of me.

Andrea Marcou BA (Hons), MWIFM, Tech IOSH Sent from my iPhone

# Appendix 16

## Mohshin Ali

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**From:** Ibrahim Hussain  
**Sent:** 03 April 2020 10:15  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Alasdair Murray [REDACTED]  
**Sent:** 02 April 2020 22:15  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I'm writing in support of the application by Klub Verboten to operate a 'Klub House' to support the local BDSM community.

I realise it's a strange time to be doing this in the middle of a viral pandemic, as clearly the venue wouldn't be able to open immediately. But once the current restrictions are lifted, it would be a valued addition to the local area.

I write as a Londoner and a member of the BDSM community. I have been to events hosted by Klub Verboten, and have witnessed their high commitment to public safety. Most of their events are private and open to approved invitees only; even at those open to the general public, all IDs are carefully checked, and behaviour is monitored throughout.

Their events feature many signs reminding everyone of the rules, prohibiting activity such as drug use and touching people without consent, and make clear that anyone violating the rules will be ejected. Their commitment to safety goes above what I have seen at other BDSM events, and far above that of London nightclubs in general. The result is a friendly, inclusive place, that's particularly safe for women and LGBT people.

There are remarkably few venues in London that offer a permanent home to such a community. Approving this application would give this community a safe place to meet, and deter people from attending riskier events in unsupervised public venues.

Regards,

Alasdair Murray  
[REDACTED]  
[REDACTED]  
[REDACTED]



# Appendix 17

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 11:26  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Arielle Nylander [REDACTED]  
**Sent:** 05 April 2020 22:18  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I write to express my unreserved support for this licensing application. I have been attending events put on by Klub Verboten for over a year and have found them universally safe and well managed. Organisers who are not only extremely responsive to safety concerns but also proactive about ensuring safety are unfortunately incredibly rare in London nightlife.

I have lived in London for over a decade, most that time in Tower Hamlets and now in Hackney. I moved here long before #metoo raised awareness about the harassment women routinely face going about our daily lives. I'm sad to say the London has a huge problem in this regard, especially in the nightlife scene this city is famous for. I have learned not to go clubbing without a male partner or friend, and at get regularly harassed at both mainstream and alternative nightlife events - Klub Verboten is literally the only exception.

Of all the nightlife events I attend regularly, it is the only one where I have never once been harassed. I believe this is due to their strong membership vetting process and zero tolerance approach to harassment and poor behaviour. Most events will not take action based on poor behaviour outside their establishment, meaning that known perpetrators are given many opportunities to continue these behaviours. Klub Verboten is one of the only organisations I have seen take a pro-active approach, supporting their members when prospective concerns are raised and taking seriously even the type of 'low-grade' harassment that many organisers overlook.

Klub Verboten works hard to ensure the safety of the public and foster a sense of community. I hope you will grant their license so that they can continue to provide much a needed safe and responsible nightlife environment in this city.

Sincerely,  
Arielle Nylander

[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 18

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 02 April 2020 16:22  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

**From:** Amy Oldham [REDACTED]  
**Sent:** 02 April 2020 12:37  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

### The Licensing Section, London Borough of Tower Hamlets

#### REF: Premises License Application - Klub Verboten

Dear Tower Hamlets,

I really hope you and all your families are keeping well.

I'm writing in support of the Premise License Application for Klub Verboten. I'm the Managing Director of DICE, a discovery and ticketing platform operating in London and other global markets.

DICE are Klub Verboten's official ticketing partner for the next two years and we have the pleasure of working closely with the team to bring their live events to their loyal and loving fans.

Since partnering with them in early December last year, I've been incredibly impressed with their approach to event operations, working closely with us to ensure the safety of their attendees is *THE* number one priority. All tickets for their events are sold securely in advance of any event, allowing them to know exactly who of their pre-approved member base is attending.

We facilitate a direct communication channel between Klub Verboten and their ticket purchasers, sharing essential on the day information regarding venue location and codes of conduct. These measures ensure public safety and public nuisance are protected to the utmost and we're continually encouraged by the care and attention paid to these processes.

They really are a fantastic example of how businesses should operate, their track record on zero crime and disorder over the last 3 years can only be testament to that.

If you need any further information from me, please do get in touch.

Best wishes,  
Amy

Amy Oldham  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 19

## Mohshin Ali

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**From:** Vincent Fajilagmago on behalf of Licensing  
**Sent:** 25 March 2020 13:00  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

FYI

**From:** Andrzej S. [REDACTED]  
**Sent:** 25 March 2020 11:21  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

To The Licensing Section,  
London Borough of Tower Hamlets

Over the last two years I have contributed, as well have been cared for, by the team behind Klub Verboten. I liked the originality of their work from the start and as I got to know them better the ethics and professionalism of their work.

I am now as much member as I am part of their team. They have continued to support my freelance work by offering me various temporary roles, throughout the different aspect of their activities. At the most recent events I was responsible for the set-ups, which in plain word means that I was there before the events, building temporary structures, hanging drapes etc, to make the event as always an exciting and unique.

As an events promoter myself I was always surprised by the level of detail that they put into each of the events. From professional set-up crew, to very professional bar team, to security that is professional but also 'human'... and so on so forth.

I have always been paid on time and when all the work was done I always enjoyed joining them at the parties, as events they create offer something more to the community. A sense of togetherness. Being a members club, you definitely have a sense of belonging. I always feel safe and part of the 'family'. People who attend are very friendly, well mannered and extremely polite. This is very different from the usual clubs that I attend in London. Even though I have never been a 'fetish person', this element only adds to sense of belonging, it is effectively a code, a dress that isn't a uniform but it is an emblem of belonging.

The organisers put all their might to make each of the events feel that way, from making sure that everyone is dressed accordingly, to offering dressing rooms, to making sure that the flow of people is organised in such ways that there are never obstructions at fire exit routes to staffing important areas and offering directions to newcomers. All this could be used as an example for other venues to follow. They are very strict to abide the rules set out to promote the well-being of attendees as well as all the crew, yet they do it in such a way, that it doesn't compromise the integrity of their brand.

I wish for no other place, physical or conceptual, to exist as much as for the club they are hoping to open this year. This would give many like myself a place that we all could call a 'home'. I'd like to take this opportunity to wish them all the, well deserved, success with this application and I hope for myself to be accepted I their 'new home', once the club is up and running.

If you require any further assistance, please do not hesitate to email me back at this email.

Yours sincerely,  
Andrzej Sobolewski

# Appendix 20





**GOOD NIGHT OUT  
CAMPAIGN CIC**



07/04/2020

**Licensing  
London Borough of Tower Hamlets**

**REF: Premises License Application - Klub Verboten**

**Dear All,**

I write to make a representation in support of the above Premises License application. My name is Bryony Beynon, Managing Director of Good Night Out Campaign, a London-based community interest company working for safer nightlife. We run a sexual violence prevention training and accreditation programme targeted at licensed premises and event promoters, and have trained the staff teams of more than two hundred venues, pubs and clubs. I was recently pleased to consult for and training Klub Verboten this March, delivering a bespoke workshop on Safer Event Organising and follow up specialist consultation around safety and support during events. During this session I was able to train a highly engaged group of responsible and passionate nightlife professionals with a clear view on the need for safety, inclusion, diversity and support at events. Their commitment to the ethos of self-expression was evident, as was a deep care for their community, informed by an internationally regarded brand KV has developed.

On a personal level, I value a wide and diverse range of sexual expression as a key component of our vibrant urban life. As a sexual violence prevention specialist, I deal frequently with the aftermath of violent behaviours in mainstream clubs and large

Pub-co operators. It is a breath of fresh air to see the active ways that Klub Verboten ensures that consenting adults are able to enjoy a safe and non-harmful nightlife culture within the context of their specific community desires and interests. Added to this the extent that LGBTQ+ focussed nightlife has fallen victim to rising rents, I see a real need to support initiatives like this to flourish.

Beyond their well-evidenced parameters of licensing objectives, their community driven model implements accountability for any behaviours that may fall short, and endorses a high standard of values across the board, really encouraging better attitudes between all genders when it comes to nightlife.

I know the membership system and strong vetting process to be some of the most stringent I have come across working with and director of a Members' club for five years. Having trained Verboten's in-house Guardians I can attest that their standards and willingness to act upon concerns was already notably higher than security or hosts at many mainstream clubs. On top of this, the secure ticket system minimises the risk of outsider influences. In short, a community supporting each other and doing positive things, I believe in these difficult times that the liberal values of the council should chime well with what Klub Verboten is trying to do.

We know that the nighttime economy has been severely impacted by the COVID-19 crisis, and that laying the groundwork for recovery must involve innovation and forward thinking on the part of our local authority partners that already do so much to keep our boroughs thriving. I would be happy to speak further with you about my experience of this organisation to assist in your decision making.

Kind regards,

**Bryony Beynon**

**MANAGING DIRECTOR**

# Appendix 21

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 07 April 2020 11:53  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten - Premises License Application -

**From:** Bart D [REDACTED]  
**Sent:** 07 April 2020 08:10  
**To:** Licensing  
**Subject:** Klub Verboten - Premises License Application -

To whom it may concern,

I became a member of Klub Verboten in 2018 after applying (stating my personal details) and since then I have attended around 16 events organised by Verboten.

Every single time there is a very strong policy to enter the event, an ID and membership cards are required which the organisers remind about every time through a newsletter. I have seen people, which I recognised as members, sadly returning home due to lack of ID.

In the past year the ticket system has changed and is now being provided by Dice, an official app where all night events are organised, it is cashless and easy to handle.

The entry to the event is always clearly indicated, very often with screens to separate the queuing members from the public - this gives a feel of safety especially with plenty of the security staff being always there to assist and guide.

The event rules has been always a huge, huge part of Verboten, the detailed list can be found on their website but the general rule is to be respectful to others regardless of their gender, looks, sexual orientation - it is dead simple, just enjoy the evening and let others enjoy it as well. It helps a lot with promoting diversity as people feel free to express themselves without the feel of being judged. There is no room for harassment during the event as there are always members of the staff with visible badges who are always happy to help even with having other members being reported if they break the rules. There is also an hotline where one can anonymously either call or send a text if they feel that any rules have been broken - there are plenty of signs on the walls with the info.

As an active member of London's nightlife and attending a party/musical event at least once every two weeks I have to admit that Verboten is the place where I feel the safest in comparison to any other 'usual' musical party. I can only imagine that this is due to the community that Verboten has been building throughout the years. Each one of the members pays attention to make it a safe environment for everyone. On different occasions during other nightclub events myself or my wife have been harassed whether verbally or physically while this has NEVER happened at Verboten, I cannot stress this enough that this is the safest night event that I have ever attended.

Being a member of the club and the community helped me understand how important it is to have an opportunity to freely express myself in a safe crowd, whether it is through dancing, outfit or just simply talking to others during the Verboten events - something that the London scene is lacking.

I hope the above gave you a better understanding of what the Verboten is about and how it helps to deliver a safe space to creatively spend a night.

Kind regards,

Bartosz Dudzikowski

[REDACTED]

[REDACTED]

[REDACTED]

# Appendix 22

**Mohshin Ali**

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 02 April 2020 17:27  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

-----Original Message-----

**From:** Benjamin Grauer [REDACTED]  
**Sent:** 02 April 2020 17:27  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I am here to express my support for this licensing application and testify of my own experience with Klub Verboten and the way they prevent crime and disorder, as well as prevent from public nuisance.

First off, there is a very strong community sense, and a very strong vetting in place, with clear identification for anyone coming into the premises. Everyone is identified and named and there is on top of that a very strict door policy to ensure everyone is safe. They also have a very large amount of staff and security across all rooms, with added signs all across the venues to enforce good behaviour and ensure everyone is on board with the same rules. As a result there is infinitely less friction and public disorder than on regular nights, where people are intoxicated and often in groups. High street clubs Also assume everyone knows how to behave, which isn't the case. Harassment, non consensual interactions, assault and violence would instantly get one banned from KV's event and from their membership. I have been going to Verbotens events for two years and have yet to see a situation that would cause any crime or disorder.

The surroundings of the venue are always kept separated from the main public and being watched by manned staff to ensure minimal usage and noise. They also keep noise levels minimal in smoking area, and the community that partakes in their event is very reasonable and aware of their surroundings. Klub Verboten are very strong to ensure no public nuisance is occurring.

In terms of community, we are a very inclusive and growing community that accepts all genders and origins, and we are lacking a safe space that can feel like home, to grow and build that community further. The events hosted by KV are very safe and feel like home, but the idea of having a hub is beyond this feeling. It would be an actual home.

I am a Londoner and believe that this community deserves a safe space to build and grow, and to develop our culture in a dedicated area.

My name is Benjamin Grauer.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 23



## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 18:23  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten Lisencing

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**From:** [REDACTED]  
**Sent:** 06 April 2020 17:25 [Name redacted at the request of the individual  
**To:** Licensing May 2023]  
**Subject:** Klub Verboten Lisencing

Hello,

I am giving my support for licensing for Klub Verboten.

As a petite female it is one of the safest institutions and nights that I attend. As the premise of our KV community is consent, this awareness and drive is given the upmost priority with staff and monitors. It is a truly a progressive environment for a night out where people can feel free in themselves and most importantly feel safe. There is a strict door policy to ensure this and a zero tolerance for abusers who are banned for life, abusers which typically get away with these behaviours in any usual club.

I live in [REDACTED] Islington and my registered address is in [REDACTED] - Greater London.

Thanks,  
[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

# Appendix 24

## Mohshin Ali

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**From:** Vincent Fajilagmago on behalf of Licensing  
**Sent:** 25 March 2020 12:43  
**To:** Mohshin Ali  
**Subject:** FW: Statement of Support- Club Verboten

FYI

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**From:** Christopher Stanley [REDACTED]  
**Sent:** 24 March 2020 18:34  
**To:** Licensing  
**Cc:** Karl Verboten; [REDACTED]  
**Subject:** Fwd: Statement of Support- Club Verboten

Dear Sir/Madam,

### Statement of Support- Club Verboten

I write to you in support of the application of a Premise License application to the Borough of Tower Hamlets by Klub Verboten in respect of their proposed opening of Club Haus.

Between 2014-15 and 2018-19 the number of recorded hate crimes based on sexual orientation across England and Wales went up from 5,591 to 14,491 - a rise of 160%. Meanwhile many safe space for the LGBTQ community have closed as part of redevelopment projects in recent years. I am aware of the applicant's consistent, crime-free track record of running events in London which provide a safe space for the lesbian, gay, bisexual, transgender and queer community (LGBTQ) for more than two years and are now for the first time seeking to find a permanent venue for their events. In light of the above it is imperative that the local authority support such safe spaces in accordance with the public sector equality duty (to consider or think about how their policies or decisions affect people who are protected under the Equality Act 2010). The German promoters attract attendees from across the UK and abroad and support the London Mayoral objective that *'London remain Open'* following the UK's exit from the European Union. It is furthermore incumbent that in light of the COVID-19 pandemic that the local authority do more to support the events industry given the massive hit to promoters, musicians and artists involved in events and hospitality. Without them our city is nothing.

Having advised the applicants during the scope of my pro bono activities, It is my personal view that the management have diligently and expeditiously sought to address a range of legal issues in order that they can not only meet but exceed the requirements set out by law insofar as privacy, health and safety and public/private nuisance. This is demonstrated by their consideration of the following items in the commercial operating procedure:

- Enforcing of strict age policies on doors
- Strong challenge 25 identification process / membership card / non-touting
- Professionally accredited security team.
- A full set of enforced club rules for members.
- Limits on numbers of people allowed in the smoking areas at one time to minimise any noise
- Low ratio of staff (monitors / guardians) per guest.
- Signs that are displayed around the venue relating to anonymous reporting of unacceptable behaviour through text messaging.
- Strong vetting process / membership system
- GDPR complaint watch / ban list
- Training of staff though the Good Night Out Campaign

- Being a London Living Wage Employer
- Striving to continuously improve supply chain for social value and social responsibility

It has been clear that they have at all times communicated openly and fairly with community stakeholders with a view to providing a positive environment and reduce any negative impact of its activities in the local community.

Given that the management of the applicant organisation have a proactive attitude to the wellbeing of staff, guests, community and compliance with law more generally. I trust the local authority will treat their application favourably.

Should you have any further questions, please do not hesitate to contact me.

Best Regards,  
Christopher. J. Stanley

[Redacted signature block]

[Redacted signature block]

[Redacted signature block]

# Appendix 25

**Mohshin Ali**

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 09 April 2020 10:53  
**To:** Mohshin Ali  
**Subject:** FW: Verboten Licenings support letter

**From:** Conor James [REDACTED]  
**Sent:** 08 April 2020 16:02  
**To:** Licensing  
**Subject:** Verboten Licenings support letter

Dear Councilor,

I am writing to you today to express my support of the opening of a new alternative nightlife establishment run by Klub Verboten.

Over the last three years, I have worked with Verboten on numerous projects, attend the majority of their events and have undertaken collaborations with them through my artistic research group The Paraphilia Collective. During this period, I have seen first hand their relentless professionalism and ability to provide a safe and enjoyable event for people from many walks of life. The community that has formed through their cultural and nighttime events is one of kindness, respect and mutual support and has been borne out of the consistently professional and well-organized events run by Klub Verboten. The events go far beyond the typical experience of a night club; the space is curated for the enjoyment of the guests, rather than a booming dance floor and an atmosphere which serves to connect people and strengthen relationships

For these reasons, I am in full support of this application and believe it will be a welcomed addition to London's nightlife culture.

Yours sincerely,

--  
**Conor James** Bsc Bsc P.Dip

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]

# Appendix 26



Date: 24 March 2020

The Licensing Section, London Borough of Tower Hamlets

REF: Premises License Application - Klub Verboten

To whom it may concern,

I hope this email reaches you well and healthy during these uncertain times. I am currently writing to you with my representation for Klub Verboten.

My name is Dominique Alves and I have been a member of Klub Verboten for two years. I am a practicing Chartered Accountant. Klub Verboten has become an incredibly important space in the community and one which I am a proud member and supporter of. It is not merely a club but a safe, social place where creativity, art, community and fun interlink to create something unique.

In the duration of my membership I have witnessed all that the founders do to ensure that all those attending the club adhere to their strict community guidelines. There is utmost respect for the surrounding neighbourhood as KV members have to adhere to the arrival and closing times. The club security always ensure that members leave the club quietly and safely and do so smiling. All members submit ID and written interest of their wish to become members which allows the staff to process memberships, regularly reiterate attendance rules and it allows the founders to create a community of respectful, consenting members.

I have had the great privilege of knowing the founders of this Klub, and they stop at no end to ensure a safe, creative space where people come together to connect. If there is one thing I have learnt recently in the light of this pandemic, is that we must protect the spaces of our community where one can go to feel connected and Klub Verboten is such a space. I thoroughly enjoy my late night techno dances and I also feel that our community is lacking a daytime and evening space to socialise and host educational and cultural events beyond the stereotypical club nights. It is important that people from all countries, all languages, all types of careers can come together in a safe space talk about politics, music, life and love and that is what I believe KV provides to the community.

I hope you look upon their application favourably.

Kind regards,

Dominique



# Appendix 27

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 26 March 2020 11:29  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

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**From:** Drew Beckett [REDACTED]  
**Sent:** 25 March 2020 19:17  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

Andrew Beckett, legal investigator.

I am a member of Klub Verboten and have worked at a number of events.

Having attended fetish parties since 2001, I am impressed with how meticulously planned Verboten is. I know from behind the scenes that a lot of consideration is put into the safety of attendees, and to the wellbeing of the neighbourhood where events take place. That preparation has always paid off and to my mind there have been very few – if any – issues because of this.

My partner and I went to a Verboten party in Shoreditch on a busy Saturday night a few months ago, and the contrast between the respectful Verboten attendees and the general issues that 'vanilla' events have to deal with in respect of excessive noise and drinking was really apparent. I think in terms of anti-social behaviour, there is far less of an issue when there is a community feel to the experience.

Consent has always been the foundation of the event, and the membership system ensures that there is a vetted, respectful and safe crowd. Despite a general lack of venues that accommodate fetish/kink-positive gatherings, there are monthly social events and a strong social media presence that has definitely helped develop a sense of community.

I think most people appreciate that Verboten is an ecosystem now and I feel there is a lot of investment in ensuring that this is positive and vibrant. The organisers of Verboten have always put a lot of work into being proper and thorough, and I think this is absolutely reflected in the amount of trust and confidence their members have in them.

Thank you

# Appendix 28

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 12:07  
**To:** Mohshin Ali  
**Subject:** FW: Premesis license application - Klub Verboten

-----Original Message-----

**From:** Danny Blackman [REDACTED]  
**Sent:** 29 March 2020 20:41  
**To:** Licensing  
**Subject:** REF: Premesis license application - Klub Verboten

Dear Sir/Madam,

I'm writing to share my views regarding the license application for Klub Verboten.

As a resident of Tower Hamlets and business owner, I wanted to share the positive experience I have had attending Klub Verboten over the last 3 years.

I've been a Verboten regular since the very first event. It was clear from the beginning the KV was something different, with a strong creative vision for how the event should look and feel. I've been to a handful of other fetish events in London, but always felt they were a little seedy, whereas KV is anything but. Their events are unique in London- they have the best reputation for carefully curated and meticulously planned full sensory experiences. If promoting club nights was an art form, Klub Verboten would be a masterpiece.

They've managed to foster a rare thing in London - a strong community of unique and interesting likeminded people who are looking for something other than what the mainstream offers. While music and fashion are a very large part of the events, it also provides a safe space to explore physicality in a way not possible anywhere else. Rules around consent and safe play run very deep in the community, and I've always found the crowd and staff to be nothing but respectful.

Discretion is always high when entering and leaving the events, with attendees not wanting to draw attention to themselves or the party location.

Having attended and worked at all kinds of events across London for the last 15 years, I can firmly say I have never been so impressed with an event and its team. Klub Verboten are a testament to how things 'should' be done and are a credit to London's night life.

Regards,  
Danny Blackman

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[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 29

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 02 April 2020 12:22  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Dan Chorlton [REDACTED]  
**Sent:** 02 April 2020 10:29  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

Hello licensing,

Klub Verboten is safe, respectful night that is super safe, has zero crime, disorder and is very strict on public nuisance. In fact, they it is probably the most safe and respectful night I have ever been to.

They do the following:

- Strict door policy
- No ID, no entry. Plus you need to be linked to a member
- They have strict rules and there are lots of people there to enforce them
- There's a strong community and they enforce the rules
- They are very supportive and are a wonderful network

It is so much safer than a normal high street club night.

A fixed home for this community is very important, please support their application.

Dan Chorlton  
[REDACTED]

I was living in Tower Hamlets - [REDACTED] - until recently.

Thanks,  
Dan

--

Dan Chorlton  
[REDACTED]

# Appendix 30

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 02 April 2020 16:28  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten

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**From:** dave darcy [REDACTED]  
**Sent:** 02 April 2020 15:34  
**To:** Licensing  
**Subject:** Klub Verboten

The Licensing Section, London Borough of Tower Hamlets

REF: Premises License Application - Klub Verboten

Clubhouse Tower Hamlets ..... "I've been attending Verboten since it first began, with just a handful of people. More than a club or an event its best described as a community - it brings together a diverse mix of people (ages, colours, sexualities, cultures) in both club environments and more relaxed pub and social settings. Probably its strength lies in the fact that it vets those who wish to join and imposes a code of conduct which in reality is self policed by the consent of members ..... unlike most clubs that just want to get the most possible paying entries and use security to control bad behaviour. Its good to have an entity like Verboten, an entity that is inclusive, not profit motivated, and constantly evolving; its what London needs more of, its the kind of future London i'm hoping for"

dave edmond

email me please if you need to verify my submission. I can also be reached by phone [REDACTED]



# Appendix 31

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:20  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

-----Original Message-----

**From:** Dan Tombs [REDACTED]  
**Sent:** 04 April 2020 18:45  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I want to write a statement of support for the Klub Verboten premises license currently under review. I have attended several events organised by Klub Verboten and they have always been exemplary run events, particular in terms of Public Safety, as they have a strong vetting procedure to make sure members understand respect for others and take the idea of community seriously. There is also plenty of members of staff on hand who are kind courteous and above all watchful for any trouble makers, on the rare occasion there might be a trouble maker the staff on duty have acted swiftly and efficiently to resolve the situation and if necessary would not hesitate to eject a person causing a nuisance, the rules are taken seriously and it's clear you're not welcome if you choose to flout any.

The staff are also excellent at managing external spaces like smoking areas, where there is always someone on duty ensuring these spaces are not getting overcrowded and they are managing the people using them, to make sure patrons are not Unduly socialising out there in noisy or boisterous manners Klub Verboten, is always mindful to make sure that it's events and patrons aren't causing any public Nuisance, by asking them to arrive at the venue discreetly and leaving in a quiet and orderly manner.

I have never felt safer and more relaxed at a night club as when I have attended Klub Verboten, there events allow you to relax and know that every detail for patrons, public and the community has been considered and managed in appropriate and diligent manner. I would have no hesitation in recommending the license should be approved and that the Klub will be a great asset to the diversity of the local community.

Yours sincerely  
MR D T Tombs

[REDACTED]  
[REDACTED]  
[REDACTED]

Sent from my iPad

# Appendix 32

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 11:26  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

-----Original Message-----

From: Eva Nikolova [REDACTED]  
Sent: 05 April 2020 19:31  
To: Licensing  
Subject: Klub Verboten: Premises License Application

To whom it may concern,

I would like to support Klub Verboten application for Premises License because of the following:

- I would like to emphasise that Klub Verboten is one of the safest party environments I have visited in London. There is always plenty of staff available inside the club encouraging the audience to report anything that seems suspicious or wrong. There are also many signs indicating clearly the rules of the club and a strict door policy.
- The environment in the club is diverse and friendly. It is great to meet people from all sorts of backgrounds and have a chat - including the staff!
- the smoking area is always private and also supervised by staff, making sure that the noise level is down and there is no suspicious activities.

I am happy to discuss this further, please feel free to contact me if needed at [REDACTED] or at [REDACTED]

Kind regards,  
Eva Pires

# Appendix 33

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 02 April 2020 12:22  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

-----Original Message-----

**From:** Gemma Blackburn [REDACTED]  
**Sent:** 02 April 2020 10:19  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

Dear Sir/Madam

I am writing in support of Klub Verboten's (KV) license application. I am a born and bred Londoner and have been a member of KV for over 3 years. I have attended multiple events they have hosted as a single woman and can strongly testify to the following:

KV events are well run, safety conscious and extremely committed to ensuring that they are nuisance-free, both for those attending and for the communities in which the venues they use are located.

They operate a strict members-only policy which means that all participants are known to them or are friends of people known to them. Tickets can only be bought by members on the Dice app using their membership number. IDs are checked on arrival at the venue. Members can invite one guest and must take full responsibility for their guests.

They employ diligent staff who help to respectfully ensure that courtesy and safety are a priority. Poor behaviour is extremely rare, but is dealt with quickly and efficiently if it does happen. The safety of their customers always comes first. Numbers within the venues are comfortable, signage is clear and the rooms are well laid out. Similarly, staff ensure that all participants are respectful of the local community - eg leaving a venue quietly or using outdoor smoking areas with consideration for noise levels.

KV is working on building a space that will help to ensure community cohesion and celebrate diversity at a time when this is sorely needed. They aim to build an inclusive space for a diverse set of people to come together to share ideas and creativity as well as to socialise. This will be an asset not just to the community where it is situated but to the whole of London, which is crying out for something like this.

Regards,

Gemma Blackburn  
[REDACTED]  
[REDACTED]

# Appendix 34

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 26 March 2020 12:38  
**To:** Mohshin Ali  
**Subject:** FW: Premises license application - Klub Verboten

**From:** Hannah Rosa Blackman [REDACTED]  
**Sent:** 25 March 2020 23:36  
**To:** Licensing  
**Subject:** Premises license application - Klub Verboten

To whom this may concern.

I am writing to you to share my views regarding the application for the license submitted by the owners and organisers of Klub Verboten.

As a resident of Tower Hamlets, a key worker in the community and a regular attendee of the club I feel I should share my views about the license application.

I have been attending Klub Verboten events since the very first event back in 2017. I have seen the way that Karl and his colleagues have attended to the needs of the community they serve whilst also suffering a number of terrible setbacks through no fault of their own.

The Klub promotes a safe space for expression of subcultures and creates a diverse community which promotes music, audio-visual experiences and safe, consensual sexual play. I have never experienced the level of professionalism that the staff employed by KV in any other club in London, in the 13 years I have been going out here. I am most proud to be part of the community that has been created which goes along side the club nights.

I have followed KV around because there is no night which offers the level of safety and security that their nights offer. The nights are always impeccably well organised with communication and ticketing carried out online, members are vetted and this is very clearly evident on the night having been to a number of fetish nights where the vibe just isn't the same.

The team are always very clear about their expectations in terms of entering and leaving the venue in a quiet way and with respect to the local community. Attendees are so discreet it's often difficult to find the venue!

The primary reason I am writing to support this application is that having experienced a number of these nights in London and in other capital cities in Europe, I am aware that the approach taken by the team is completely unique and has fostered a community where people can express themselves, gender and sexuality are embraced, tolerance and respect are the key elements of the agenda and the staff are entirely responsible and open to feedback.

Whenever there has been feedback from attendees, the team have responded and improved the experience for next time. The most special aspects of attending an event are that you are completely cut off from the outside world, outsiders don't know about what is happening inside and people feel free to come and go quietly and express themselves.

This opportunity does NOT exist elsewhere in London, I know because I have spent many years looking.



I cannot express the gratitude I feel enough for having met some excellent people, had some great nights and created some amazing memories attending KV nights.

I hope you will consider the role this club plays in maintaining and supporting subcultures in a very challenging time, socially and politically.

Should you have any questions, please don't hesitate to contact me

Hannah Rosa Blackman.

# Appendix 35

## Mohshin Ali

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**From:** Ibrahim Hussain  
**Sent:** 03 April 2020 13:12  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

**From:** Imogen Eason [REDACTED]  
**Sent:** 03 April 2020 12:48  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

Dear Tower Hamlets

### **REF: Premises License Application - Klub Verboten**

I am writing to support the Premise License Application for Klub Verboten. I am an Account Manager at DICE, a global discovery and ticketing platform based in London, and work closely with Klub Verboten, a very high value and important partner of DICE. I am also a Klub Verboten member and have been regularly attending their club nights and social events for just over a year now.

Since working with Klub Verboten over the past year, the team have shown their unfaltering commitment to public safety by developing secure ticketing processes with me to ensure only members purchase tickets and they know exactly who will be attending their events.

As a regular attendee to Klub Verboten's monthly events, I appreciate how they prevent any public nuisance inside or outside events by ensuring the event is very discreet, keeping ingress fast and efficient, and only sharing venue location and other key details on the day of the event via the DICE platform.

The presence of numerous guardians at every event instills confidence in me that Klub Verboten are capable of and committed to protecting public safety. The guardians are unmissable inside the venue for the duration of every event, and are always considerate and approachable, discreetly assisting anyone who may need their help. I believe their presence is one of the contributing factors in Klub Verboten's successful prevention of crime and disorder over their three years of operation.

As a member of the community, Klub Verboten provides the most important event space for me in terms of safety, diversity and well being for the community I am part of, and this is why their proposed venue space will be so important. It will not only create a fixed regular late-night home for their events and similar ones, but also open up an event space for daytime educational and cultural events.

I am happy to provide more detail on any of my points if required.

Imogen

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Imogen Eason  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 36

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:17  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Select Relocations [REDACTED]  
**Sent:** 04 April 2020 13:22  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

This is to address a recent licencing application to the council by the aforementioned organisation which I have been recently been made aware of.

I have heard of this club a year or so as it held a few night events near a relative's home so we were justifiably edgy about what kind of people it would bring to the area. Despite the initial wariness I have been positively impressed with the professionalism with which they have conducted themselves when running their events. Never trouble to the neighbourhood, never a fight or a complaint or any other nuisance, and never the need for police attendance which is sadly the norm with their more mainstream 'r&b/house music' counterparts, where by comparison we get drunk people stumbling drunk out of bars and clubs, shouting, urinating in the streets and generally giving us residents a hard time enjoying the peace of our homes.

I live right opposite Tobacco Dock where we see our fair share of large events. Judging by how trouble-free events labelled as 'alternative' are (such as the tattoo convention and comicon) compared to others that take place in the same venue with a wildly-varying degree of success in containing noise and crowd, I am inclined to feel this 'alternative' crowd is a better candidate to be granted permission to run events near residential areas.

I am in the accommodation business and being able to promote the area to potential tenants as safe and family-friendly is a top priority for the success of my company. It seems like whatever these people are up to during their events, they are dedicated to keeping it within the venue and that's something most residents can agree should be the norm when considering a licensing application, as if there one thing we do not appreciate is for whatever goes on in the venue to loudly spill out into the adjacent streets.

As far as the activities of the club go, as someone who was brought up with traditional values I couldn't say I will be a punter, but this is about the community as a whole rather than individuals who all have different morals and creeds and it's important that as a community we support any and all lawful freedom of expression between consenting adults, even if we personally do not envisage ourselves being an active part of it. I believe giving young (and not so young) people a safe space to practice their lifestyle and promote mutual respect and consent is a key part of safeguarding London's and particularly Tower Hamlets' inclusive and multicultural reputation and cementing a culture of tolerance and acceptance.

Because of this I support their application.

Should you have any further questions, please do not hesitate to contact me.

Kind regards

Ian Lee



# Appendix 37

## Mohshin Ali

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**From:** Lavine Miller-Johnson on behalf of Licensing  
**Sent:** 07 April 2020 15:41  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** John Antoniou [REDACTED]  
**Sent:** 07 April 2020 14:36  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I'm writing to show my support for a licence for this club.

We have been attending this clubs events at other venues for past few years and have found it a great safe place so much so that we have introduced many of our friends too that have also enjoyed the nights and have subsequently joined.

Kind regards  
John and Sandra Antoniou  
[REDACTED]



# Appendix 38

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 11:25  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verbonten: Premises License Application

-----Original Message-----

**From:** Jamie Davies-Evans [REDACTED]  
**Sent:** 05 April 2020 11:25  
**To:** Licensing  
**Subject:** Klub Verbonten: Premises License Application

Dear Sir / Madame / Other,

I'd like to offer a few words in support of Klub Verboten. I am Jamie. I work as a painter in the film and tv industry. I am fortunate to belong to a vibrant alternative community. Klub Verboten provides an amazing series of events which is unique in our community. I have been a member of Klub Verboten for about 18 months. Klub Verboten is run in a highly professional way. Safeguarding is a top priority and I have always felt safe there. There is a very efficient vetting process and any inappropriate behaviour is quickly dealt with. There has always been a courteous culture inside the Klub, which extends outwards into the wider community. I feel the Klub provides an enjoyable, inclusive and safe environment. It's absence would be detrimental to us all. I urge you to act favourably in this case.

Regards

Jamie

# Appendix 39

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 07 April 2020 12:49  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

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**From:** Jessie Dyer [REDACTED]  
**Sent:** 07 April 2020 12:23  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I am writing in support of the above licensing application.

As a Tower Hamlets business owner and a patron of KV I would like to endorse their application and highly recommend them for approval.

They responsibly manage their premises, minimising disruption and noise, and work to seamlessly exist alongside other businesses and homes. They do this by:

- Strict door policies
- strict safety precautions outside and inside the venue
- smoking area limitations (these are incredibly strict)
- community inclusion work
- membership vetting and known offenders (or any description) circulated and barred
- promoting a very safe environment
- zero tolerance of any form of anti social behaviour
- creating a safe space for a marginalised group
- upholding a set of member values any main stream club would fall inferior to.

Please help support diversity in our community by allowing a regular home to KV, which will allow all the above to continue and flourish.

Best regards

Jessie Dyer



# Appendix 40

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 11:25  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** James Middleton [REDACTED]  
**Sent:** 05 April 2020 14:26  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I am writing in support of Klub Verboten's Premises Licence Application.

I have been a regular attendee of Klub Verboten events for over three years now. In a city that struggles to offer regular events on this scale that are welcoming and supporting of fringe and minority groups, Klub Verboten is a stand out example of how to put on a regular social event well.

In my professional life I work for a startup that specialises in discrimination reporting and resolution within the enterprise workplace. Although my work life and personal life are separate, I applaud the commitment Klub Verboten shows to the same aims in a social setting. In fact I recently discovered that Klub Verboten personnel have been trained by one of my professional partner companies in how to deal with incidents of harassment ([ihollaback.org](http://ihollaback.org)).

Klub Verboten provides employment for diverse minorities as well as providing the same a safe place to socialise. Due to the thorough nature of the vetting process to become a member, everyone who attends is able to feel comfortable that they will not encounter and discrimination at an event. Because the community as a whole is eager to retain these limited social events, it is very protective to the extent that attendees are self-policing with regards to crime and disorder, safety and prevention of public nuisance.

The events themselves are well organised with strict attendance, door, and identification policies. Attendees are courteous and respectful to the environment, including awareness of noise levels and behaviour when in the strictly monitored smoking area.

All in all, Klub Verboten is a wonderful addition to the London diversity and inclusion events scene. I strongly support the licensing of this initiative.

Regards

James Middleton  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 41

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:14  
**To:** Mohshin Ali  
**Subject:** FW: "Licensing Applications – Klub Verboten"

**From:** JAMES WANI [REDACTED]  
**Sent:** 04 April 2020 11:57  
**To:** Licensing  
**Subject:** "Licensing Applications – Klub Verboten"

Towerhamlets  
"Licensing Applications – Klub Verboten"

Dear Dir/ Madam,

I would like to offer my support for Klub Verboten in it's license application for a permanent venue.

I am an avid goer to Klub Verboten and have been or over a year.

My experiences have been very positive, and I would like to tell you why. The club nights are held in the East of London, I live near Heathrow airport but would drive to the events.

One thing I have always told my friends who are not in to fetish clubs is how safe they are. Klub Verboten has a very strict policy when joining at the beginning, when arriving at the club my membership ID is checked, my ticket also has my membership ID number on it and it has to match in order to get in, oh yes, ID is required too. In the club there are monitors around in case I need assistance with anything.

If not for this one main point I would never attend, people are super-friendly, more friendly than in none-fetish club. I have never witnessed a fight happen or bravado amongst club goers, if happening it is happening very politely.

The club welcomes people from various diversities, I should know, although not my personal preference I once flirted with a transsexual, at the time not being able to identify this from appearance initially. It was a pleasant encounter nonetheless.

Having attended many club night events, I am aware Klub Verboten desperately needs a permanent venue and would urge you kindly to consider this please. It really does so much good for the fetish community, especially there aren't many venues available to be free and express oneself freely and safely.

Thank you for your consideration, I am really hopeful for a favourable outcome.

Your sincerely,

James Wani  
[REDACTED]



# Appendix 42

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 02 April 2020 12:21  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** krim bo [REDACTED]  
**Sent:** 02 April 2020 07:06  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To Whom It May Concern,

We, Kristine and Mariusz, are writing in support of the licence application for Klub Verboten. As long time supporters and members of KV, we have attended many of their incredible events that bring together a diverse crowd of people from all walks of life. On every occasion the organisers have showed the utmost respect toward the location and community where the event has been taking place by keeping it as private and quiet as possible to the outside world. They are equally respectful to the people who attend their events and they have managed to create a safe space for people to be free, a space where people can form new friendships, feel supported and empowered. They have managed to create a true community and it would be incredible if this community would have a permanent place for both daytime and nighttime events that we could all flock to.

If you have any further questions please do not hesitate to contact us.

Kind regards,

Kristine Bumeistere and Mariusz Szymanski  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 43

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 26 March 2020 16:53  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

**From:** Kotryna Zabulionytė [REDACTED]  
**Sent:** 26 March 2020 12:15  
**To:** Licensing  
**Subject:** Premises License Application - Klub Verboten

Representation to Premises License Application - Klub Verboten

Kotryna Zabulionyte

I'd like to highlight the importance of the existence of such clubs as Klub verboten and their events.

While participating at Klub Verboten events:

- I was feeling safe and assured that all people participating at the event will be strictly checked at the door, not only their identification & membership but also their re-presentation and state, people who had too much to drink or used drugs wouldn't be allowed to attend the event.
- At the event, Klub Rules were guiding people of what's allowed and what's not. Rules created a respectful, liberating and safe environment to enjoy the event.
- The amount of care, safeguarding and support Klub Verboten staff was providing to the attendees of the event was so assuring that I want to be a member of the Klub and become a part of the community.
- When applying for Klub Verboten Membership, I once again was convinced that Klub Verboten is taking all necessary actions to ensure safety and success of this community, by implementing strict vetting policies to the new members, thinking about diversity and inclusion and being extremely pre-cautious.

I wish that Klub Verboten have a chance to operate and continue bringing people space and environment to be themselves, be respected, liberated and happy.

Stay safe,  
Kotryna

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[REDACTED]

[REDACTED]



# Appendix 44

**Mohshin Ali**

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:21  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

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**From:** Leonie Barth [REDACTED]  
**Sent:** 04 April 2020 19:25  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

With this I would like to submit a statement of support for the Klub Verboten premises currently under review.

As a member of Klub Verboten I have been attending on a regular basis their club and social events. I can confirm the strict door policies, that theres only access to the events with a strong identification process through membership card, ID and DICE ticket code.

The strict vetting proces/ membership system allows the Klub Verboten team to carefully select the audience attending their events which creates a safe environment. This also prevents crime and disorder as well as the protection of anyone under aged as theres no chance for those to attend the club nights.

Klub verboten has strong Klub rules that are displayed everywhere and theres always enough staff that Monitors each and every event. They are incredibly good with keeping the noise level down in the smoking areas outside and the staff is extremely friendly and trustworthy.

I have never felt that safe as a woman at any other club night in London, never have been treated with such respect and seeing this community growing more and more is amazing. This is true empowerment to a growing, young, educated and curious community. Unfortunately theres very little space for our community for educational and cultural purposes and I strongly feel it is important to give Klub verboten the space they need to nurture the obvious demand for such events.

Kindest regards  
Leonie Barth

-----  
[REDACTED]  
[REDACTED]  
[REDACTED]  
  
[REDACTED]

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

This can sound a little overwhelming, but don't worry. You could just pick 1 or 2 points below and write around your personal experience whilst attending one of our events:

- Enforcement of strict door policies.
- Strong identification process / membership card / Dice ticket code
- Klub Rules
- How we keep the noise level down in the smoking areas in the past
- The amount of staff as in Monitors or Guardians we have at an event
- Signs that are displayed around the venue, with Klub Rules etc.
- Strong vetting process/membership system
- How our community grew in diversity
- How we kept the surroundings outside the venue private and free of nuisance
- How little actual crime there is compared to vanilla high street club nights
- How safe the event feels overall
- The lack of space for our community for educational or cultural purposes or socialising

# Appendix 45



## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 18:16  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

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**From:** Lauren Kilgannon [REDACTED]  
**Sent:** 06 April 2020 12:05  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I wanted to write to you in support of a premises license for Klub Verboten.

As a Klub Verboten member, I have attended many of their events and felt safe and protected and part of a positive & supportive community.

Klub Verboten work hard to ensure this by operating a strict vetting system to obtain a membership, and ensuring only members can buy tickets (one for themselves and one for a guest, who they are responsible for.) To enter the event all members must show their membership card and ID, and must accompany their guest.

The rules for the event are clear on the website, ticket, social channels and displayed at the event. There are additional staff at the event to ensure everyone keeps to the rules, and to speak to in case anyone feels uncomfortable. Anyone who does not abide by the rules will not be allowed access to the event again. I have been going to bars, clubs and other events for over a decade in London and as a women have unfortunately experienced harassment on many occasions. This is not the case with Klub Verboten where the membership system, rules and community mean I always feel safe and respected. It is really important for Klub Verboten to have a license, so they can continue to create a safe space for our community.

Yours faithfully,

Lauren Kilgannon  
[REDACTED]  
[REDACTED]

# Appendix 46

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 20 March 2020 17:05  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten - Premises License Application

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

---

**From:** Luke Matthews [REDACTED]  
**Sent:** 20 March 2020 16:47  
**To:** Licensing  
**Subject:** REF: Klub Verboten - Premises License Application

Dear Licensing Tower Hamlets,

My name is Luke Matthews and I'm a current member and supporter of Klub Verboten. I'd like to take this opportunity to show my support in allowing Klub Verboten a permanent licensed venue within the borough of Tower Hamlets.

I began attending KV events in early 2019 at a time when I was seeking something new and exciting; a community of sorts for me to feel a part of. I remember feeling very isolated in London and sought new experiences to benefit from both mentally and physically in a conducive way. I recall leaving my first KV event and feeling that I had achieved this; a feeling of overwhelming positivity that I had — for lack of a better term — found 'my people'.

I can't stress enough how important this is for those who battle daily with a feeling of isolation and estrangement. London can be difficult at the best of times, and Klub Verboten has provided an important outlet for those who seek to be a part of a community.

After attending a number of events, I then offered my help and time in setting up the events on the day. We consciously make sure that the events are immaculately clean and safe, and put a meticulous amount of effort to ensure this. Due to the nature of the events, we fully understand the precariousness of them and we try our utmost to not endanger it with anything untoward to the surrounding area and our neighbours.

Never have I ever felt more comfortable, respected, and safe within a club, and the safety of those within the community is paramount. We care for each other, and we welcome those with like-minded qualities in to our group with eagerness.

If you have any further questions, or would like to convene with me further, please do let me know and I'll be more than happy to help.

Kind regards,  
Luke Matthews

# Appendix 47

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 02 April 2020 12:21  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Lidia [REDACTED]  
**Sent:** 01 April 2020 19:55  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

I'm Lidia Ravviso,  
artistic director of UNCENSORED festival ([www.uncensoredfest.com](http://www.uncensoredfest.com)), and film and event  
producer/curator.

The first edition of UNCENSORED (May 2019, London) consisted of a three-day interdisciplinary  
programme of screenings,  
live art, exhibitions, workshops and talks focused on art at the intersection of erotica and activism.

It brought together more than 35 artists from the UK and abroad and involved three different venues  
in  
Hackney Wick (The Yard Theatre, The Old Baths, Hub67).

UNCENSORED Festival's first edition has been supported using public funding by Arts Council  
England,  
with additional support by Goethe-Institut London.

Klub Verboten is one of our project's partners with whom we collaborate to produce cultural events  
which celebrate  
freedom of expression whilst creating a dialogue between art and sex-positive spaces for collective  
reflection,  
exploration and critique.

Moreover, Klub Verboten's team had a relevant role in the technical management of our festival's  
screening programme which included more than 20 titles and worldwide film premieres.

As a collaborator of its team and member of its community, the strongest values I recognise in  
Klub Verboten are content production attentive to equality and diversity;  
open and transparent communication with its audience and members (through social media,  
newsletter, crowdfunding campaign, etc.);  
advocacy for a culture of consent and respect towards the creation of safe sex-positive spaces.

I strongly believe in the positive impact of Klub Verboten policy and cultural proposal on the wellbeing  
and safety of workers,  
audience and local communities.

We need to cultivate and promote cultural environments where communication and  
trust coexist,

allowing meaningful and, above all, consensual forms of relating.

This is the reason why I'm looking forward to working together with Klub Verboten  
again and

I wish them to consolidate a long-established presence in the London cultural nightlife.

Lidia Ravviso

[REDACTED]

[REDACTED]

-

[REDACTED]

[REDACTED]

# Appendix 48

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 02 April 2020 16:24  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboden - Premises License Application -

**From:** threeblackcats [REDACTED]  
**Sent:** 02 April 2020 12:48  
**To:** Licensing  
**Subject:** Klub Verboden - Premises License Application -

Hello,

I wanted to write a few lines in support of Klub Verboden's application to establish a venue in Tower Hamlets.

Having been a regular of their events for over 3 years now, I can say they're quite unique and have become quite a staple of the alternative community, and it would be great to see them settle somewhere more permanent than temporary warehouses so they can focus on including more people, develop various forms of events and have a space for expression and socialisation in the community.

Regarding public safety and general nuisance, I can vouch that, though it is a club night and it does of course get loud inside the doors, they go the extra mile to make sure it stays there. To start with, the alternative community itself is a rather discreet one, and while people go to Klub Verboden to express themselves freely, a lot of us might face discrimination in the outside world, don't want to attract too much attention or be seen as a disturbance to the local community, and will act with the according restraint. The membership system makes it a relatively small community, where people tend to know each other, and look out for each other. The social bond has a kind of self-regulating aspect to it, because people know their bad behaviour won't go unnoticed. And if bad behaviour does occur, there is strong enforcement, with temporary bans or memberships cancelled. There are always experienced monitors and security staff around, who are very friendly and approachable, and I'm glad to say that in 3 years, I can only remember witnessing two mild instances of inappropriate behaviour (someone trying to touch another person without their consent), which were dealt with immediately (the person was sternly reminded the rules, and, in one case where the person had gotten too inebriated, told they would not be allowed to come back). Most times the monitors/security will come and check with people that everything is ok if they have the slightest doubt about a situation, making it feel safe and comfortable for everyone.

In comparison, last time I went to a regular club with a group of friends, several of my female friends reported having been groped on the dance floor, and told me it's a regular occurrence whenever they go out clubbing; while my friends in Verboden describe it to me very much as a safe space for them. Lad-ish behaviour is not accepted there, and it's not the type of night where inebriated people loiter in the street around the club disturbing the local residents.

It's a space for people with a wide range of sexualities to feel free to be themselves without fear of judgement or inappropriate behaviour, with a strong vetting process to try to keep the community a good and safe one as it grows. Everybody involved understands places like this are quite rare, and do their best to preserve them. I'm very much hoping Klub Verboden can find a place it can call home, and being a Tower Hamlets resident myself, I would be proud if the council judged it appropriate that it could be here.

I'm happy to be contacted if any further reference is needed, I just didn't include my identity in this email in case the supporting statements are accessible publicly. But I have no problem confirming my full name and status as a local resident as long as it's kept between me and the council.



Best regards

L

Sent with ProtonMail Secure Email.

# Appendix 49

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 31 March 2020 14:15  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten Premises License Application

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**From:** Matthew Cole [REDACTED]  
**Sent:** 31 March 2020 13:20  
**To:** Licensing  
**Subject:** Klub Verboten Premises License Application

To Whom it may concern:

I'm writing to provide a supporting statement for the club Verboten Premises License Application. I have frequently attended Club Verboten events for a number of years. Of all the parties and clubs I have attended, I have never felt safer than at a Klub Verboten event. In comparison to many high street clubs that I have attended, the staff and management of the event take much more care with attendees and the public. The management have the safety and security of everyone as their priority, taking the utmost care in the prevention of any crime, disorder, and public nuisance. They have a very thorough vetting process for identifying club attendees and accepting members that protects both attendees and the public. This includes membership cards, social media verification and a robust number of highly trained monitors at every event. This ensures no minors are able to access the club in any way. They are cordial in dealing with attendees as well as any staff on premises and they keep any outdoor noise minimal by strictly limiting the areas available. Establishing Klub Verboten is important step toward fostering greater diversity and inclusion for marginalised groups in society. It will reduce harmful stigmas that persist within mainstream culture and offer an important social space for all.

Best wishes,  
Matthew Cole

[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 50

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:11  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

-----Original Message-----

**From:** Matthew Cook [REDACTED]  
**Sent:** 04 April 2020 08:14  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

Firstly, I hope you and your family are well during this crisis.

I am writing in support of Klub Verboten's premise license. Belonging is a core human need, Klub Verboten not only creates a space to facilitate this, it provides a haven for like-minded people that simply cannot be found anywhere else.

It has a strict membership policy and strong identification process. Coupled with the amount of staff and Klub Rules around the venue it makes it one of the safest nightlife environments I have been in. But it's not only that, it's the people that attend. A diverse range of wonderful people brought together under one roof.

I hope you will consider deeply how important Klub Verboten is to the local community and how it could continue to grow and flourish.

Best, Matt

# Appendix 51

SCAN & EMAIL

To [licensing@towerhamlets.gov.uk](mailto:licensing@towerhamlets.gov.uk)

Mr MARC ELLIS

24<sup>th</sup> March 2020

Dear Tower Hamlets Council

SUBJECT: Premises License Application – Klub Verboten

I write to you with regards to Klub Verboten license application.

I have been a long-standing member with this club, for some 5 years. I can advise you that my personal experience and witness to how they handle the membership screening of new members, how they handle and maintain members behaviour and how they create a safe and friendly membership community is commended, and very highly too. The management team really care. They talk personally to many members, the environment they nurture promotes an atmosphere of belonging and actively promotes self-policing by party goers during events. It's one of the safest, open minded and respectful communities of its type that has been created.

The management team use modern app technology to control the sale of tickets to members and members guests only and these tickets cannot go on sale to the general public as any resales are linked to the membership number and the resale section of the app. It works marvellously at controlling who can attend events.

At events, as a member, I can confirm we are always asked to be mindful of neighbours, discretion and respect applies both inside and outside the club events. Members privacy and safety is paramount and that reflects in how the neighbours and venues are also treated with audible and visual privacy too.

Our community needs more good teams like Verboten to dedicate time in creating safe spaces for us to socialise and host educational as well as our not so stereotypical club nights. A regular late-night home is so important, real world communities are so much better than virtual social media groups, a real-world space where friendships can be made, and the ever so important communities can be built for shared interests, support and respect.

I look forward to your support of our community.

Yours sincerely

Mr Marc Ellis

24/3/2020

Company Director and Owner of a design, print and sustainable packing company

Club Verboten member and supporter

Attended the club nights and the social meet up nights some 20 times over the last 5 years.

# Appendix 52



To the attention of: Licensing Team – London Borough of Tower Hamlet

Tower Hamlets Council Town Hall

Mulberry Place, 5 Clove Crescent E14 2BG

Re: Verboten premise license application

My name is Mirabai Galati, I am a 29 years old Hackney resident. I have regularly attended Klub Verboten's events for over two years and I felt it was important to let my voice speak on this occasion.

Verboten is important to me because it brings together people from different realities in a safe and non-judgmental space. Verboten has a strict membership system which allows the attendees to feel safe. This system ensures that like minded individuals are part of the community where consent and safety are strongly enforced.

Importantly, Klub Verboten clubhouse would not only be a venue, but the centre of a multifaceted community that recognises it as a true safe space, where to be ourselves. Indeed, at Verboten there is no space for homophobia, transphobia and racism. The organisers made their events a safe haven for the LGBTQ+ community. Identifying as a queer person, I value that ven thought Verboten is not strictly labelled as LGBTQ+ venue, it promotes an inclusive atmosphere where I feel accepted.

In these two years I have seen the Verboten team working very hard to transform bare industrial warehouses, as well as much bigger event venues (i.e. Fire London and Electrowerkz) to a top-notch level, hosting internationally recognised DJs, installations and performers. Crowd management has always been handled professionally even at large events that reached capacity of 900 attendees. In addition, the promoters put together a human-friendly security team that, on top of ensuring that all the licensing requirements are met, is always focussing primarily on the welfare of the attendees and of the venue neighbours, treating every human with respect and care. Verboten security, headed by the SIA certified Neill Silver, never fails to support and understand the difficulties that people in fragile communities face, and are always keen to help with kindness and with a smile on their face. Notably, the security team has often been in charge of large events such as the Brighton pride, therefore largely capable of handling Verboten events.

For all these reasons I would like you to consider approving Verboten's license application and allow our community to move this safe, inclusive space to the Borough of Tower Hamlet. A signed copy of this letter is attached to this email.

Yours sincerely,  
Mirabai Galati, Msc

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████████

# Appendix 53

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 16:35  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten  
**Attachments:** Reference for KV.pdf; ATT00001.htm

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**From:** Mattia Gerli [REDACTED]  
**Sent:** 06 April 2020 16:13  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

To the attention of: Licensing Team – London Borough of Tower Hamlet  
Tower Hamlets Council Town Hall  
Mulberry Place, 5 Clove Crescent E14 2BG

Re: Verboten premise license application

My name is Mattia Gerli, I am a 36 years old Hackney resident. I am regularly attending Klub Verboten's events since over two years and consider myself as integral part of the Verboten community. Since their first events, Verboten has been bringing together people from different realities in a safe and non-judgmental space, united by music, art and performances. To access to Verboten events, prospective attendees have to obtain membership to the club. The strict vetting process, involving verifying the identity of the prospective members first by their social media presence, then in person at one of Verboten's socials. This allowed the creation of a tight likeminded community where safety and consent are strongly enforced.

With its proposed positioning within the Tower Hamlet council, the Verboten clubhouse represent a strong effort operated by the promoters in requalifying an otherwise marginalised area of London, where nightlife is clearly underdeveloped. At each of their event, Verboten's promoters have not only made sure that their guests are safe and comfortable, but always took great care of their neighbours. Entrance queue is always handled smoothly by an experienced team, that makes sure the noise level is kept down and the entry operations run promptly. Similarly, smoking areas are constantly restricted to a small number of people to reduce needless chattering noise.

In these two years I have seen the Verboten team, working very hard to transform bare industrial warehouses, as well as much bigger event venues (i.e. Fire London and Electrowerkz) to a top-notch level, hosting internationally recognised DJs, installations and performers. Crowd management has always been handled professionally even at large events that reached capacity of 900 attendees.

Importantly, Klub Verboten clubhouse would not only be a venue, but the centre of a multifaceted community that recognise it as a true safe space, where to be ourselves, meet likeminded people and enjoy not only a dance, but also interesting conversations over a drink, in a safe environment. Verboten promoters truly give no space to homophobia, transphobia and racism, quickly making their events a safe haven for the LGBTQ+ community. Identifying as a LGBTQ+ ally, I value that Verboten is not strictly labelled as LGBTQ+ venue, as every event generates an intermixed crowd made from different realities, actively fostering the development of a transversal culture of acceptance and equality, that I never found in any other London event.

In addition, the promoters put together a human-friendly security team that, on top of ensuring that all the licensing requirements are met, is always focussing primarily on the welfare of the attendees and of the venue neighbours, treating every human with respect and care. Verboten security headed by the SIA certified Neill Silver, never fails support and understand the difficulties that people in fragile communities (i.e. queer, disabled) face, and are always keen to help with kindness and with a smile on their face. Notably, the security team, has often been in charge of large events such as the Brighton pride, therefore largely capable of handling Verbotens community.

For all these reasons I would like you to consider approving Verboten's license application and allow our community to move this safe, inclusive space to the Borough of Tower Hamlet. A signed copy of this letter is attached to this email.

Kind Regards,

Mattia FM Gerli, MSc, PhD

[REDACTED]

# Appendix 54

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:19  
**To:** Mohshin Ali  
**Subject:** FW: Premises licence application - Klub Verboten

**From:** matthew jarred [REDACTED]  
**Sent:** 04 April 2020 14:33  
**To:** Licensing  
**Subject:** Premises licence application - Klub Verboten

Dear Tower Hamlets Licensing,

As an occasional patron of Klub Verboten I would like to lend my support to their application for a premises licence.

The team who run the club always maintain the highest standards of safety, inclusion and respect. Both for guests and the neighbourhoods in which they have operated.

I have never witnessed nor heard of any crime being committed. In fact the feeling of safety at their events easily surpasses that in a pub or standard nightclub. My female friends have also commented the same.

Because there is strict vetting and members form a strong community of open minded but deeply respectful and responsible adults, everyone is mindful of one another's and the public's sensibilities.

There is a serious lack of venues which host such events but the popularity of Klub Verboten, Torture Garden and many other similar events is a testament to the need for a permanent, safe space. The alternative are underground events where safety, respect, licensing and security may be questionable due to there being no other options and therefore subject to unscrupulous venues & staff.

I hope Tower Hamlets views the application with an open mind and awareness of the impact of refusal on the community KV serves and their safety and security.

Kind regards  
Matthew Jarred

[REDACTED]  
[REDACTED]

[Sent from Yahoo Mail on Android](#)

# Appendix 55

**Mohshin Ali**

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**From:** Lavine Miller-Johnson on behalf of Licensing  
**Sent:** 07 April 2020 19:17  
**To:** Mohshin Ali  
**Subject:** FW: Reference: Klub Verboten License Application, 11 West India Dock Road

**From:** Michael Kill [REDACTED]  
**Sent:** 07 April 2020 15:54  
**To:** Licensing  
**Subject:** Reference: Klub Verboten License Application, 11 West India Dock Road

Dear Sir or Madam

The NTIA wishes to add its full support to this unique and exciting project. The character and availability of our night time economy after the Covid emergency period is now more uncertain than ever. The NTIA is keen to support innovation and investment to ensure that as we come through Covid we have a world class night time offering.

The project proposed by Klub Verboten aims to give the Fetish and BDSM communities a home-base that is lacking in London. Taking their experience from working with different London and international venues the KV team have produced a detailed operating schedule and operating manual that addresses the four licensing objectives providing details specific to its patrons and its local area. KV also addresses the key concern of diversity and inclusivity which is an equally key consideration for local licensing decisions.

The KV team are also proposing to continue with their cultural and community initiatives at this permanent location. The cultural events support the communities which in turn are supported by the late night offering. Although the hours are extensive and beyond framework hours this application has the advantage that the late night events are limited to the capacity of the venue, limited to members and pre-sales, there is no purchase of tickets at the door, admittance is time-limited and there after exit only. The impact is thus likely to be minimal and controlled. This is an exceptional application that the NTIA commend to Tower Hamlets licensing.

Yours Sincerely

Michael Kill  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



# Appendix 56

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 11:46  
**To:** Mohshin Ali  
**Subject:** FW: Club Verboten Testemonial...

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**From:** michael lake-mcmillan [REDACTED]  
**Sent:** 28 March 2020 06:46  
**To:** Licensing  
**Subject:** Club Verboten Testemonial...

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**From:** michael lake-mcmillan  
**Sent:** 27 March 2020 10:20  
**Subject:** Verboten Testemonial...

To whom it may concern...

Having been a member of Verboten almost from its inception over three years ago, it has always been my pleasure to find myself in the company of like minded and highly responsible adults....The members of verboten are an exceptionally amenable group of individuals, all of whom in my experience, appear to be highly intelligent and articulate; which may at first appear to be a strange manifestation for the 'catchment' of such an alternative establishment... but upon reflection, it begins to make complete sense. The stated ethos and mission statement of Verboten automatically 'self selects' a societal sector who have a highly developed social awareness, and concomitantly comport themselves with the sophistication and decorum one would perhaps more commonly expect from a fine dining club, or debating society... The preceding sentence may appear overloaded with superlative implication, but please be assured that this is an absolutely authentic impression gained from over twenty attendances to Verboten events... I would actually go as far as citing Verboten as the 'high water' mark of 'alternative clubbing' due to their rigorous vetting of membership applications, their socially aware and exceptionally inclusive 'manifesto'... complemented by the organisations scrupulous observation of health and safety criteria as well as their ongoing duty of care to their patrons exemplified by the subtle presence of highly efficient 'prefects' in each of the delineated entertainment zones of the club.

To conclude, and utilising an advertising metaphore... "If Carlsberg ran a club....."

Please feel free to contact me either by email or telephone ([REDACTED]), if you require any further information or assistance...

Yours sincerely

Michael Lake-McMillan

# Appendix 57

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:18  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

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**From:** Michael O'Sullivan [REDACTED]  
**Sent:** 04 April 2020 14:12  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

Dear Sir/Madam,

I am a practicing coach and psychotherapist currently training at Regents University, with an interest in psychosexual dynamics and gender diversity studies.

I attended Klub Verboten's event in Electrowerkz, Angel, London in January.

I am in my mid-forties.

This was my first time ever attending a fetish party and I was a little timid!

I would like to report on what an uplifting experience it was.

Having attended many parties of various descriptions when I was younger I can confidently say that this was safest that I have ever felt at an event.

The atmosphere did not have the slightest hint of sleaziness but was creative, expansive and very fluffy.

There was none of the drunkenness, druginess or aggression I am normally used to seeing in nightclubs.

There was a level of tolerance and inclusivity which I have never encountered before and I noted straight, gay and trans engaging openly with each other.

There was a good gender balance.

Contributing to the sense of safety, I noticed a high level of supervision in all the areas, and strict age and membership checking on the doors.

But the sense of safety was broader than this – there was a sense of friendship, of community, from all the workers I encountered from the moment I arrived until I left.

All of this happened discretely - I arrived and left anonymously. This was a safe space nested in anonymously with the surrounding businesses and residences who were completely oblivious to its presence.

As I know you are aware, there has been a contraction in the late night industry over the last 20 years for diverse reasons such as extended pub opening hours, the smoking ban, onerous licensing, and the pressure to convert venues to residential property developments.

One of the casualties has been those venues which serve the needs of alternative cultures such as the one Klub Verboten celebrates.

I feel there is a lack of and strong need for more events such as this.

Beyond its simple function as vehicle for people to go clubbing, I see Klub Verboten as having a greater positive effect – a safe creative space for the sexually and gender diverse community to express itself.

I believe it to be a real asset to the community.

Kind Regards,

Michael O'Sullivan

# Appendix 58

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 23 March 2020 14:24  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** Maral Pourkazemi [REDACTED]  
**Sent:** 23 March 2020 13:06  
**To:** Licensing  
**Subject:** Premises License Application - Klub Verboten

To whom it may concern,

My name is Maral Pourkazemi and I am a design activist leading Hackney Wick-based LGBTQ+ collective maddthing and culture producer with the womxn-led music collective Koodeta. We are all residents in Hackney Wick. My own address is [REDACTED], [REDACTED]

The following message is written on behalf of all members of these two collectives in support of Klub Verboten.

Our relationship with the team at Klub Verboten began by us becoming members to their curated and immersive experience before getting to know the organisers and then solidifying a loyal friendship and grassroots alliance with them.

Initially, we were intrigued by their promise as we ourselves operate our own events with similarly rigorous policies to ensure unique experiences through safety measures. With our first visit as guests, it was crystal clear to us that this is a Klub like no other. We have been guests of other events in the same industry but never before have we as LGBTQ+ guests felt so looked after and safe, with an audience that is beyond respectful (an absolute rarity for London) and a production that may as well be created for the TATE. Klub Verboten is thoroughly tasteful, an unforgettable experience, and for many, this level of care and kindness translates into everyday lifestyle.

What makes Klub Verboten so different to other nights in the same industry is exactly that: care, curation and kindness. It is not just about throwing a party. The communication about each event is clear, guidelines on how to best get to and from the venues are easy to understand. There is an arrival window of 2 hours to make sure that guests do not get into trouble with late-night troublemakers before they reach the venue itself. We believe that through this beautifully transparent communication they have achieved a sense of true community, by which the community polices itself - this is something that often takes many years to establish - from the starting days of KV. This community is authentic and organic!

As an LGBTQ+ collective, we must enforce security and privacy to protect our guests, and Klub Verboten has been a huge inspiration as an extremely approachable collective: They have actively helped us to make our nights safer, by sharing the way they themselves operate. I want to underline that this kind of genuine care is not very common, even amongst LGBTQ+ collectives.

Ever since our first contact with the organisers, we have upheld support and built a limitless friendship

helping each other in many ways. Klub Verboten's team has helped us many times with our own productions, lend us equipment for free, co-created fundraisers in support of the Trans community and much more.

Best  
M

—

Maral Pourkazemi

[REDACTED]

# Appendix 59



## **Premises License Application - Klub Verboten**

Dear Tower Hamlets Licensing Department,

I am writing to you to advocate for the Premises License Application of Klub Verboten. I have been a member and attendee of their club and nights for the past 2 years and feel suitably placed to provide such a statement.

The KV team that organise the events, run the nights and oversee every aspect of the club's operation are consummate professionals and clearly demonstrate an excellent understanding of the events industry.

Every Klub Verboten event I have ever attended has been well staffed with trained monitors/guardians. ID's, tickets, membership and adherence to club policy have been checked. There has always been a security presence on the door and people monitoring volume when leaving at the end of the night or in the smoking area. All of this results in an environment that feels safe, free of nuisance and a rule abiding and respectful cliental.

The very nature of the club and their strict membership policy and locked DICE ticket procedure, supported by visible signs indicating their zero tolerance to breaking club rules means that there is very little if any trouble especially when compared to a typical high street nightclub.

Lastly, having a venue that embraces and celebrates people of all backgrounds, colours and orientations is extremely valuable to all of us. Having this type of space is something that nobody involved takes for granted as we all know the challenges and obstacles that the guys have had to overcome to get this far.

Please feel free to contact me if you wish to ask for any further information or discuss any of the points I have made in any further detail.

I sincerely hope that you look upon their application favourably.

Kind regards,

N Charlish

# Appendix 60

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 31 March 2020 14:15  
**To:** Mohshin Ali  
**Subject:** FW: SUBJECT LINE: Premises License Application - Klub Verboten

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**From:** Niamh Harty [REDACTED]  
**Sent:** 31 March 2020 12:38  
**To:** Licensing  
**Subject:** SUBJECT LINE: Premises License Application - Klub Verboten

Hi there

I am a London resident, living in [REDACTED]

I have attended several Klub Verboten events and wanted to write to you about my experience and why their application for a premises license should be carefully considered.

As a 40 something year old woman with many years of experience of attending clubs and bars in London, KV (Klub Verboten) is my safest experience of clubbing. The staff on the door are very welcoming but also very strict, inside there are signs everywhere reminding all club goers to be respectful and consent and their mantra is 'don't be a dick'

Believe me these requests are adhered to - this club is attended by the kink community who are a core group of like-minded individuals whose primary concern is the safety and enjoyment of everyone there.

They are respectful to the neighbourhood and the event feels safe - probably the only place in London where I would get my handbag returned if I misplaced it.

In order to attend an event you have to be a member - in order to be a member you have to be recommended / invited by an existing member and meet one of KV to be awarded membership. There is no crime or anger or violence inside their events and there are always lots of staff monitoring and guarding the rooms so you can always ask questions or ask for help.

For all these reasons I believe Klub Verboten should be granted a licence for a fixed regular late night home. The community needs a hub like this and would make Londoners proud of their City again. This would bring London in line with other European cities in giving kink communities safer places to play.

Yours disgracefully,

Niamh  
[REDACTED]

# Appendix 61

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 02 April 2020 17:16  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Nora Høyning [REDACTED]  
**Sent:** 02 April 2020 17:04  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I am not a member of Klub Verboten (yet), but has been invited as a guest by a good friend of mine 4 times, and I am impressed by the amount of thought and work that has been put into the awesome atmosphere and all around safety of this club.

I've been to clubs around the world, and can say with confidence that Klub Verboten is by far my favorite, the warm welcoming, that people actually recognise you, the monitors who are so approachable, and everyone seems to honour respect for eachother and what the club stands for.

And I am not even living in the UK. I hope you still take this as a heartfelt support to this club. I wish we had something as liberating and supportive in my country Norway too, the attitude of this club is at least something very inspiring that I take with me everywhere.

I hope to visit my friends and the club again as soon as the corona virus allows us to.

Best wishes,  
Nora Høyning

[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 62

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 13:57  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

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**From:** Nicholas Tee [REDACTED]  
**Sent:** 30 March 2020 09:59  
**To:** Licensing  
**Subject:** Premises License Application - Klub Verboten

Hello,

I am writing this email in support of Klub Verboten's Premises License Application.

Klub Verboten is undoubtedly an essential feature of London's nightlife calendar. KV has always gone to great lengths to create a safe space for attendees. In my experience, their events have always featured a strict door policy alongside a rigorous membership vetting process. On the night itself, there are strict rules and signs displayed around the venue that ensure everyone is respectful of each other. KV is one of the few events in London that makes a genuine commitment to diversity and safety and I think that this should be celebrated and supported. As such, I hope that you consider granting them a Premises License.

Best,  
Nick

Nicholas Tee  
[REDACTED]  
[REDACTED]  
[REDACTED]

My pronouns are he, him, his.

# Appendix 63



## Mohshin Ali

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**From:** Lavine Miller-Johnson on behalf of Licensing  
**Sent:** 07 April 2020 18:37  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten Premises Application 11 West India Dock Road

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**From:** Ollie Spragley [REDACTED]  
**Sent:** 07 April 2020 16:28  
**To:** Licensing  
**Subject:** ref: Klub Verboten Premises Application 11 West India Dock Road

I am writing these representations as the Director and owner of Fetish Daddy (a trading name of Fetchish Ltd.) We are a young company who hand make leather and rubber fetish wear. We work directly with clients to ensure we create something unique to fit their needs and work best with their body type with everything being made by hand in-house in Central London. With such a diverse community, there is no such thing as one-size-fits-all, and we strive to accommodate all body shapes and sizes to help everyone feel confident and at their best in their garments. We also work with clients to design something that has an appropriate level of detail to fit their budget rather than turning people away who may not be able to afford something designed with them.

We understand that for many, fetish wear can be an expensive purchase, so we also teach courses on how to make your own, including pattern cutting to ensure a good fit allowing people to have an item to wear at the end of the course at around the cost of an off the rack piece. As a community the fetish scene is generally a creative-minded crowd and so we have seen a big uptake for this line of education. Once you have the skills and tools (which people are able to take home as part of the course price) It would be possible to make a new outfit for as little as £20, keeping fetish as accessible to all as possible.

We were invited by Klub Verboten to come to one of their private events to partake in an evening and understand how their community works. Most of our growth as a company since we properly launched in October has been within the gay leather and rubber scene, and so it was very interesting to be at a predominantly straight event. We have also been asked by Klub Verboten to teach courses for their members, which we would run as either a set of evening courses or a one day weekend course depending on how much detail community members wanted to learn, as well as their budget.

Our visit to Klub Verboten was as a guest, and we were very pleased to see how well run it was. From basics needs such as the queue and cloakroom line moving quickly and efficiently (as well as the queue being screened off from the street to allow privacy to both members and neighbours) to the well laid out spaces within with different themes, the event was very well organised. There is a huge onus put on consent, with both a female and male member of staff in each room ensuring that everyone is having consensual, safe fun. People were also cleaning spaces down thoroughly after use with wipes and towels provided by Klub Verboten, and placing them straight in one of the many bins provided.

Members all seemed to have mutual respect for each other, we enjoyed some very interesting conversations with people who were there whom we had not previously met – a very enjoyable social side to the community. As a gay man in a predominantly straight event, my husband and I were made to feel very welcome and included; it was fantastic to see such a diverse crowd mingling so well! The spaces were all kept clean and tidy by staff members, clearing away plastic cups as they were finished, with members being very careful to use the bins provided or place them at the end of the bar. It was a welcome change to not be tripping over plastic cups and cans on the dance floor as the night progressed. The toilets were kept spotless, I noted them being cleaned both times I had to use them. As we left the venue at around 2 am, I noted that the person checking everybody's ID on the way in was now asking everyone to leave quietly - before they reached the street door - to ensure neighbours were not disturbed – this felt like a first for a Shoreditch night out!

Should Klub Verboten get a licence to open, Fetish Daddy would be looking to run a 6-8 week evening course teaching rubber clothes making and pattern cutting on a Tuesday evening. Allowing members to create an outfit totally unique to their desires. We would run in tandem with this a less detailed course for people just starting finding their feet in the world of rubber which would teach the skills of how to make a rubber wrestling singlet or dress on the third Saturday of each month. For the leather community, we would look to run our very popular harness and accessories making course on the second Saturday of each month. As a new business, this would be an incredible boost to awareness of our existence as well as hopefully help boost our customer base allowing us to employ some much-needed help in the studio!

# Appendix 64

## Mohshin Ali

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**From:** Ibrahim Hussain  
**Sent:** 03 April 2020 10:15  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboden: Premises License Application

**From:** PJ Austin [REDACTED]  
**Sent:** 02 April 2020 18:03  
**To:** Licensing  
**Subject:** Klub Verboden: Premises License Application

To whom it may concern,

I am writing to support the Klub Verboden application. KV was a breath of fresh air to the club scene with a strong visual language, excellent curated music and enforcement of a strict and exclusive entry policy that values its members privacy and respects our needs in this age. They have latest in identification, membership and ticketing (with Dice) and adhere to strict door policies.

The events have grown organically and are run by dedicated team who act as monitors and guardians on the actual event nights. They are a vital asset to the ever homogenized monthly party nights and have created their own community for safe and consensual socialising. I hope their application is successful and they can move forward at this crucial time for small businesses so that people are able to socialised and dance in safety in this unpredictable world.

thank you

Patrick Austin

[REDACTED]

[REDACTED]

[REDACTED]

# Appendix 65

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 03 April 2020 17:33  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Peter Cooke [REDACTED]  
**Sent:** 03 April 2020 17:25  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

I am writing regarding the Premises License application you are soon to consider (Klub Verboten). I wanted to formally record my experiences events organized by the applicant.

I have attended a number of member-only Klub Verboten nights in the past year and can absolutely attest to how well run and safe these events have been. I've found the member vetting process to be especially effective at ensuring all patrons know what they are likely to expect at Verboten events and, crucially, that they are aware of the ethos of respect and safety. This is a key component and one that you won't find at many mainstream club nights in the capital.

Some key points based on my experience as a patron:

- Member-only entry was always strictly enforced along with ID and bag checks at every event.
- Key staff members were visible throughout the night ensuring the safety of patrons and that club rules (clearly displayed) were being followed.
- Members were a clear departure from more "mainstream clubbers". These were mostly couples of all ages and walks of life seeking a safe space to explore together.

In short, to reject a license for such a unique and groundbreaking club would be a missed opportunity for the borough. Based on past experience, I have no doubt the organisers will work especially hard to ensure the venue is safe and adheres to licensing policy.

Faithfully,

Peter Cooke  
[REDACTED]  
[REDACTED]

# Appendix 66

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 06 April 2020 09:16  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten - Premises License Application Representation

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**From:** Peter Hetherington [REDACTED]  
**Sent:** 04 April 2020 13:06  
**To:** Licensing  
**Subject:** Klub Verboten - Premises License Application Representation

Good afternoon,

re. Klub Verboten's Premises License Application, I would like to make a representation.

I am a Tower Hamlets resident, and would like to write in support of what I hope will become my local social, educational and event hub for my community.

Klub Verboten (KV) is important in London because it caters for an under-represented and marginalised group who historically have struggled to find homes in other premises. This is usually due to a lack of understanding of what this community represents, and also because there is less of a drinking culture in this community, meaning other licensed premises simply make less money from us. We need a permanent home, run and managed from within the community. The nearest in the borough to this is Le Boudoir, but this is not queer/lgbtq friendly, and doesn't have the safeguarding practices which I've mentioned below.

KV stands out to me as an organisation deserving of a home due to their really robust safeguarding practices. I am well acquainted with licensing issues, as I was a Sergeant in the Metropolitan Police Service for 6 years (split between Hammersmith & Fulham borough and the Serious Crime Directorate) and have dealt with licensing issues in the past. KV really know their stuff and have gone above and beyond the basics.

Their guardian team of individuals within the community who add a layer of safeguarding to events is really strong, and provide important support to SIA internal security. The vetting regime for membership is very rigorous, and means that patrons of the Klub are invariably great people who have a vested interest in protecting their membership and community status, and behave accordingly. KV is a responsible neighbour, and I've seen them regulate noise levels, keep chat and noise down in smoking areas, and generally be considerate to the larger community around them.

In summary, London needs safe, well managed premises like Klub Verboten, and it will be great to finally have a community-run premises that invests in education, cultural activities and social activities beyond just club nights. Thanks for reading and for your consideration.

Yours sincerely,

Peter Hetherington  
[REDACTED]



# Appendix 67

## Mohshin Ali

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**From:** Pete Valente [REDACTED] >  
**Sent:** 13 March 2020 19:47  
**To:** Licensing  
**Subject:** Tower Hamlets Licensing application 949983

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/Madam

Re the above licensing application - I think there would be great advantages in granting this. Having a permanent location for entertainment would allow the applicant to embed and better manage procedures and protocols around conduct, hygiene, the safety of venue attenders and others, and prevention of disorder and nuisance.

I have extensive experience of events run by the applicants and they have strict rules on age and identification (through a rigorous membership system), which they enforce with diligence. They work hard to ensure events do nothing to disturb neighbours or the wider community/local area.

In three years of running their events, I understand that there has not been a single incident of crime or disorder.

The events run by the applicants are, in my experience, joyful and celebratory occasions. They are welcoming, diverse and offer excellent safe spaces for people to gather and socialise.

There is now a huge lack generally in London (under the pressure of property developers and rising costs) of daytime and evening space for people to socialise and to host educational and cultural events. A fixed and regular late-night home would offer many advantages, as I have set out above, it will help keep prices down, which will do great things for to make these events accessible as many as possible, and effectively help a young enterprise prosper and thrive

Thank you

Pete Valente

# Appendix 68

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 11:25  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises Licence Application

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**From:** Russell Levy [REDACTED]  
**Sent:** 05 April 2020 17:37  
**To:** Licensing  
**Subject:** Klub Verboten: Premises Licence Application

To Whom it May Concern

I write in support of the application by Klub Verboten for a premises licence at its new community hub at [11 West India Dock Road](#).

Like so many of the larger London interest groups and communities, the fetish community is a diverse and inclusive community made up of people from all over the world; of all races, ethnic groupings, religions, genders, sexualities, ages, backgrounds and walks of life. I am a respected professional, middle- aged, bi-sexual male who has practised as a solicitor in London for over 30 years. I have also been a member of the fetish community for about 25 years. During this time I have attended many social gatherings and club nights including a number of events organised by Klub Verboten since becoming a member approximately 2 to 3 years ago.

Apart from the fact that fetish community events attract such a wide spectrum of Londoners, one of the most notable factors is the generally good- natured atmosphere and the lack of aggression, harassment and boorish behaviour that other areas of night - life can suffer from. Since starting to attend Klub Verboten events and meeting the club promoters, I have been highly impressed with their organisation of events.

But it is not just the thoughtful, responsible, artistically creative and efficient way that their events are organised that makes Klub Verboten stand out as a model of good practice.

The club has a rigorous procedure for vetting new members designed to discourage people who might not observe the strict rules of etiquette, behaviour, respect and consent that underpin the community. Security is always impeccably organised with a large number of both visible and discreet stewards and marshals, and a low tolerance threshold for unacceptable behaviour.

Members receive regular newsletters and the Klub organisers host an active social media platform, constantly reiterating the Klub ethos that we are a community, encouraging members to get on with other members, enjoy themselves and improve their social lives whilst upholding the principles of personal space and safety and behaving well towards all other members and their guests at the same time. Part and parcel of this ethos is that members who seek to introduce others into the community take responsibility for ensuring the good behaviour of their guests.

Everyone who has ever been out in London or other big cities at night will have encountered unsavoury incidents of aggressive or threatening behaviour or groups causing a nuisance outside pubs and clubs, but KlubVerboten is different: the good - natured atmosphere inside the club does not end at the door.

The establishment of a permanent hub by Klub Verboten has had a remarkable reception from the community, as is obvious from the hugely successful crowd funding campaign. There is a distinct lack of stable, fixed premises where members know they can go whether on their own or with friends to meet and socialise with like- minded, tolerant others in congenial surroundings. This assumes a particularly poignant quality at this time when socialising is impossible because of the Coronavirus pandemic. When it is once again safe to do so, it is likely that people will value the opportunity to interact in person with others even more, and I believe that having a community hub will be so valued and respected by those who use it that the need to maintain good relations with neighbours will remain at the forefront of their minds.

For the community hub to be a success and to attract sufficient people to ensure financial stability, the ability to serve alcohol within extended licensing hours is imperative and I would strongly and respectfully urge the licensing authorities to view this application favourably and to grant a premises licence to the Klub Verboten community hub.

Yours faithfully

Russell Levy

[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 69

## Mohshin Ali

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**From:** Corinne Holland on behalf of Licensing  
**Sent:** 23 March 2020 16:28  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

**From:** Riccardo Oi [REDACTED]  
**Sent:** 23 March 2020 16:24  
**To:** Licensing  
**Subject:** REF: Premises License Application - Klub Verboten

To whom it may concern,

I'm Riccardo Oi, I'm an artist involved in social contemporary art, and a worker in the catering environment here in London.

I'm resident at [REDACTED]

I wish to write this email in the support of granting Klub Verboten a premises license.

I am a member, and I've been it for almost two years.

From the very first time I've been to their event I experienced an environment unique until that moment for me. The crowd is somehow capable to make me feel comfortable and relaxed even though we are there for partying.

It's a pleasure being able to go around, from the dance floor to the play area without the feeling of oppression I feel in any other clubs.

I always saw from the organizers the maximum respect of the rules that venues and circumstances apply. I can guarantee for not seeing any underage attendants. I personally witnessed when my ex girlfriend could not get approved, when she tried to become a member and get to the party, for being under 21.

The membership and how they make that system work it really makes the difference when it comes about safety, as the crowd is always aware of rules of consent and respect of others.

At the same time, the club always put the maximum of the efforts in setting up rules such as control of noise in the smoking areas and any others aimed to respect the place around, as much during the night as when we all leave.

I believe Klub Verboten is making an amazing work not only as night club, but also with putting together a community where equality, consent, and respect are the tools to enhance the fun.

I hope they will have chance to keep contributing to London's night life with their work.

Kindest regards

Riccardo Oi

# Appendix 70



## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 06 April 2020 18:16  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboden Licensing Premises

**From:** Richard Patterson [REDACTED]  
**Sent:** 06 April 2020 12:00  
**To:** Licensing  
**Subject:** Klub Verboden Licensing Premises

Dear Licensing at Tower Hamlets

I'm a resident very close to the premises that this club are hoping to be granted a license, and my friends and I have know the club since it started three years ago.

I and my friends would support this project and I do hope you will grant the license. As well as bringing a unique venue close to Poplar and make use of sections of a lovely building, the venue is very close to transport links and the residential areas nearby should be shielded from any interference. It joins new venues such as the Star of the East pub, Jamboree music venue and the new hotel at West Ferry to add variety and social spaces to Poplar which has been in decline since we moved here ten years ago.

But addressing the important licensing issues, I and my fiends would vouch for the professional events team running this club that in all the times we have visited their events -

1. Noise has been amazingly well managed and reduced -imperceptible at their events outside!
2. Club Rules are very strict and membership systems the most stringent in London in our opinion.
3. Safety is the club is amazing - again much better than many other mainstream venues meaning vulnerable and nervous people liking this type of club feel very secure, and this has therefore made available a unique social community.

I hope this helps - my friends about thirty of us would support this too.

Thanks again

Richard Patterson  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 71

## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 31 March 2020 11:17  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten Premises License Application

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**From:** Ruth Sewell [REDACTED]  
**Sent:** 30 March 2020 21:56  
**To:** Licensing  
**Subject:** Klub Verboten Premises License Application

Hi there,

My name: Ruth Sewell

My address: [REDACTED]

I have been to a few events run by Klub Verboten and Have found that it's a really wonderful, safe community.

They enforce strict policies on doors And have a Strong identification process because of their membership cards. They are really aware that noise in smoking areas and outside the venue has to be kept to a minimum and that there is lots of safety information around the venues.

I've been to art gallery events, socials and club nights and always been impressed with the clientele - they're generally not heavy drinkers and any kind of out of control behaviour would be dealt with swiftly and calmly I'm sure, though I've never seen any! Honestly I've never been to a club night where I felt safer.

I hope they do get permission for a permanent home in tower hamlets. I was born and raised here, and I'd be happy to share my home with them.

Thanks so much

Ruth

# Appendix 72

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 02 April 2020 17:16  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Richard Yarwood [REDACTED]  
**Sent:** 02 April 2020 16:48  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

Hi there,

I'm writing in support of Klub Verboten's Premises License Application.

In all of my visits to events run by Klub Verboten, I have seen exceptional professionalism and dedication from staff to keep the community safe, and great effort made to ensure there is no annoyance caused to neighbours

Particular points I think you should be aware of when considering the application:

- The door staff maintain a strict ID and search protocol, ensuring guests are safe
- Upon leaving door staff are polite but firm in the need to ensure that people are quiet as they leave
- The culture of the event through its attendees and high presence of Monitors and Guardians makes it feel like one of the safest nights out in London

Kind regards,  
Richard Yarwood,

[REDACTED]  
[REDACTED]

# Appendix 73

## Mohshin Ali

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**From:** Sylwia Bajek <[REDACTED]>  
**Sent:** 26 March 2020 19:09  
**To:** Licensing  
**Subject:** Premises License Application - Klub Verboten

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

To whom it may concern,

I am writing this email in support of Klub Verboten licence application.

My name is Sylwia Bajek and I am a brand strategist and creative producer  
[REDACTED]

I have been attending KV's events as a member almost from the beginning. My first KV event was their second ever. Since that time I have personally witnessed how the Klub grew into a well established, safe and respected community.

The usual night out with KV starts a few weeks in advance. The Klub rules (which I would like to see being the rules everywhere else) are clearly communicated on social media channels, through emails and community chats. On the arrival, each member and also each and every friend (like myself) is checked for ID, membership card and the usual prohibited items.

There's always KV trusted security crew (actual security), as well as staff with clear KV signs (often fluorescents so cannot be missed). These guardians are both checking if party goers are behaving as well as if they need anything - anything can be a taxi home, glass of water, help to find friends or missing wallets (lost items are always found btw). Further, the venue security is also present.

The nights are never too packed and the ratio between staff and party goers is always right, with on occasions having too many staff members for party goers.

KV always suggests and helps if necessary, with local accommodation for those travelling from out of town as well as transit - taxis etc. There are some members who almost always attend and never drink and they are often willing to drive people home. It did happen to me twice and it was super nice.

The night finishes with feedback being asked every time. The feedback is then considered and improvements are made.

Please feel free to get in touch if you would like any extra details.

Thank you  
Sylwia Bajek

[REDACTED]  
[REDACTED]

# Appendix 74



## Mohshin Ali

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**From:** Ibrahim Hussain  
**Sent:** 03 April 2020 12:23  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboden: Premises License Application

-----Original Message-----

From: Sarah Elliott [REDACTED]  
Sent: 03 April 2020 12:11  
To: Licensing  
Subject: Klub Verboden: Premises License Application

To whom it may concern,

I was writing in support of the KV premises application. I can not emphasise enough how important this space will be to the LGBTQ community in London.

The previous events held in venues around London have been so safe and welcoming for those often vulnerable in larger or less accepting club environments.

As a female I am NEVER groped or harassed at KV as I am in regular clubs. I think this is in part due to their vetting procedure, strict membership process and rules clearly on display plus their wonderful monitors who I can approach at any time during the event itself.

As someone who has been a victim of rape and sexual assault in the past giving KV a regular venue would allow for me to have a regular safe space to attend not only their limited capped capacity ticketed events but also hopefully a space for our community to socialise and host educational talks.

I am also impressed by Klub Verboden's upholding of the over 21 age ruling. In my opinion it means a much more mature audience and therefore quieter, more respectful and diverse attendees. I am 35 and my friends that I have made through KV range in age from 23-58. This huge support network wouldn't be possible without this event and a secure stable venue is just what it needs.

Please don't take this away from us.

Best wishes,  
Sarah Elliott

Sent from my iPhone

# Appendix 75

## Mohshin Ali

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**From:** Ibrahim Hussain  
**Sent:** 03 April 2020 12:22  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Simao Pires Ferreira [REDACTED]  
**Sent:** 03 April 2020 12:10  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

Having attended 20+ Klub Verboten events, I can say it is one of the safest places to go in London. Their strict membership application process plus the enforcement of the rules on each night always made my wife and I feel 100% safe and at home.

We are very much looking forward to visit the new space regularly.

Regards

Simao Pires Ferreira  
[REDACTED]  
[REDACTED]

# Appendix 76

## Mohshin Ali

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**From:** Mohshin Ali on behalf of Licensing  
**Sent:** 07 April 2020 11:34  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Sara Larsson [REDACTED]  
**Sent:** 06 April 2020 22:20  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

Dear Sir/Madam

I'm writing you regarding Klub Verboten and to vouch for the importance of the permanent club house and the huge role their organisation plays within empowering and making safe spaces for the LGTBQ+ community and for a diverse London.

I am myself a member, I frequently attend their events and have done so for a longer period of time. All events held by Verboten are well organised, safe and inclusive. From vetting process of members to ticket systems and security during the events - it is all run on a highly professional level and both me and my friends of all ethnicities and genders have always felt at home at Verboten. I would argue that other organisers of music and art events have much to learn from Verboten's way of organising and following through with events and feedback from members.

It can not be stressed enough how much Verboten means to so many people.

Thanks for your time and best wishes,

Sara Larsson

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 77

## Mohshin Ali

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**From:** Ibrahim Hussain  
**Sent:** 03 April 2020 10:16  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten: Premises License Application

**From:** Sara Martins [redacted] [\[redacted\]@ail.com](mailto:[redacted]@ail.com)]  
**Sent:** 02 April 2020 22:25  
**To:** Licensing  
**Subject:** Klub Verboten: Premises License Application

To whom it may concern,

As a woman I feel really safe at Verboten. Always find the nicest people there and feel people are respectful. The team is amazing. They are quite a few in every event and I've never witnessed anything bad happening.

They have very strict rules and that's why it works so well.

They are strict on the door policies plus you have to be a member to get in.

The vetting process can be hard and long but I guess that's how they ensure the members are picked properly and are respectful.

It's hard to find places like this in London and I think it's important to the community that Verboten exists. I know as it's my favourite place to go every month.

Thank you for your time

Best wishes

Sara Martins  
[redacted]

# Appendix 78



**Mohshin Ali**

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**From:** Sean Parnell [REDACTED]  
**Sent:** 26 March 2020 19:06  
**To:** Licensing  
**Subject:** ref: Premises License Application - Klub Verboten

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

To whom it may concern,

My name is Sean Parnell and I work as a technical coordinator in Central London.

As member of Klub Verboten, I have always been impressed with the organisation and execution of the events. The organisation shows high attention to detail in all aspects of how they function, not only concerning how the venue will operate and look during an event, but also in regards to safe-guarding the values that the organisation represents within its membership; safety, inclusivity and respect towards each another.

The events ethos of consideration and respect has always been promoted by the organisers to the members and extends to the venues place within the broader local community. From my experiences, the maturity of the events attendees (regardless of age) ensures little to no disruption is felt by other local businesses and residents before, during or after the events. This is one of the highest priorities for the organisers and is always promoted as such and appreciated in turn.

Spaces of inclusivity create dynamic bonds and networks. For me, Klub Verboten has been a gateway to creative inspiration and liberal minded wonderful people. Upon meeting the community, time and time again, I am impressed by their generosity, respect and support. Each member that I have met understands the importance of such qualities, as well as the importance of these qualities existing in spaces which nurture its own community as well as provide variety within the broader society in which it exists.

Kind Regards,

Sean Parnell

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

--  
[REDACTED]  
[REDACTED]

# Appendix 79

## Mohshin Ali

---

**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 14:23  
**To:** Mohshin Ali  
**Subject:** FW: Premises License Application - Klub Verboten

**From:** Toby [REDACTED]  
**Sent:** 30 March 2020 13:03  
**To:** Licensing  
**Subject:** Premises License Application - Klub Verboten

Hi there,

My name is Toby Mclagan & I'm a Sales Manager/Department Head for an online retailer.

I started off as a guest, then I became a member - now I would consider myself a friend.

I have been to multiple verboten events over the past couple of years & it's always been an incredibly welcoming, safe and clean environment. I know the team work incredibly hard to maintain the standards of hygiene and ensure consent and safety is always their top priority.

Klub Verboten have worked hard to make sure the space is welcoming to all to ensure diversity and equality. When leaving the venue the staff have always made a big effort to minimise any noise or disruption, usually ensuring guests are heading home safely.

The staff are always visible and present, I've never seen any fights or hostility that I can recall. It's the sense of community everyone has that I think makes these events so welcoming, with everyone socialising outside of these spaces as well.

Although there are very few spaces for these events to take place, I think that makes what KV does even more impressive as they have to establish all of these things at new venues frequently.

My address if you need to contact me is [REDACTED]

Best regards  
Toby

# Appendix 80

**Mohshin Ali**

---

**From:** Vincent Fajilagmago on behalf of Licensing  
**Sent:** 18 March 2020 11:43  
**To:** Mohshin Ali  
**Subject:** FW: Premises Licence Application - Klub Verboten

FYI

---

**From:** Yasmin Lajoie [REDACTED]  
**Sent:** 18 March 2020 10:55  
**To:** Licensing  
**Subject:** REF: Premises Licence Application - Klub Verboten

The Licensing Section, London Borough of Tower Hamlets

To Whom It May Concern,

I am writing today in support of Klub Verboten’s premises licence application.

I have been a KV member for one year and attend at least one of their events every month.

As a queer disabled mixed-race woman, I have often found it difficult to find welcoming and tolerant community spaces. Klub Verboten’s organisers have an instinctive aptitude for creating an inclusive and diverse social environment. Safeguarding is paramount and their focus on respect and consent makes me feel protected and free. Klub Verboten has changed my life and provided me with much-needed support in what has been a challenging year for my mental health.

What KV do has real and immeasurable value. They show consideration for the wider community and would never do anything to damage or otherwise negatively affect the neighbourhoods in which they operate.

The London cultural scene would be adversely impacted if Klub Verboten was unable to obtain this licence.

Should you require additional information, please contact me.

Kindest regards,

Yasmin Lajoie  
(she/her)

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 81

**Mohshin Ali**

---

**From:** Corinne Holland on behalf of Licensing  
**Sent:** 03 April 2020 15:04  
**To:** Mohshin Ali  
**Subject:** FW: Klub Verboten - Premises License Application -

**From:** Zbigniew Tomasz Kotkiewicz [REDACTED]  
**Sent:** 03 April 2020 14:55  
**To:** Licensing  
**Subject:** Klub Verboten - Premises License Application -

To Whom It May Concern,

I hope this email finds you well.  
I am writing regarding the Premises License Application submitted by Klub Verboten.

I have worked as a photographer for Klub Verboten several times on different locations and I would like to testify that they have always been extremely trusted, reliable and rules obeying organisation. They always take extreme care of the premises and of the crowd attending their events, controlling safety through the membership scheme, the thorough door policy, employing staff as Monitors and Guardians and displaying signage system across venues. They have also always been very strict in terms of controlling the noise including the smoking areas. I can testify that the fetish community members who attend club nights/events organised by Klub Verboten are the most respectful and conscientious people I ever came across/worked with as a club photographer.

The Klub Verboten space in Tower Hamlets will fill an existing gap in terms of safe spaces for the London fetish community. It will help to develop and run educational and cultural activities and will serve the community. It will contribute to help London to thrive as a diverse cultural hub.

Your approval of Klub Verboten premises licence application will be appreciated by many people and will help to keep the community safe.

Thank you.

Kind regards

Zbigniew Kotkiewicz  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 82



## Mohshin Ali

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**From:** Kathy Driver on behalf of Licensing  
**Sent:** 30 March 2020 11:28  
**To:** Mohshin Ali  
**Subject:** FW: Kline Premises License Application

-----Original Message-----

**From:** Zena [REDACTED]  
**Sent:** 27 March 2020 20:52  
**To:** Licensing  
**Subject:** Kline Premises License Application

Good evening,

I'm writing to say how much I absolutely love attending Klub Verboten events and how I hope and pray we will all still be able to enjoy them in the future.

I find their club to be extremely welcoming to the queer and non binary community. It is a safe and friendly place, of which there are sadly so few of nowadays. There is a strict vetting process for members and plenty of monitor and guardians at the events to keep me safe. I have always encountered problems at vanilla venues- from being grabbed or harassed or general feelings of uneasiness. But never at KV. ID's are thoroughly checked, bags searched, noise outside the venue is basically unheard of- all factors that make me feel safe and comfortable. And there's always someone from KV just a few feet away that I can approach. It feels like a safe haven AND a great night out for me and my friends, and honestly, there are so few places left for our community that I don't know what I'd do without them.

Thank you for reading this and supporting them.

Kind regards,

Zena Newbery  
[REDACTED]  
[REDACTED]  
[REDACTED]

# Appendix 83

## Mohshin Ali

---

**From:** Natalie Thompson  
**Sent:** 20 March 2020 12:47  
**To:** Licensing  
**Subject:** Licence application Klub Verboten Civica ref127251  
**Attachments:** Re: Klub Verboten Licence application Additional health and Safety condition request

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Licensing

I have no objections to the new premises licence application for Klub Verboten ref 127251, following agreement with the applicant to the following condition being added to the licence

1. There shall be no special effects (ie Real flame, pyrotechnics etc) without prior written consent from the Council's Health and Safety Team.

Many thanks  
Natalie

Natalie Thompson | Environmental Health Officer | Health & Safety Team | Environmental Health and Trading Standards  
[London Borough of Tower Hamlets](#) | John Onslow House, 1 Ewart Place, London E3 5EQ

## Mohshin Ali

---

**From:** Unbenannt LTD [REDACTED] >  
**Sent:** 20 March 2020 12:36  
**To:** Natalie Thompson  
**Subject:** Re: Klub Verboten Licence application Additional health and Safety condition request

Dear Natalie,

Thanks for your email.

Absolutely, that is a very good point. We are more than happy to have such added as a condition to our license.

Thank you very much indeed.  
Nicola

--

## UNBENANTT LTD

[REDACTED]

[REDACTED]

[REDACTED]

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On 20 Mar 2020, at 10:23, Natalie Thompson [REDACTED] > wrote:

Dear Nicola

I am from Tower Hamlets Health and Safety Team and I have been consulted on your new licence application. As you have detailed that you wish to have plays and dance would you accept the following condition on the licence?

‘There shall be no special effects (i.e. real flame, pyrotechnics etc.) without prior written consent from the council’s Health and Safety Team.’

In practice this means that if you wish to use special effects during the dance or plays, you will have to send us the risk assessment and method statement before they can be used on site.

Let me know if you would accept this and I will inform our licensing team.

Many thanks  
Natalie

Natalie Thompson | Environmental Health Officer | Health & Safety Team | Environmental Health and Trading Standards  
[London Borough of Tower Hamlets](#) | John Onslow House, 1 Ewart Place, London E3 5EQ



# Appendix 84

## Mohshin Ali

---

**From:** Lavine Miller-Johnson on behalf of Licensing  
**Sent:** 07 April 2020 19:17  
**To:** Mohshin Ali  
**Subject:** FW: Premise licence application for Klub Verboten 11West India Dock Road - ref M/217251

---

**From:** Unbenannt LTD [REDACTED]  
**Sent:** 07 April 2020 16:02  
**To:** Nicola Cadzow  
**Cc:** CEMailbox-.towerhamletslicensing@met.police.uk; Licensing  
**Subject:** Re: Premise licence application for Klub Verboten 11West India Dock Road - ref M/217251

Dear Ms Cadzow,

Thank you for email of the 7th April, 2020.

We have read through conditions 1 - 6 and these are entirely acceptable. We feel that the spirit of the conditions is very much in keeping with the outline in our KV Operating Manual. We will update the operating manual to make clear reference to conditions 1- 6 and we will send the updated draft to you and the other responsible authorities in due course.

In respect of hours we are awaiting the close of the representation period so that we can take a view in light of all the representations. And will revert to your as soon as we have done so.

Kind regards,

Nicola Romanini

--

## UNBENANNT LTD

[REDACTED]

[REDACTED]

[REDACTED]

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On 7 Apr 2020, at 09:38, Nicola Cadzow [REDACTED] > wrote:

Dear Ms Romanini,

I have looked at your documentation received yesterday, received following my representation. As a noise officer I have to consider the Licensing Act 2003, and the four licensing objectives, with particular consideration to the promotion of the licensing objective for the prevention of public nuisance and the disturbance at the hours sought on neighbours in close proximity on West India Dock Road. The hours applied for are well beyond the framework hours as advised in my representation.

With regards to noise conditions I would request the following below:

1. Loudspeakers shall not be located in the entrance lobby or outside the premise building.
2. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
3. Noise Limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an acoustic consultant who is a member of the Institute of Acoustics so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of the acoustic consultant and access shall only be by persons authorised by the Premises Licence Holder. No alteration or modification to any existing sound system(s) should be affected without prior agreement with an acoustic consultant. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.”
4. No idling of vehicles, being either patron, taxis or delivery vehicles outside the premise whilst premise is in operation.
5. No collections of waste or recycling materials (including bottles) from the premises shall take place between 22:00 hours and 08:00 hours on the following day.
6. No deliveries to the premises shall take place between 22:00 hours and 08:00 hours the following day.

I await your confirmation to the above conditions and reconsideration of the hours sought for licensable activities.

Kind regards

**Nicola Cadzow**

Environmental Health Technical Officer  
Environmental Protection Team  
Place Directorate  
London Borough of Tower Hamlets  
John Onslow House  
London E3 5EQ

  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

Follow us on:



**From:** Unbenannt LTD [REDACTED]  
**Sent:** 06 April 2020 15:49  
**To:** Nicola Cadzow  
**Cc:** [REDACTED]; Licensing  
**Subject:** Re: Premise licence application for Klub Verboten 11West India Dock Road - ref M/217251

Dear Ms Cadzow,

Many thanks for your email.

We had hoped to arrange a visit with yourself, our architect and fitter during the consultation period but like everyone else we have been over taken by the recent events. Apologies for that.

The property comprises of a solid below street level basement which will be insulate and soundproofed. The premises will incorporate acoustic lobbies as laid out by the plans.

We have a policy for dealing wit patrons on arrival and dispersal within our operational handbook. Any comments you have are very welcome.

SIA staff and door stewards as well as clear signage will further assist on maintaining a respectful environment with our valued neighbours. This is set out in our operational handbook.

Furthermore, written reminders on how to quietly & respectfully enter & leave the community hub will be sent out to ticket holders via email and text message on the day of the event through our ticket partner Dice.

As set out in our dispersal policies, we aim to make use of the departing trains from the Westferry DLR station in the morning hours as well as pre-booked cab services to ensure the safe travels of the more vulnerable members of our community.

In the past we have released address details of our events only to ticket holder in order to prevent random walkups outside the premises. All our events are pre-booked and tickets with a last entry time.

As promoters we have worked at the following venues over the past years:

**2017**

23/09 - Low Profile Studio, London, 92 Vale Rd, N4 1TD  
18/11 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

**2018**

20/01 - Low Profile Studio, London, 92 Vale Rd, N4 1TD  
17/03 - Boombox, London, S Access Rd, E17 8AX  
19/05 - Boombox, London, S Access Rd, E17 8AX  
15/09 - Boombox, London, S Access Rd, E17 8AX  
17/11 - Studio9294, London, 92 Wallis Rd, E9 5LN

**2019**

19/01 - Studio9294, London, 92 Wallis Rd, E9 5LN  
16/02 - Studio9294, London, 92 Wallis Rd, E9 5LN  
16/03 - Studio9294, London, 92 Wallis Rd, E9 5LN  
12/04 - Studio9294, London, 92 Wallis Rd, E9 5LN  
18/05 - Low Profile Studio, London, 92 Vale Rd, N4 1TD  
05/06 - Low Profile Studio, London, 92 Vale Rd, N4 1TD  
13/07 - Low Profile Studio, London, 92 Vale Rd, N4 1TD

10/08 - Low Profile Studio, London, 92 Vale Rd, N4 1TD  
20/09 - Fire, London, 39 Parry St, SW8 1RT  
26/10 - Kachette, London, 347 Old St, EC1V 9LP  
16/11 - Kachette, London, 347 Old St, EC1V 9LP  
14/12 - Kachette, London, 347 Old St, EC1V 9LP

**2020**

17/01 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ  
30/01 - Kachette, London, 347 Old St, EC1V 9LP  
29/02 - Kachette, London, 347 Old St, EC1V 9LP  
04/04 - Electrowerkz, (cancelled due to covid-19)  
08/05 - Studio Spaces (E1), (cancelled due to covid-19)  
10/07 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ  
14/08 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ  
18/09 - Fire, London, 39 Parry St, SW8 1RT  
09/10 - Electrowerkz, London, 7 Torrens St, EC1V 1NQ  
13/11 - Insomnia, Berlin (GER), Alt-Tempelhof 17-19, 12099  
20/11 - Studio Spaces (E1), London, 110 Pennington St, Wapping, E1W 2BB  
11/12 - Alphabet Club, Tel Aviv (Israel), Ahad Ha'Am St 54

The Klub Verboten operational handbook illustrates in more depth how the operators intend to promote the licensing objective prevention of public nuisance. Please find the file attach for comment.

We are very keen to work with your to answer any concerns that you have.

Kind regards,

Nicola Romanini

--

**UNBENANNT LTD**

[REDACTED]

[REDACTED]

[REDACTED]

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# KV Operational Handbook

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# 1. Membership

Verboten is a members-only Klub. This has been done for the following reasons.

## 1.1. WHY HAVE A MEMBERSHIP PROCESS

- 1.1.1. To maintain an audience of conscious safe and informed guests.
- 1.1.2. To have absolute control of people entering the events.
- 1.1.3. To make people accountable for their actions by being able to permanently remove them from the space.
- 1.1.4. To ensure the values, Ethos and objectives of the space are maintained and sustained.

## 1.2. WHAT IS A MEMBERSHIP

- 1.2.1. Verboten has been a members-only event since its inception for the sole purpose of the safety of its members.
- 1.2.2. Membership allows a person to buy non-transferable tickets for events hosted by Klub Verboten.
- 1.2.3. Members are sent monthly updates on the Klubs rules guidelines and updates to the operation of the Klub.
- 1.2.4. A two tier application system is in place. Members of the public can apply online providing the following information or attend a meet and greet social event.
  - Name
  - Social Media account/s
  - Partners information
  - Understanding of consent

## 1.3. ONLINE APPLICATION

- 1.3.1. A membership form is available on the website.
- 1.3.2. As we are predominantly a community facing organisation, the appropriateness of a potential member can be verified through corroboration of information by existing members.
- 1.3.3. Social media profiles can also provide us with information on the length of time and ultimately, the experience the person has within the community.
- 1.3.4. We can verify the person against existing black lists that have been formed over the years.
- 1.3.5. A membership card with ID must be used to gain entry to the event linking the ticket holder with their identifiable information.

## 1.4. IN PERSON

- 1.4.1. For people that are not active online or have up to date photos, we have created a public meet and greet event called Tears for Beers.

- 1.4.2. The event is generally hosted in a bar or pub in East London and allows people to meet the staff in a friendly and open space.
- 1.4.3. If candidates are appropriate and have been verified by staff they are given a preliminary membership code. This code can be used when applying for membership online so the membership team can track the appropriateness of the candidates.

#### 1.5. MEMBERSHIP TERMINATION

- 1.5.1. If a member does not adhere strictly to the rules of the Klub their membership will be terminated.
- 1.5.2. In the event of a member being reported to security or staff during or after an event for being a nuisance not adhering to the house rules, their membership will be terminated.
- 1.5.3. We have a 0 tolerance policy towards drug use, inappropriate behaviour (See Klub rules) or excessive intoxication. Further information in the sections below.

## 2. Sale of alcohol and Bar Staff

This document is designed to bring staff up to a level of competence so as to provide service within our venue. As such the notes contained here are specific to the venue and its operation during standard trading. Your daily show briefing will give you further information on the specific details of that day's event.

### 2.1. SHIFT TIMES, EMERGENCIES AND ARRANGING COVER

- 2.1.1. Once you have confirmed your availability for your shift via email, a rota will be sent out with your arrival time, you must be ON YOUR BAR for this time.
- 2.1.2. If you are running late, in extreme circumstances, let the management know ASAP.
- 2.1.3. If you are sick you need to let the management know ASAP not one hour before doors. Try your best to find cover by sending out a mass email to other staff.
- 2.1.4. When you arrive, sign in with the senior member of staff.
- 2.1.5. Nobody gets to leave until authorised by a supervisor.

### 2.2. PERSONAL BELONGINGS AND THEFT

- 2.2.1. You must not take any bags, coats I phones / iPods /food/drinks or other belongings behind the bar, they must be logged in the main cloakroom or staff room.
- 2.2.2. No use of mobile or recording devices on the bar.
- 2.2.3. The only belongings you may have are medicine.
- 2.2.4. Personal money should not be taken behind the bar.

### 2.3. YOUR SUPERVISOR

- 2.3.1. Your supervisors are there to help you with any problems or questions you have so don't be afraid to speak up, keep a good line of communication with the supervisors so they know exactly what is going on.
- 2.3.2. Make sure you are reporting all mistakes and issues so they can be resolved instantly, making sure they are not forgotten about or pile up at the end.
- 2.3.3. Make sure the bar is clean before the doors open, and clean the bar regularly throughout your bar shift.
- 2.3.4. Ask your supervisors what to do if you have nothing to do.
- 2.3.5. Pick up any rubbish on the floor whether it's near your bar or not.
- 2.3.6. You are not to take or consume any alcoholic drink or food behind the bar.

2.3.7. You may only have tap water behind the bar.

## 2.4. POURING A PINT

- 2.4.1. Squeeze the glass as you pour and make sure the pint has a top (head). Don't pull down hard on the handle as they snap easily, be gentle.
- 2.4.2. To prevent spillages on the customer, yourself or the bar don't fill the cup all the way, leave a small gap at the top.
- 2.4.3. You must not serve alcohol after the designated curfew time as this is against the law and we do not permit off-sales.

## 2.5. FREE POURING SPIRITS

- 2.5.1. We line check everything at the end of the night.
- 2.5.2. If the stock does not add up then this will be investigated.
- 2.5.3. You must always use the thimble measures when using free pouring spirits (even if they have measured pourers attached).
- 2.5.4. Always make sure they are filled to the measure line. Do it slowly, take your time. Even the tiniest drop over must be recorded as waste.
- 2.5.5. Use the disposable shot cups when applicable. These will prevent any over pouring.

## 2.6. LATE NIGHT REFRESHMENT

- 2.6.1. Late night refreshment will be available upon 15 minutes before closure.

## 2.7. PDQ MACHINES

- 2.7.1. Specify if there is a minimum charge on the card machines. You must not run anything less through.
- 2.7.2. You must not give the customer the PDQ machine, hold it whilst they enter their PIN.

## 2.8. TILLS & HOW TO DEAL WITH FAKES NOTES

- 2.8.1. Your tills should not be up or down more than £5, any variances will be investigated. If there is a variance you may be subject to a security search.
- 2.8.2. Take your time when operating the tills. Use the note checker pens on all the notes to check they are real and make sure the notes are going in the correct draws. If the ink shows up then the note is fake. If this occurs you must IMMEDIATELY inform your supervisor so that security can investigate. Do not confront the customer as we don't want them to run away.
- 2.8.3. If more float is required please inform the supervisor asap.



## **2.9. REPORTING ERRORS & CLEARING**

- 2.9.1. If you make a drinks error or till error, you must inform your supervisor immediately. If you fail to do this, it will show up in the line checks at the end of the night. It only becomes a problem if you don't tell us. Mistakes can be put right so don't worry if you make one worry if you don't tell anyone!
- 2.9.2. Make sure you inform your supervisor and they will log all waste drinks on the waste sheet behind your bar.
- 2.9.3. There is a waste bucket for each draught product behind your bar so make sure you are pouring the waste into the correct bucket.
- 2.9.4. Your supervisor will dispose of all other waste products down the sink. You must not drink any waste. Waste MUST be poured away.
- 2.9.5. This gets measured at the end of the night and tallied against waste sheets. Keep voids down to a minimum.

## **2.10. CLEANLINESS ON YOUR BAR**

- 2.10.1. Clean up spillages as you go along. We have an endless supply of blue-roll and sprays so there's no excuse for this.
- 2.10.2. Make sure that cling film is wrapped around the draught and gun taps at the end of the night to prevent the flies from getting in and laying eggs.
- 2.10.3. Make sure the bars are completely clear of everything and spotlessly clean at the end of each night.
- 2.10.4. Wipe down all the sides, T-bars and fridges. Clean all the optics and taps.
- 2.10.5. Do not leave any half or empty cups around as this is a haven for barflies.
- 2.10.6. Empty the mop buckets outside before returning them to the mop room as the flies love to live in the dirty water. Hang the mops up to dry.

## **2.11. CUSTOMER SERVICE, SAFETY AND RESPONSIBILITY**

- 2.11.1. Say hello! Be polite and courteous at all times even if customers are rude to you. It is your responsibility to provide good customer service as well as making sure the bars operate efficiently.
- 2.11.2. You must serve the customer what they have ordered without substitution. You must use the correct measures when preparing drinks for service.
- 2.11.3. If you have mopped or cleaned up a spillage you must put a wet floor sign up.

- 2.11.4. If you see any customers in distress inform a member of security or your supervisor immediately so we can assist them.
- 2.11.5. You must report any spillages you see immediately so they can be attended to by the duty cleaner.

## **2.12. DEALING WITH AGGRESSIVE CUSTOMERS**

- 2.12.1. Violence is not tolerated in any way, shape or form. If there is a confrontational situation DO NOT RETALIATE.
- 2.12.2. Tell your supervisor immediately and we can call for help from security operatives over the radio.
- 2.12.3. Try to get a good look at the customer for description purposes.
- 2.12.4. If you have been physically attacked or grabbed make sure you see the medic and take a 10-minute break to cool down.
- 2.12.5. At no point should you fuel any confrontation by verbal or physical means.
- 2.12.6. For further information on play related incidents refer to the "play safe manual"

## **2.13. SAFE SYSTEMS OF WORK, MANUAL HANDLING & EARPLUGS**

- 2.13.1. If an object is too heavy get somebody else to help you. Don't strain yourself. More information available in the document: 'Manual Handling '.
- 2.13.2. It is advised to wear earplugs at all times in the main Space.
- 2.13.3. Staff must follow instructions given to them and adhere to the following policies:
- 2.13.4. Use PPE as ordered - earplugs, gloves, parcel trolleys, steel toe cap boots.
- 2.13.5. Apply the safe systems of work as indicated by risk assessments. It is your duty to report any equipment malfunctions or breakages immediately.
- 2.13.6. To avoid using equipment that you have not been trained to use. Follow fire procedures
- 2.13.7. Follow signing in and out procedures.

## **2.14. EMERGENCY EVACUATION PROCEDURE**

- 2.14.1. The Duty Manager is responsible for the evacuation of the public areas. Security will staff the exits. In a firm voice repeat: THIS WAY OUT PLEASE.
- 2.14.2. Proceed directly to the assembly point as shown on location plan drawings

## **2.15. BAR STAFF RESPONSE TO FIRE**

- 2.15.1. IF YOU DISCOVER FIRE: IMMEDIATELY OPERATE THE NEAREST FIRE ALARM CALL POINT. NOTIFY SECURITY.
- 2.15.2. Notify Control/ Duty Manager/ Supervisor.

- 2.15.3. Never use the word 'FIRE' within hearing of the public, always use the code 'MR SANDS'. Attack the fire if possible with the appliances provided but WITHOUT TAKING RISKS.
- 2.15.4. ON HEARING OR SEEING THE FIRE ALARM: PUBLIC AREAS
- 2.15.5. The fire alarm will sound and light and buzzer units will activate intermittently.
- 2.15.6. When this occurs all designated staff shall proceed directly to their allotted stations, doing nothing to attract attention and be in readiness for further instructions.

## 2.16. HYGIENE

- 2.16.1. You must wash your hands before handling anything on the bar.
- 2.16.2. You must wash your hands after handling any cleaning products or chemicals.
- 2.16.3. You must wash your hands after coming back from the bathroom or a break.
- 2.16.4. When handling ice, use the ice scoops. Inspect all of the optics, cups, pourers and taps and make sure they are clean before use and rinse all drinks measures after use.
- 2.16.5. You must frequently wipe down all surfaces.
- 2.16.6. You should avoid wearing jewellery whilst on duty. You must keep the floors dry and slip free.

## 2.17. COLLECTIVE RESPONSIBILITY

- 2.17.1. If you see something wrong, e.g. something blocking a fire escape, an out of date poster, etc don't walk past it. Either notify your supervisor straight away or in the case of a blocked fire exit, deal with it yourself.
- 2.17.2. Your hard work is always noticed and appreciated.
- 2.17.3. Any lost property found throughout the night must be given to your supervisor, or bar manager.

## 2.18. ACCIDENTS ON THE BAR

- 2.18.1. If you do have a minor injury on the bar, inform your supervisor straight away and they will assess whether you need to visit the medic.
- 2.18.2. You have a duty to report all accidents and incidents in the incident report log.

## 2.19. CONSUMPTION OF DRUGS AND ALCOHOL

- 2.19.1. Under no circumstances can you consume alcohol or drugs whilst working for Klub Verboden you are deemed to have consumed alcohol before or during work, or to be under the influence of drugs you will be dismissed on the spot and depending on the circumstances reported to the Police.

- 2.19.2. Any act of gross misconduct i.e. giving away drinks for free or at discounted rates, physical and verbal abuse, theft, etc. could result in immediate dismissal.

## 2.20. CRIME SCENE PRESERVATION POLICY

- 2.20.1. It is acknowledged that the most well run licensed premises may fall victim to a criminal act. In these cases, Staff are advised to immediately contact the police, either 999 if the incident is serious or in progress, otherwise by phoning 101. Staff shall inform the Police of the incident that is occurring or has happened as clearly as they are able to.
- 2.20.2. **UNTIL THE POLICE ARRIVE.** If someone is injured, they are more important than the crime scene. Ensure the injured party is being looked after before turning to 'what next?'. Even if the persons responsible are still at the scene, there are steps you can take to assist the police in catching those responsible and ensuring all relevant evidence is captured that will aid a prosecution.
- 2.20.3. **PRESERVING THE SCENE** The next step. This involves a mix of DO's and DON'Ts.
- 2.20.4. **DON'T clear up!** At least straightaway. There will be an understandable urge to clean up any mess that has been caused, including any blood, but this is likely to destroy important evidence. Please leave all furniture, cups, bottles and debris (broken cups etc.) as it is, so that it can be assessed by the police for its forensic value.
- 2.20.5. **DON'T touch!** Unless it is to prevent injury or to treat an injured person, try not to even touch anything that is in any way connected to the offence - especially anything that has been handled by the person(s) responsible.
- 2.20.6. **DO cordon off the area.** You'll be unlikely to have police 'keep out' tape, but do your best to cordon off where there is potential evidence. Use chairs or anything else you have to stop other people touching things.
- 2.20.7. **DO try to keep key people at the scene.** The police need witnesses. Do your best to persuade everyone to stay on the scene until the police arrive. If you can't persuade them to stay, see if you can obtain their names and contact details, record a brief description of them - if you can.
- 2.20.8. **DO preserve CCTV footage.** Attending officers will need to view it on the system straight away and be able to take the footage away with no delay or obstruction. The footage is stored for at least 31 days on the venues system.

# 3. Door monitoring and Safety

Copied below are the procedures required to be followed by the security contractor. It is expected that the security provider will also produce their own separate risk assessment for the premises

## 3.1. PRE-DOOR POLICY

- 3.1.1. Head of security to arrive 1-hour pre doors to go over the security arrangements with management and to assign positions.
- 3.1.2. 15 minutes prior to doors the rest of the front door team arrives for brief. This includes a manager and the rest of the security team.
- 3.1.3. It is the responsibility of the security to control noise levels outside the front door area and to inform passersby that this is a residential area and to keep quiet.

## 3.2. AGE POLICY & IDENTIFICATION

- 3.2.1. The Klub operates a **challenge 25 policy**. Where the person seems under the indicated age they will be asked to produce a form of ID.
- 3.2.2. This can include passport, photo card, driver's license or PASS photo ID. Non photo IDs will not be accepted.
- 3.2.3. The security team is expected to keep record of in- and out counts in addition to the door scanner.
- 3.2.4. Incident reporting Security: Complaints: Refer to General Manager or Manager on Duty to complete an entry of the complaint in the incident book and submit to Management.

## 3.3. INCIDENTS

- 3.3.1. All incidents are logged and reported to the manager on duty using the Incident Report Book.
- 3.3.2. Any serious incidents to be reported to the licence holder by initial text/email immediately then send a photo or electronic record of the Incident Log entry.
- 3.3.3. Weekly Report: The onsite Shift Summary Book will be completed at the end of every night by the Head-Door position. It includes the necessary records of:
  - Venue Safety Check Log

- Enforcement Visit Log
- Incident Log
- Capacity Monitoring
- Refusals
- Lost Property

3.3.4. Records may involve witness statements. This is defined as:

- Police involvement
- Injury to any person
- Customer or staff complaint
- Any changes in license, or visits that were not satisfactory in the eyes of the licensing representative
- Health and safety incident reporting may require a RIDDOR form to be completed. The manager on duty should do this possibly with the assistance of the door supervisor who witnessed the situation.

3.3.5. Refusals: Refusals log will be maintained and written up at the end of the night. These should be noted on paper at the door. It is a basic log of the time, number of people and reason for refusal.

### 3.4. CRITICAL INCIDENT RESPONSE POLICY

3.4.1. Klub Verboten works in partnership with the Local Authority and the Metropolitan Police to ensure a safe and enjoyable night out for all.

3.4.2. **Critical incident response:** These measures should be adhered to wherever possible when a serious incident or serious crime takes place. For these purposes, assaults are deemed serious when the victim of the physical assault is either unconscious or is obviously in need of immediate medical treatment, for a serious or life-threatening injury. This is more serious in nature than a bar fight with minor injuries. An exception to this general rule is sexual assault crimes where the victim may have no visible injuries. Sexual assaults are serious criminal incidents, and as such fall within these guidelines.

#### Initial actions

- To save Life or Limb – Render immediate first aid and if necessary, call an Ambulance
- Call the Police using the emergency number ‘999

- Preservation of Scenes – Do not clean up but preserve by using cordon tape or other physical measures to cordon scene wherever possible
- Securing of evidence (In particular Forensic evidence) – Do not touch or remove items and secure CCTV
- Identifying the victim – Ask questions, record their ID
- Identifying the Suspect – Ask questions, record their ID – if still at the scene detain following a dynamic risk assessment

### 3.5. DRUGS AND WEAPONS SEIZURE AND DETECTION POLICY

- 3.5.1. Klub Verboten management team have a 'Zero Tolerance' policy against anyone that attempts to enter their premises whilst in possession of weapons or controlled drugs. The following procedures must be understood and carried out by all staff employed by Klub Verboten. Staff should be aware of their responsibilities under the Licensing Act 2003 and the offences of permitting premises to be used for Drug taking S8 Misuse of Drugs Act 1971.
- 3.5.2. The security team should ensure that random searches are conducted upon all patrons entering and leaving the premises. These searches are conditions of entry to the venue and are with the consent of the patron. Anyone refusing to be searched should not be allowed entry to the venue. Searches cannot involve 'strip searches'.
- 3.5.3. Customers found in possession of drugs or weapons will have the articles seized by the security team and sealed in the evidence bags provided by the venue. These items will then be locked and secured inside the venue safe where a record will be kept of the date / time of seizure and by whom. Each week these items should be delivered to the local Police recording their movement in the logs provided. In removing these items from the safe two persons preferably the DPS and manager should be responsible for this process.
- 3.5.4. Possession of small amounts of drugs – i.e. small bag of herbal cannabis or less than three pills the person should be ejected, identity confirmed via ID and banned indefinitely from the venue.
- 3.5.5. Possession of drugs with intent to supply or possessing weapons – i.e. knife or large amounts of controlled drugs with more than 5 pills or several bags of herbal cannabis. The person should be detained following a dynamic risk assessment and Police called.
- 3.5.6. If after 15 minutes the Police have not arrived, follow the process of confirming the person's identity and seizure of the item concerned.

- 3.5.7. Posters should be displayed near the entrance and within the toilet, areas highlighting zero tolerance to drugs and the venue's searching policy.
- 3.5.8. Staff should be aware of the symptoms of persons under the influence of drugs. Anyone suspected of being under the influence of drugs or in possession should bring them to the attention of the manager or security team.
- 3.5.9. Regular visits to the toilets should be taken to detect offences of drug-taking and to provide a deterrent to those engaged in these acts. A record should be kept of the visits for future reference.
- 3.5.10. Information and intelligence in relation to suspects involved in using or dealing drugs or concealing weapons identified by Klub Verboden staff should be shared with the Police.

### 3.6. EJECTION

- 3.6.1. Guests may become over intoxicated or behave inappropriately. Where this happens the Security Officer will have to make a judgement on how this is affecting the other users of the immediate area, the licensing objectives of the venue, safety of guests and staff and the legality of their actions. Action resulting in potential ejection can be taken if the person is becoming:
  - Abusive or offensive
  - Inappropriate
  - Intoxicated
  - Breaks the law
  - Use of drugs
  - Failure to provide ID when asked
  - Refusal to consent to search (management called first)
- 3.6.2. It should be noted that we are not obliged to give a reason for ejection, however from a diplomacy perspective one should be provided where possible.
- 3.6.3. When there are any safety guarding considerations the Manager of Duty will need to be contacted.
- 3.6.4. If a person is being requested to leave the venue because they are intoxicated in anyway, an assessment needs to take place, as whether they are a help to make at home without intervention.
- 3.6.5. This could involve a dedicated taxi company being called or ensuring that the person is accompanied home by a friend or group of friends.



### 3.7. EJECTION AND CONFLICT MANAGEMENT

- 3.7.1. Operate a "hands off" policy wherever possible.
- 3.7.2. Officers will be accountable for all individual actions and backed up by the Security Manager where their actions are lawful.
- 3.7.3. Standard conflict management techniques will be used as per SIA training. Where this proves to be fruitless a handover will be used.
- 3.7.4. Handover to another member of staff will be done where a conflict has become unmanageable, the coded duress "Brown" message radio signal is used and another member of staff intercedes indicated by a tap on the shoulder- This Is for verbal situations only.
- 3.7.5. Physical intervention is the last resort and will only use the lowest common denominator, commensurate with the level of risk in line with license training.
- 3.7.6. An ejection will never be undertaken by a single officer or Manager on duty.
- 3.7.7. There will be a minimum of 2 officers or MOD involved in the removal with preferably a third to provide assistance in clearing a path and providing witness to the process although this person does not necessarily have to be licensed as they are not physically restraining the individual.
- 3.7.8. An incident form will be completed for every ejection made,

### 3.8. REFUSALS

- 3.8.1. A refusals log will be maintained and written up at the end of the night.
- 3.8.2. These should be noted on paper at the door.
- 3.8.3. It is a basic log of the time, number of people and reason for refusal.
- 3.8.4. This is the handover of lost property to keep an accountable record of who was last in possession.
- 3.8.5. It has a book of its own - reference
- 3.8.6. These logs are important as the police may ask to see them.
- 3.8.7. If the police or member of licensing attend the door team will inform the manager. This is also recorded on the summary form. Must include the name and badge number of visiting officials.

### 3.9. SECURITY, HEALTH AND SAFETY PROCEDURES

- 3.9.1. Officers will be vigilant to potential hazards. Where these cannot be rectified by the officer assistance will be requested from the appropriate staff.
- Particular attention will be paid to common problems such as:
  - Loose or unattended items which may provide a tripping hazard.
  - Liquid spillages on the flooring which create a slipping hazard.
  - Doors being held open by extinguishers.
  - Broken glass.
  - Officers are not expected to take any responsibility for manual handling of items that are unwieldy or, large or heavy, assistance should be sought if necessary or a trolley requested. Contact Manager on Duty.
  - Management will report any ongoing situations that staff should be made aware of.
  - Waiting staff will provide assistance in ensuring glasses and drinks are kept off any floors used.

### 3.10. EMERGENCY PLANNING

- 3.10.1. **Escalation procedures in the event of a Fire:** A member of venue staff and security staff should be fire marshal trained. All fires regardless of size will be immediately reported to the managers and head door. Officers will only fight fire if it is safe or if there is absolute minimal risk to do so. This will also occur if the fire is blocking an exit and there is no alternative route, the priority in order is: Clear the area Ensure the fire brigade are called. Check the building if safe to do so to ensure it is empty Inform the fire brigade on arrival of any persons inside the building and location of pressurised cylinders. Reference the venue fire safety and evacuation plan.
- 3.10.2. **Evacuation plan on Hearing the alarm:** The order to evacuate will come from the Manager or the alarm system. This will be based on the safety of the public and staff. Security will direct staff and customers to evacuate the venue by the nearest safe exit and to meet at the designated area. The designated area is found in the Fire evacuations plans being displayed. All people will be instructed not to collect personal belongings on the way out. The first person reaching safety will ring 999 to call for

fire/police/ambulance according to the nature of the event. No one will assume the fire brigade have been called, it must be confirmed. The fire marshals will be the last to leave (if safe to do so), so they can confirm the areas have been cleared of customers. Door supervisors must not attempt to enter the building and not move against the direction of customers and staff leaving the building. Keeping a constant unblocked exit is the priority for door staff.

- 3.10.3. **Once Evacuated:** No person will re-enter the building once evacuated. Exits will be shut but not locked from the outside. No prevention will be placed on normal emergency exit doors opening from the inside. Entry points will be monitored from a safe distance until the emergency services arrive. Upon arriving the fire brigade will be informed: If they believe people to be inside the building. The location of pressurised cylinders. Where the fire started.

### 3.11. INTOXICATION POLICY

- 3.11.1. All staff have a responsibility to prevent drunkenness both within their venue and in close proximity. This supports the Licensing Act 2003.
- 3.11.2. **Outside the venue**
- The door security team should proactively identify those who are drunk and attempting to enter the venue.
  - Anyone who is clearly drunk will not be allowed access to the venue.
- 3.11.3. **Inside the venue**
- All staff should be vigilant in identifying those that are drunk. Individuals that are drunk should be ejected but an assessment must be made of their vulnerability in line with the vulnerability policy.
  - Free water should be made to those that are showing symptoms of being drunk.
  - Under no circumstances should drunkenness be permitted on the premises, as this is a criminal offence.
  - Bar staff should not serve drunken persons as they also commit offences under the licensing act.
- 3.11.4. **Communication** - Posters should be displayed about zero tolerance to drunkenness/drink driving and drug use
- 3.11.5. A General record should be maintained to highlight proactive interventions in relation to individuals refused entry or ejected for drunkenness. Irresponsible drinks promotions should be avoided.

### 3.12. VULNERABLE PERSONS POLICY

- 3.12.1. To ensure Klub Verboten complies with the Licensing Act 2003 to maintain public safety and prevent crime and disorder the following policy must be strictly complied with by all members of staff.
- 3.12.2. Definition of a vulnerable person
- Someone clearly intoxicated due to alcohol or drugs (maybe not through their own choice?)
  - Individuals that are clearly alone and/or are receiving unwanted attention.
  - Potential victims of domestic violence.
  - Young people (e.g. under 18yrs)
- 3.12.3. Staff should prevent drunkenness and excess intoxication on their premises. Those identified should be taken to a 'quiet' area to assess their state. In some cases, identifying a friend to look after them and offering them bottles of water is sufficient.
- 3.12.4. If in any doubt call an ambulance if you think their drunkenness is a cause of serious concern. Do not place lone females who are vulnerable into taxis or mini cabs. If an allegation of 'spiking' is made, preserve the drink in accordance with your crime scene training and call Police. If you suspect someone is under the influence of drugs, try to identify the product taken and call an Ambulance. Attempt to locate friends in the venue or call the family to attend the venue.
- 3.12.5. All staff should receive training in drug and alcohol awareness.
- 3.12.6. **Unwanted attention** - Staff should intervene and speak to the individual concerned. They should offer assistance to the concerned party and offer them an escort to a cab or to their own vehicle if serious enough. In all cases try to identify the individual subject to the complaint and ask them to Leave.
- 3.12.7. **Domestic violence** - Domestic violence occurs between partners of the opposite or the same sex and can start as an argument or disagreement and escalate; quite quickly. A domestic incident can also occur between ex-partners and potentially is a more dangerous situation. If you suspect a domestic violence incident is taking place separate both parties and call the police.

- 3.12.8. **Presence of a sexual predator** - Sexual predators do, on occasion, operate in bars and nightclubs looking for vulnerable people to target. If you suspect a sexual predator is operating on the premises, try to identify the individual concerned. Try to get images of them on CCTV. If no offences are apparent, consider ejecting the individual from the venue.
- 3.12.9. Consider calling the Police if it is warranted seriously enough. Protect any vulnerable person by identifying friends and escorting them to a cab or their own transport. Record the incident and ensure the intelligence is shared with the Police.

### 3.13. PREMISES SEARCH AND PATROL

- 3.13.1. **Entry to venue** - All patrons will be subjected to a search of their person and property prior to entry to Klub Verboten. This can only be with the consent of the individual and is a condition of entry to Klub Verboten. Those individuals unwilling to be searched will be refused entry to the venue and the ejections book will highlight the fact. Searches should be carried out in public areas and covered by CCTV. All staff should be trained on this search policy and date and name of staff member trained. Records should be made available for inspection by Police or Licensing authority.
- 3.13.2. **Inside venue** - Regular searching of toilet areas will take place to identify drug misuse and identify those engaged in drug activities. In addition a physical search should take place at the end of the evening in an attempt to locate lost property that has been left by the patron.
- 3.13.3. **Briefing and Patrol Policy** - Klub Verboten works in partnership with the Local Authority and the Metropolitan Police to ensure a safe and enjoyable night out for all. We have a zero-tolerance approach to crime and antisocial behaviour and our security staff are trained to deal with all circumstances.
- 3.13.4. **Briefing and Patrol** - A documented briefing log should be introduced to highlight the following measures are taking place
- 3.13.5. **Briefing** - The management of Klub Verboten will ensure that all staff is briefed prior to the operation of the venue to ensure that they are aware of:

- Intelligence or information relating to risk, risk management and any updates from the local police.
- The names and contact details of the Duty Manager and Head of Security.
- Any new or temporary members of staff must also be made aware of the venue's policies and sign a disclaimer to state they have read them and are aware of the content.

3.13.6. **Patrol:** Security staff will work with the Duty Manager during permitted hours to adopt a proactive patrol that covers the external and internal areas of the venue to ensure presence, crime prevention and visibility. The patrols should be regular, at least hourly, and details of times and security staff carrying out the patrol be noted in the venue log for the evening. Specific attention should be paid to the queue, the curtilage outside the venue and at the rear of the premises.

PATROL DEPLOYMENT:

- Regular patrols inside the venue including the toilet areas to identify and detect drug misuse.
- To identify those individuals that are intoxicated and ensure they are ejected or treated on their vulnerability.
- Remind patrons who leave personal property unguarded to take care of their possessions inside the venue.
- Ensure that fire escapes are not blocked or compromised in any way.
- To identify potential criminals that may operate inside the venue and near the venue.
- Maintain effective queuing management outside the venue.
- To ensure litter and rubbish that are discarded near the venue are collected and disposed of as soon as possible.
- To ensure noise on entry to premises are policed effectively.
- To have an awareness of anti-terrorism training i.e. parked cars, suspect packages and persons.
- To highlight to local Police any concerns of individuals or groups.
- To comply with all internal policies of Klub Verboten.
- To ensure all documentation is correctly completed before leaving the venue.

3.13.7. **RECORD KEEPING** - All incidents and activity in support of the Briefing and Patrol Policy shall be subject of a written report in the premises incident report

log/book or other electronic device giving details of:

- Date & Time of incident / activity
- The person making the report
- Any other Klub Verboden staff involved / witnesses if appropriate
- Details of any customers involved if available or appropriate
- Brief description of the incident/activity
- Whether the incident/activity was captured on the CCTV cameras.
- Details of police/ambulance/fire service staff attending if appropriate or available (including if possible any reference numbers).

### 3.14. CCTV

- 3.14.1. CCTV will be installed inside and outside the premises. The cameras should cover all areas immediately outside the premises as well as entry points, bar area, toilet area and the main floor.
- 3.14.2. The date and time settings on the system must be correct. The recordings should be in real time, in the Cloud or on hard drive with the availability to copy and supply on disks or USB for other agencies such as Police or Local Authority.
- 3.14.3. Recordings should be stored in the Cloud or on hard drive. Recordings should be kept for a minimum of 31 days. Staff should be trained in the maintenance and operation of such systems with a record kept of the date and name of the persons trained.
- 3.14.4. A trained member of staff should be on duty or available to operate the system whenever the premises are open.
- 3.14.5. A record should be kept of all requests from agencies for CCTV i.e. Police or local authority and an audit trail of surrender. These should include names and dates of request and date / times CCTV was handed over with names of the individual surrendering the
- 3.14.6. CCTV requests from the Police should be immediate in cases of a serious offence or if the venue is closed, request for CCTV should be available for police within 48 hours CCTV systems and processes should be tested annually by a qualified CCTV technician.

### 3.15. FAKE IDENTIFICATION POLICY

- 3.15.1. Staff and management team have a responsibility under the Licensing Act 2003 to keep young children safe from harm and this policy is to be adhered to at all times. Fake Identification It is an offence for an individual aged under 18 to buy or attempt to buy alcohol, but this does not stop young people attempting to do so. The sale of alcohol to an individual aged under 18 is also an offence that can have serious consequences for the premises involved or persons that sells alcohol to an individual under 18.
- 3.15.2. **FORGERY AND COUNTERFEITING ACT 1981** - It is an offence under section 1 of the Forgery and Counterfeiting Act 1981 to make a false instrument with the intention to use it to induce a person to accept it as genuine, and by reason of so accepting it to do or not to do some act which is to their own or any other persons prejudice.
- 3.15.3. **IDENTITY DOCUMENTS ACT 2010** - A person commits an offence if he or she has in their possession an identity document which is false, and which they know or believe to be false, with the intention of using it to establish personal information about him or her or to induce another to ascertain personal information about him or her. A person guilty of this offence is liable on conviction on indictment to imprisonment for a term not exceeding 10 years or a fine (or both).
- 3.15.4. A person commits an offence to have, without reasonable excuse, in his or her possession a false identity document or an identity document which relates to another person. A person guilty of an offence under this section is liable on conviction on indictment to imprisonment for a term not exceeding two years or a fine (or both).

There are five types of false document:

- Genuine document which is being used by someone else,
- Genuine document which has been altered,
- Genuine document which has been fraudulently obtained,
- Fake document which is a copy of a genuine document,
- Fake document which is a form of ID that does not exist.



Action to take

- Seize the false identification and establish the person's real identity.
- Place ID in evidence tamper proof evidence bag and obtain photographic imagery of individual concerned.
- Complete an entry in the incident book and place the false ID in safe.
- Do not retain ID for more than 72 hours and surrender to local Police. (agree local policy with Police)

# 4. Outside the venue and closing

Outside area and Customer Dispersal Policy for managers, staff and security.

## 4.1. OUTDOOR SMOKING AREA

- 4.1.1. Patrons smoking in external areas such as forecourts and pavement outside licensed premises can cause nuisance to nearby residents even if they are not behaving in a rowdy manner, these people can also block pedestrians.
- 4.1.2. Also nuisance can be caused by patrons talking and laughing, particularly during periods of warmer weather when residents may have their windows open, and at quieter times of the evening when ambient noise levels have dropped.
- 4.1.3. Therefore the designated smoking area shall be limited to 10 people after 21:00.
- 4.1.4. The area shall be clearly designated by signage.
- 4.1.5. The area shall also be supervised to minimise disruption. Patrons who do not comply with these simple measures to be warned that this may mean no re-entry.
- 4.1.6. At the end of the evening the area will be thoroughly cleaned of any cigarette butts and other litter generated.

## 4.2. MINIMISING CUSTOMER NOISE WHEN LEAVING

- 4.2.1. On a nightly basis, all staff need to evaluate the issue of our customers waiting for transport outside
- 4.2.2. the premises, and implement a policy that will minimise any noise disturbance that our neighbours may be subjected to.
- 4.2.3. Safe travel at night also needs to be considered and groups of customers /friends should be encouraged to go home together and not leave others behind. Managers must implement a staggered closure policy.

## 4.3. SOFT CLOSURE

- 4.3.1. Managers must implement a Soft Closure Policy for the final minutes of an evening, allowing customers to compose

themselves, think about & plan their journey home (cab, bus, a taxi) while they're still inside the premises.

- 4.3.2. If customers enquire as to transport or taxi information, staff direct them to the signage displayed by the main entrance or behind the bar.
- 4.3.3. Once guests leave the premises, there is a better chance of them dispersing quicker from the pavement, so for the final 30 minutes of the night:

- Gradually turn the lights up
- Gradually turn the music down

#### 4.4. BEING A GOOD NEIGHBOR.

- 4.4.1. Door Supervisors must remain on site until all customers have been cleared from the premises and dispersed from the surroundings. Make sure they are safely and quietly on their way.
- 4.4.2. It is extremely important to ensure customers being collected by mini cabs are collected from the venue side of West India Dock Road, and that people dispersing the other side of West India Dock Road are either walking directly home or are using the bus or DLR services.
- 4.4.3. Any noise or anti social behaviour complaints from neighbours via the duty manager mobile number or the dedicated residential email must be evaluated immediately by the duty manager or DPS.
- 4.4.4. The nature of the complaint and neighbour's contact details must be passed on to a premises licence holder within 24 hours of the complaint occurring.
- 4.4.5. Where possible, staff must immediately respond to the neighbour's complaint in a respectful and helpful manner and deal with the issue raised.

#### 4.5. DISPERSAL POLICY

The following measures must be in place on any given night.

- When customers are leaving the Premises at night, their noise on the street must be minimised by implementing the following:
- Ensure that no customers leave the premises with their drinks. No drinks are allowed outside at any time.
- Provide taxi telephone details and night bus details to customers by way of signage and verbal communication from staff to customers.
- Allow extra time for drinking up and clearing out so that customers leave The Premises over a longer period

of time. This should minimise the congregation of crowds outside the Premises

- If customers are congregating outside the Premises at closing time on any given night, a staff /security member must facilitate the dispersal of these customers to minimise noise and eliminate flash points.
- All Door Supervisors, must be trained to carry out these tasks and to facilitate effective crowd dispersal at the end of any given evening, and ensure that they have signed a staff record form to verify that they have been trained in these processes

#### 4.6. CONTROL OF NOISE AND NUISANCE POLICY

4.6.1. Klub Verboten will have noise control procedures in place to reduce noise transmission from their premises.

4.6.2. It is important that all staff are aware of the importance of ensuring that the noise control procedures that are in place are adhered to at all times. Klub Verboten as part of this policy should maintain a log of noise monitoring to complement their patrol strategy.

- Keeping entrance doors and windows closed when music is playing inside the premises.
- Locating speakers as far away from windows, doors and access points.
- Keeping the volume of music or live entertainment at a reasonable level.
- Consider how the noise from the use of smoking shelters / open areas and customers entering and leaving may affect neighbouring residents and take measures to control this.
- Well maintained queuing management and reminding patrons about noise.
- Posters at exit points and toilet areas reminding patrons on noise when leaving the premises.
- Instructions to staff when leaving premises.
- Restricting deliveries to premises during the daytime.
- Prompt collection of litter in the surrounding area of the venue.
- External lighting to be switched off at the end of the night.

- To ensure there is no drinking from vessels in the queuing process.

4.6.3. Regular assessment of the noise from your premises by a competent member of your staff should be undertaken. Some suggestions for correct noise assessment include the following:

- Regular assessments should be carried out throughout the night, including when any entertainment first starts to check it is at an appropriate level.
- The assessor should allow a few minutes for their ears to adjust when outside the establishment.
- The assessor should assess noise levels near residential properties which are closest to the establishment.
- If the noise level is too loud one should reduce the volume to a level at which you think is both an acceptable and reasonable level that will not cause a nuisance to nearby residents. One should then go outside again and re-assess the noise, and repeat the exercise until you are satisfied that noise from inside your establishment is not causing a nuisance to the closest residents.

4.6.4. **Legislative controls** Environmental Protection Act 1990 - Section 79 of the Environmental Protection Act 1990, the Local Authority is required to investigate any complaints of a statutory nuisance. Under Section 80 of the same Act the Local Authority is under a duty to take formal legal action where a nuisance is found to exist, which consists of the service of an Abatement Notice on the person responsible in order to prevent recurrence of the nuisance. If the nuisance continues or recurs the person responsible for the nuisance is guilty of an offence.

# 5. Lost & Found Property Policy

Within reason, the Klub will aim to collect, store and return items of property that are deemed to be genuinely lost by patrons visiting the klub and likely to be sought by the original owner. This policy will support the safety and security of the venue by reducing incidents of conflict.

- 5.1. Enquiring after lost property Enquiries or reports can be made in person at the klub or via email at - (klubverboten@gmail.com) during opening hours. When making an enquiry please have available a full description of the item lost, for example brand, size, colour, unique features etc. It may be necessary for us to request specific information for certain items, including, description of contents of bags, wallets, phone numbers or unlocking codes. This will be to ensure we return the property to the correct owner.
- 5.2. Proactive contacts If apparently lost property is found on our premises, we will try to contact the owner where we reasonably believe we have the correct contact information. Should we not be able to contact the owner directly we will leave a message If possible. Any costs incurred by the klub may be charged for return to the owner or claimant of the property. Suspected stolen property will be handed to the police.
- 5.3. Unclaimed goods If, despite Our efforts and a reasonable timeframe having passed, we are unable to trace the owner of lost property we will dispose of low value goods in a manner that we see fit. This may include donation to a charity. Valuable items or those containing personal data (I-phones, identity documents etc.) will be handed to the local police in accordance with the Data Protection Act 2018 within 28 days. While we will take due care when storing, returning and dispensing with property within our remit, no claim whatsoever will be accepted for any loss arising from our involvement in the process.
- 5.4. Staff / Lost property. The manager will ensure that the premises are searched before and immediately after closing time, to locate lost items of property. This process will be recorded in the operations binder.
  - 5.4.1. If patrons report the loss of property during operating hours a lost property form will be completed with the unique reference number highlighting the circumstances of loss.

- 5.4.2. All property found within the Klub premises will be recorded on a lost property form, contact details noted and the Duty Manager notified.
- 5.4.3. Operations Manager will ensure posters containing details of how to look after property and crime prevention messages are posted positions within the Klub.

# Appendix 85



## Noise while the premise is in use

### General Advice

If they conclude this is a problem Members should consider whether it is possible to carry out suitable and proportionate noise control measures so that noise leakage is prevented. In addition Members may consider that only certain activities are suitable.

The hours of operation also need to be considered (see below).

If Members believe that there is a substantial problem of noise while the premises are in use and it cannot be proportionately address by licensing conditions they should refuse the application.

### Licensing Policy

The policy recognises that noise nuisance can be an issue, especially if a premises is open late at night. **(See Sections 9.1 of the Licensing Policy)**. While all applications will be considered on their merits, consideration will be given to imposing stricter conditions in respect of noise control where premises are situated close to local residents. **(See Section 14.10)**.

The Licensing Authority expects the applicant to have addressed all nuisance issues relating to the premises in their operating schedule and to have sought appropriate advice from the Council's Environmental Health Officers. **(See Section 9.2 of the Licensing Policy)**.

The Licensing Authority will consider attaching conditions to prevent nuisance. In particular Members may wish to consider (this list is not exhaustive):

- hours of opening (this needs to be balanced against potential disorder caused by artificially early closing times)
- Whether certain parts should close earlier than the rest (for example a "beer garden", or restricted in their use)
- Whether or not certain activities should have to close at an early hour, for example live music
- Conditions controlling noise or vibration (for example, noise limiters, keeping doors and windows closed).
- Prominent clear and legible notices at all exits requesting the public to respect the needs of local residents and leave the premises and area quietly
- Conditions controlling the use of explosives, pyrotechnics and fireworks
- Conditions controlling the placing of refuse
- Conditions controlling noxious smells
- Conditions controlling lighting (this needs to be balanced against potential crime prevention benefits)

### Police Powers

Part 8 of the Licensing Act 2003 enables a senior police officer to close down a premises for up to 24 hrs where public nuisance is being caused by noise coming from the premises and the closure of the premises is necessary to prevent that nuisance.

### Guidance Issued under Section 182 of the Licensing Act 2003

The prevention of public nuisance could include low-level nuisance, perhaps affecting a few people living locally as well as major disturbance affecting the whole community (2.15).

Licence conditions should not duplicate other legislation (1.16).

Necessary and appropriate conditions should normally focus on the most sensitive periods (2.19) and may address disturbance as customers enter or leave the premises but it is essential that conditions are focused on measures within the direct control of the licence holder.

### Other Legislation

The Environmental Protection Act 1990, Part 111 gives Environmental Health Officers the power to deal with statutory nuisances.

The Anti-social Behaviour Act 2003, Sections 40 and 41 give Environmental Health Officers the power of closure up to 24 hours in certain circumstances.

# Appendix 86

## Access and Egress Problems

Such as:

Disturbance from patrons arriving/leaving the premises on foot

Disturbance from patrons arriving/leaving the premises by car

Lack of adequate car parking facilities

Close proximity to residential properties

### Comment

The above have been grouped together as egress problems. Of course the particular facts will be different for each alleged problem.

Egress only is referred to-if necessary access can be added or substituted in.

### General Advice

In considering concerns relating to disturbance from egress, Members need to be satisfied that the premises under consideration has been identified as the source of the actual or potential disturbance. If they are satisfied that this is a problem, then proportionate conditions should be considered.

The hours of operation also need to be considered.

If Members believe that there is a substantial problem concerning egress and it cannot be proportionately addressed by licensing conditions, they should refuse the application.

### Licensing Policy

The policy recognises that noise nuisance can be an issue, especially if a premises is open late at night. (**See Section 10 of the Licensing Policy**).

The Licensing Authority expects the applicant to have addressed all nuisance issues relating to the premises in their operating schedule and to have sought appropriate advice from the Council's Environmental Health Officers. (**See Section 10.2 of the Licensing Policy**).

The policy also recognises that staggered closing can help prevent problems at closure time (**See Section 15.1**).

However, while all applications will be considered on their merits, consideration will be given to imposing stricter conditions in respect of noise control where premises are situated close to local residents. (**See Section 15.5**)

The Council has adopted a set of framework hours (**See 15.8 of the licensing policy**). This relates to potential disturbance caused by late night trading.

The Licensing Authority will consider attaching conditions to prevent nuisance and these may include Conditions drawn from the Model Pool of Conditions relating to the prevention of Public Nuisance. (**See Annex G of the Licensing Policy**). In particular Members may wish to consider (this list is not exhaustive):

- hours of opening (this needs to be balanced against potential disorder caused by artificially early closing times)
- Whether certain parts should close earlier than the rest (for example a “beer garden”, or restricted in their use)
- Whether or not certain activities should have to close at an early hour, for example live music
- Conditions controlling noise or vibration (for example, noise limiters, keeping doors and windows closed).
- Prominent clear and legible notices at all exits requesting the public to respect the needs of local residents and leave the premises and area quietly

#### Guidance Issued under Section 182 of the Licensing Act 2003

The prevention of public nuisance could include low-level nuisance, perhaps affecting a few people living locally as well as major disturbance affecting the whole community. (2.15).

Licence conditions should not duplicate other legislation (1.16).

Any conditions should be tailored to the type, nature and characteristics of the specific premises. Licensing authorities should be aware of the need to avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are very expensive to purchase and install and are likely to be a considerable burden for smaller venues. (2.19)

Measures can include ensuring the safe departure of customers, these can include:

- Providing information on the premises of local taxi companies who can provide safe transportation home; and
- Ensuring adequate lighting outside the premises, particularly on paths leading to and from the premises and in car parks

Necessary and appropriate conditions should normally focus on the most sensitive periods (2.19) and may address disturbance as customers enter or leave the premises but it is essential that conditions are focused on measures within the direct control of the licence holder.

# Appendix 87

## Anti-Social Behaviour on the Premises

### Licensing Policy

The Licensing Authority expects the applicant to have addressed all crime and disorder issues relating to the premises in their operating schedule and to have sought appropriate advice. (**See Section 6 of the Licensing Policy**)

The Licensing Authority will consider attaching conditions to deter crime and disorder and these may include conditions drawn from the Model Poll of Conditions relating to Crime and Disorder. (**See Appendix 3 of the Licensing Policy**). In particular Members may wish to consider (this list is not exhaustive):

- Methods of management communication
- Use of registered Door Supervisors
- Bottle Bans
- Plastic containers
- CCTV
- Restrictions on open containers for “off sales”
- Restrictions on drinking areas
- Capacity
- Proof of Age scheme
- Crime prevention notices
- Drinks promotions-aimed at stopping irresponsible promotions
- Signage
- Seating plans
- Capacity

If Members believe that there is a substantial problem of anti-social behaviour and it cannot be proportionately addressed by licensing conditions they should refuse the application.

### Police Powers

The Licensing Act 2003, Part 8 gives a senior police officer the power to close a premises for up to 24 hours where the officer believes there is, or is likely to be disorder on or in the vicinity and closure is necessary in the interests of public safety.

### Guidance Issued under Section 182 of the Licensing Act 2003

The pool of conditions, adopted by the Council is recommended (Annexe D).

The key role of the Police and SIA is acknowledged (2.1-2.2).

Conditions attached to licences cannot seek to manage the behaviour of customers once they are beyond the direct management of the licence holder

and their staff or agents, but can directly impact on the behaviour of customers in the immediate vicinity of the premises as they seek entry or leave (1.16).

Conditions are best targeted on deterrence and preventing crime and disorder (2.3) communication, CCTV, police liaison, no glasses, capacity limits are all relevant (2.3 - 2.6).

The Guidance recognises working with Home Office Immigration Enforcement in the prevention of immigration crime. Licence conditions that are considered appropriate for the prevention of illegal working in licensed premises might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check are retained at the licensed premises.

#### Guidance Issued under Section 182 of the Licensing Act 2003

Conditions can be imposed for large capacity “vertical consumption” premises (10.23 – 10.24).

#### Guidance Issued by the Office of Fair Trading

This relates to attempts to control minimum prices.

#### Other Legislation

- The Council has a duty under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder



# Appendix 88

## **Anti-Social Behaviour from Patrons Leaving the Premises**

### General Advice

Members need to bear in mind that once patrons have left a premises they are no longer under direct control. Members will need to be satisfied that there is a link between the way the premises is operating and the behaviour that is complained of. An example of this would be that irresponsible drinking is being encouraged. Before deciding that any particular licensing conditions are proportionate, Members will also need to be satisfied that other legislation is not a more effective route. For example, if the problem is drinking in the street it may be that the Council should designate the area as a place where alcohol cannot be consumed in public.

Members may also wish to consider whether the hours of opening relate to any problems of anti-social behaviour.

If Members believe that there is a substantial problem of anti-social behaviour and it cannot be proportionately addressed by licensing conditions they should refuse the application.

### Licensing Policy

The policy recognises that other legislation or measures may be more appropriate but also states that licensing laws are “a key aspect of such control and will always be part of an overall approach to the management of the evening and night time economy” (**see Section 4.15 and 4.16 of the Licensing Policy**).

The Licensing Authority expects the applicant to have addressed all crime and disorder issues relating to the premises in their operating schedule and to have sought appropriate advice. (**See Sections 6.2 of the Licensing Policy**)

The Licensing Authority will consider attaching conditions to deter crime and disorder and these may include Conditions drawn from the Model Poll of Conditions relating to Crime and Disorder. (**See Appendix 3 of the Licensing Policy**). In particular Members may wish to consider (this list is not exhaustive):

- Bottle Bans
- Plastic containers
- CCTV (outside the premises)
- Restrictions on open containers for “off sales”
- Proof of Age scheme
- Crime prevention notices
- Drinks promotions-aimed at stopping irresponsible promotions
- Signage

## Cumulative Impact

There is a process by which the Licensing Authority can determine that an area is saturated following representations. However, the process for this involves wide consultation and cannot come from representations about a particular application. (**See Section 8 of the Licensing Policy**).

## Police Powers

The Licensing Act 2003, Part 8 gives a senior police officer the power to close a premises for up to 24 hours where the officer believes there is, or is likely to be disorder on or in the vicinity and closure is necessary in the interests of public.

## Guidance Issued under Section 182 of the Licensing Act 2003

The key role of the Police is acknowledged (2.1).

Conditions attached to licences cannot seek to manage the behaviour of customers once they are beyond the direct management of the licence holder, but can relate to the immediate vicinity of the premises as they seek entry or leave (1.16).

Conditions are best targeted on deterrence and preventing crime and disorder (2.3) CCTV inside & out, communication, police liaison, no glasses are all relevant

There is also guidance issued around public nuisance (2.15 – 2.21).

The pool of conditions, adopted by the Council is recommended (see Appendix 3 of the Licensing Policy). Licence conditions should not duplicate other legislation (1.16).

Necessary and appropriate conditions should normally focus on the most sensitive periods and may address disturbance as customers enter or leave the premises but it is essential that conditions are focused on measures within the direct control of the licence holder (2.18/2.21).

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 and, therefore, beyond the direct control of the individual, club or business holding the licence, certificate or authorisation concerned (14.13).

## Other Legislation

### Crime and Disorder Act 1998

The Council has a duty under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder.

The Act also introduced a wide range of measures designed to address anti-social behaviour committed by adults and young people. These include:

- Anti-Social Behaviour Orders
- Child Curfew Schemes
- Truancy
- Parenting Orders
- Reparation Orders
- Tackling Racism

# Appendix 89

## Public Safety

- 8.1 The 2003 Act covers a wide range of premises that require a licence, and so such premises present a mixture of risks to users and should be constructed or adapted and operated so as to acknowledge and safeguard occupants against these risks.
- 8.2 The Licensing Authority will expect Operating Schedules to satisfactorily address these issues and applicants are advised to seek advice from the Council's Environmental Health (Health & Safety) Officers and the London Fire Brigade before preparing their plans and Schedules.
- 8.3 Where an applicant identifies an issue in regard to public safety (including fire safety) which is not covered by existing legislation, the applicant should identify in their operating schedule the steps that will be taken to ensure public safety. This needs to take into account any unique characteristics that arise in connection with the licensable activity, any requirements that are specific to the premises.
- 8.4 One of the Council's Community Safety Partnership Priorities is tackling violence against women and girls. As a result the Licensing Authority expects Licence holders to take a proactive approach to customer safety including the following:
- Making provisions to ensure that customers safely leave their premises, for example providing information on licensed taxi companies, adequate lighting outside the premises,
  - Training of staff in spotting signs of harassment, and how to intervene where safe and appropriate to do so, and/or reporting such harassment to management/emergency services.

The Licensing Authority may be able to sign post Licence Holders in regards to local/national safeguarding schemes which may assist with the above.

- 8.5 The Licensing Authority, where its discretion is engaged, will consider attaching proportionate and appropriate Conditions to licences and permissions to promote safety, and these may include Conditions drawn from a the Model Pool of Conditions found in the Secretary of States Guidance.
- 8.6 The Licensing Authority will impose conditions that relate to its licensing objectives, and in a way that is proportionate to the individual circumstances of the premises seeking a licence.

## **Public safety**

- 2.7 Licence holders have a responsibility to ensure the safety of those using their premises, as a part of their duties under the 2003 Act. This concerns the safety of people using the relevant premises rather than public health which is addressed in other legislation. Physical safety includes the prevention of accidents and injuries and other immediate harms that can result from alcohol consumption such as unconsciousness or alcohol poisoning. Conditions relating to public safety may also promote the crime and disorder objective as noted above. There will of course be occasions when a public safety condition could incidentally benefit a person's health more generally, but it should not be the purpose of the condition as this would be outside the licensing authority's powers (be ultra vires) under the 2003 Act. Conditions should not be imposed on a premises licence or club premises certificate which relate to cleanliness or hygiene.
- 2.8 A number of matters should be considered in relation to public safety. These may include:
- Fire safety;
  - Ensuring appropriate access for emergency services such as ambulances;
  - Good communication with local authorities and emergency services, for example communications networks with the police and signing up for local incident alerts (see paragraph 2.4 above);
  - Ensuring the presence of trained first aiders on the premises and appropriate first aid kits;
  - Ensuring the safety of people when leaving the premises (for example, through the provision of information on late-night transportation);
  - Ensuring appropriate and frequent waste disposal, particularly of glass bottles;
  - Ensuring appropriate limits on the maximum capacity of the premises (see paragraphs 2.12-2.13, and Chapter 10; and
  - Considering the use of CCTV in and around the premises (as noted in paragraph 2.3 above, this may also assist with promoting the crime and disorder objective).
- 2.9 The measures that are appropriate to promote public safety will vary between premises and the matters listed above may not apply in all cases. As set out in Chapter 8 (8.38-8.46), applicants should consider when making their application which steps it is appropriate to take to promote the public safety objective and demonstrate how they achieve that.

## Ensuring safe departure of those using the premises

- 2.10 Licence holders should make provision to ensure that premises users safely leave their premises. Measures that may assist include:
- Providing information on the premises of local taxi companies who can provide safe transportation home; and
  - Ensuring adequate lighting outside the premises, particularly on paths leading to and from the premises and in car parks.

## Maintenance and repair

- 2.11 Where there is a requirement in other legislation for premises open to the public or for employers to possess certificates attesting to the safety or satisfactory nature of certain equipment or fixtures on the premises, it would be inappropriate for a licensing condition to require possession of such a certificate. However, it would be permissible to require as a condition of a licence or certificate, if appropriate, checks on this equipment to be conducted at specified intervals and for evidence of these checks to be retained by the premises licence holder or club provided this does not duplicate or gold-plate a requirement in other legislation. Similarly, it would be permissible for licensing authorities, if they receive relevant representations from responsible authorities or any other persons, to attach conditions which require equipment of particular standards to be maintained on the premises. Responsible authorities – such as health and safety authorities – should therefore make their expectations clear in this respect to enable prospective licence holders or clubs to prepare effective operating schedules and club operating schedules.

## Safe capacities

- 2.12 “Safe capacities” should only be imposed where appropriate for the promotion of public safety or the prevention of disorder on the relevant premises. For example, if a capacity has been imposed through other legislation, it would be inappropriate to reproduce it in a premises licence. Indeed, it would also be wrong to lay down conditions which conflict with other legal requirements. However, if no safe capacity has been imposed through other legislation, a responsible authority may consider it appropriate for a new capacity to be attached to the premises which would apply at any material time when the licensable activities are taking place and make representations to that effect. For example, in certain circumstances, capacity limits may be appropriate in preventing disorder, as overcrowded venues can increase the risks of crowds becoming frustrated and hostile.
- 2.13 The permitted capacity is a limit on the number of persons who may be on the premises at any time, following a recommendation by the relevant fire and rescue authority under the Regulatory Reform (Fire Safety) Order 2005. For any application for a premises licence or club premises certificate for premises without an existing permitted capacity where the applicant wishes to take advantage of the special provisions set out in section 177 of the 2003 Act<sup>1</sup>, the applicant should conduct their own risk assessment as to the appropriate capacity of the premises. They should send their recommendation to the fire and rescue authority which will consider it and decide what the “permitted capacity” of

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<sup>1</sup> S 177 of the 2003 Act now only applies to performances of dance.



those premises should be.

- 2.14 Public safety may include the safety of performers appearing at any premises, but does not extend to the prevention of injury from participation in a boxing or wrestling entertainment.

# Appendix 90

## **Planning**

An application for a Premises Licence can be made in respect of a premises even where the premises does not have relevant Planning Permission. That application has to be considered and Members can only refuse the application where the application itself does not promote one of more of the Licensing Objectives. Members cannot refuse just because there is no planning permission. Where a Premises Licence is granted and which exceeds what is allowed by the Planning Permission and that Premises then operates in breach of planning then the operator would be liable to enforcement by Planning.

# Appendix 91

## **Licensing Policy Relating to Hours of Trading**

All applications have to be considered on their own merits.

The Council has however adopted a set of framework hours as follows:

- Monday to Thursday, from 06:00 hrs to 23:30 hrs
- Friday and Saturday, from 06:00 hrs to 00:00 hrs (midnight)
- Sunday, from 06:00 hrs to 22:30 hrs

(see 14.8 of the Licensing Policy)

In considering the applicability of frame work hours to any particular application regard should be had to the following

- Location
- Proposed hours of regulated activities, and the proposed hours the premises are open to the public
- The adequacy of the applicant's proposals to deal with issues of crime and disorder and public nuisance
- Previous history
- Access to public transport
- Proximity to other licensed premises, and their hours

(See 14.9 of the licensing policy)

Subject to any representations to the contrary in individual cases the following premises are not generally considered to contribute to late night anti-social behaviour and will therefore generally have greater freedom

- Theatres
- Cinemas
- Premises with club premises certificates

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**Licensing Act 2003**

**New premises licence application: (Klub Verboten) 11 West India Dock  
Road, London E14 8EZ**

# **Applicant's additional evidence**

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# KV Operational Handbook

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Amended 14/04 following the consultation with Nicola Cadzow of the Environmental Protection Team  
Amended 14/04 following the consultation with PC Mark Perry

All amendments are marked in red.

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# 1. Membership

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Verboten is a members-only Klub. This has been done for the following reasons.

## 1.1. WHY HAVE A MEMBERSHIP PROCESS

- 1.1.1. To maintain an audience of conscious safe and informed guests.
- 1.1.2. To have absolute control of people entering the events.
- 1.1.3. To make people accountable for their actions by being able to permanently remove them from the space.
- 1.1.4. To ensure the values, Ethos and objectives of the space are maintained and sustained.

## 1.2. WHAT IS A MEMBERSHIP

- 1.2.1. Verboten has been a members-only event since its inception for the sole purpose of the safety of its members.
- 1.2.2. Membership allows a person to buy non-transferable tickets for events hosted by Klub Verboten.
- 1.2.3. Members are sent monthly updates on the Klubs rules guidelines and updates to the operation of the Klub.
- 1.2.4. A two tier application system is in place. Members of the public can apply online providing the following information or attend a meet and greet social event.
  - Name
  - Social Media account/s
  - Partners information
  - Understanding of consent

## 1.3. ONLINE APPLICATION

- 1.3.1. A membership form is available on the website.
- 1.3.2. As we are predominantly a community facing organisation, the appropriateness of a potential member can be verified through corroboration of information by existing members.

- 1.3.3. Social media profiles can also provide us with information on the length of time and ultimately, the experience the person has within the community.
- 1.3.4. We can verify the person against existing black lists that have been formed over the years.
- 1.3.5. A membership card with ID must be used to gain entry to the event linking the ticket holder with their identifiable information.

#### 1.4. IN PERSON

- 1.4.1. For people that are not active online or have up to date photos, we have created a public meet and greet event called Tears for Beers.
- 1.4.2. The event is generally hosted in a bar or pub in East London and allows people to meet the staff in a friendly and open space.
- 1.4.3. If candidates are appropriate and have been verified by staff they are given a preliminary membership code. This code can be used when applying for membership online so the membership team can track the appropriateness of the candidates.

#### 1.5. MEMBERSHIP TERMINATION

- 1.5.1. If a member does not adhere strictly to the rules of the Klub their membership will be terminated.
- 1.5.2. In the event of a member being reported to security or staff during or after an event for being a nuisance not adhering to the house rules, their membership will be terminated.
- 1.5.3. We have a 0 tolerance policy towards drug use, inappropriate behaviour (See Klub rules) or excessive intoxication. Further information in the sections below.

## 2. Sale of alcohol and Bar Staff

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This document is designed to bring staff up to a level of competence so as to provide service within our venue. As such the notes contained here are specific to the venue and its operation during standard trading. Your daily show briefing will give you further information on the specific details of that day's event.

### 2.1. SHIFT TIMES, EMERGENCIES AND ARRANGING COVER

- 2.1.1. Once you have confirmed your availability for your shift via email, a rota will be sent out with your arrival time, you must be ON YOUR BAR for this time.
- 2.1.2. If you are running late, in extreme circumstances, let the management know ASAP.
- 2.1.3. If you are sick you need to let the management know ASAP not one hour before doors. Try your best to find cover by sending out a mass email to other staff.
- 2.1.4. When you arrive, sign in with the senior member of staff.
- 2.1.5. Nobody gets to leave until authorised by a supervisor.

### 2.2. PERSONAL BELONGINGS AND THEFT

- 2.2.1. You must not take any bags, coats I phones / iPods /food/drinks or other belongings behind the bar, they must be logged in the main cloakroom or staff room.
- 2.2.2. No use of mobile or recording devices on the bar.
- 2.2.3. The only belongings you may have are medicine.
- 2.2.4. Personal money should not be taken behind the bar.

### 2.3. YOUR SUPERVISOR

- 2.3.1. Your supervisors are there to help you with any problems or questions you have so don't be afraid to speak up, keep a

good line of communication with the supervisors so they know exactly what is going on.

- 2.3.2. Make sure you are reporting all mistakes and issues so they can be resolved instantly, making sure they are not forgotten about or pile up at the end.
- 2.3.3. Make sure the bar is clean before the doors open, and clean the bar regularly throughout your bar shift.
- 2.3.4. Ask your supervisors what to do if you have nothing to do.
- 2.3.5. Pick up any rubbish on the floor whether it's near your bar or not.
- 2.3.6. You are not to take or consume any alcoholic drink or food behind the bar.
- 2.3.7. You may only have tap water behind the bar.

## 2.4. POURING A PINT

- 2.4.1. Squeeze the glass as you pour and make sure the pint has a top (head). Don't pull down hard on the handle as they snap easily, be gentle.
- 2.4.2. To prevent spillages on the customer, yourself or the bar don't fill the cup all the way, leave a small gap at the top.
- 2.4.3. You must not serve alcohol after the designated curfew time as this is against the law and we do not permit off-sales.

## 2.5. FREE POURING SPIRITS

- 2.5.1. We line check everything at the end of the night.
- 2.5.2. If the stock does not add up then this will be investigated.
- 2.5.3. You must always use the thimble measures when using free pouring spirits (even if they have measured pourers attached).

2.5.4. Always make sure they are filled to the measure line. Do it slowly, take your time. Even the tiniest drop over must be recorded as waste.

2.5.5. Use the disposable shot cups when applicable. These will prevent any over pouring.

## 2.6. LATE NIGHT REFRESHMENT

2.6.1. Late night refreshment will be available upon 15 minutes before closure.

## 2.7. PDQ MACHINES

2.7.1. Specify if there is a minimum charge on the card machines. You must not run anything less through.

2.7.2. You must not give the customer the PDQ machine, hold it whilst they enter their PIN.

## 2.8. TILLS & HOW TO DEAL WITH FAKES NOTES

2.8.1. Your tills should not be up or down more than £5, any variances will be investigated. If there is a variance you may be subject to a security search.

2.8.2. Take your time when operating the tills. Use the note checker pens on all the notes to check they are real and make sure the notes are going in the correct draws. If the ink shows up then the note is fake. If this occurs you must IMMEDIATELY inform your supervisor so that security can investigate. Do not confront the customer as we don't want them to run away.

2.8.3. If more float is required please inform the supervisor asap.

## 2.9. REPORTING ERRORS & CLEARING

2.9.1. If you make a drinks error or till error, you must inform your supervisor immediately. If you fail to do this, it will show up in the line checks at the end of the night. It only becomes a problem if you don't tell us. Mistakes can be put right so don't worry if you make one worry if you don't tell anyone!

2.9.2. Make sure you inform your supervisor and they will log all waste drinks on the waste sheet behind your bar.

- 2.9.3. There is a waste bucket for each draught product behind your bar so make sure you are pouring the waste into the correct bucket.
- 2.9.4. Your supervisor will dispose of all other waste products down the sink. You must not drink any waste. Waste MUST be poured away.
- 2.9.5. This gets measured at the end of the night and tallied against waste sheets. Keep voids down to a minimum.

## 2.10. CLEANLINESS ON YOUR BAR

- 2.10.1. Clean up spillages as you go along. We have an endless supply of blue-roll and sprays so there's no excuse for this.
- 2.10.2. Make sure that cling film is wrapped around the draught and gun taps at the end of the night to prevent the flies from getting in and laying eggs.
- 2.10.3. Make sure the bars are completely clear of everything and spotlessly clean at the end of each night.
- 2.10.4. Wipe down all the sides, T-bars and fridges. Clean all the optics and taps.
- 2.10.5. Do not leave any half or empty cups around as this is a haven for barflies.
- 2.10.6. Empty the mop buckets outside before returning them to the mop room as the flies love to live in the dirty water. Hang the mops up to dry.

## 2.11. CUSTOMER SERVICE, SAFETY AND RESPONSIBILITY

- 2.11.1. Say hello! Be polite and courteous at all times even if customers are rude to you. It is your responsibility to provide good customer service as well as making sure the bars operate efficiently.
- 2.11.2. You must serve the customer what they have ordered without substitution. You must use the correct measures when preparing drinks for service.



- 2.11.3. If you have mopped or cleaned up a spillage you must put a wet floor sign up.
- 2.11.4. If you see any customers in distress inform a member of security or your supervisor immediately so we can assist them.
- 2.11.5. You must report any spillages you see immediately so they can be attended to by the duty cleaner.

## 2.12. DEALING WITH AGGRESSIVE CUSTOMERS

- 2.12.1. Violence is not tolerated in any way, shape or form. If there is a confrontational situation DO NOT RETALIATE.
- 2.12.2. Tell your supervisor immediately and we can call for help from security operatives over the radio.
- 2.12.3. Try to get a good look at the customer for description purposes.
- 2.12.4. If you have been physically attacked or grabbed make sure you see the medic and take a 10-minute break to cool down.
- 2.12.5. At no point should you fuel any confrontation by verbal or physical means.
- 2.12.6. For further information on play related incidents refer to the "play safe manual"

## 2.13. SAFE SYSTEMS OF WORK, MANUAL HANDLING & EARPLUGS

- 2.13.1. If an object is too heavy get somebody else to help you. Don't strain yourself. More information available in the document: 'Manual Handling '.
- 2.13.2. It is advised to wear earplugs at all times in the main Space.
- 2.13.3. Staff must follow instructions given to them and adhere to the following policies:
- 2.13.4. Use PPE as ordered - earplugs, gloves, parcel trolleys, steel toe cap boots.

- 2.13.5. Apply the safe systems of work as indicated by risk assessments. It is your duty to report any equipment malfunctions or breakages immediately.
- 2.13.6. To avoid using equipment that you have not been trained to use. Follow fire procedures
- 2.13.7. Follow signing in and out procedures.

#### 2.14. EMERGENCY EVACUATION PROCEDURE

- 2.14.1. The Duty Manager is responsible for the evacuation of the public areas. Security will staff the exits. In a firm voice repeat: THIS WAY OUT PLEASE.
- 2.14.2. Proceed directly to the assembly point as shown on location plan drawings

#### 2.15. BAR STAFF RESPONSE TO FIRE

- 2.15.1. IF YOU DISCOVER FIRE: IMMEDIATELY OPERATE THE NEAREST FIRE ALARM CALL POINT. NOTIFY SECURITY.
- 2.15.2. Notify Control/ Duty Manager/ Supervisor.
- 2.15.3. Never use the word 'FIRE' within hearing of the public, always use the code 'MR SANDS'. Attack the fire if possible with the appliances provided but WITHOUT TAKING RISKS.
- 2.15.4. ON HEARING OR SEEING THE FIRE ALARM: PUBLIC AREAS
- 2.15.5. The fire alarm will sound and light and buzzer units will activate intermittently.
- 2.15.6. When this occurs all designated staff shall proceed directly to their allotted stations, doing nothing to attract attention and be in readiness for further instructions.

#### 2.16. HYGIENE

- 2.16.1. You must wash your hands before handling anything on the bar.

- 2.16.2. You must wash your hands after handling any cleaning products or chemicals.
- 2.16.3. You must wash your hands after coming back from the bathroom or a break.
- 2.16.4. When handling ice, use the ice scoops. Inspect all of the optics, cups, pourers and taps and make sure they are clean before use and rinse all drinks measures after use.
- 2.16.5. You must frequently wipe down all surfaces.
- 2.16.6. You should avoid wearing jewellery whilst on duty. You must keep the floors dry and slip free.

## 2.17. COLLECTIVE RESPONSIBILITY

- 2.17.1. If you see something wrong, e.g. something blocking a fire escape, an out of date poster, etc don't walk past it. Either notify your supervisor straight away or in the case of a blocked fire exit, deal with it yourself.
- 2.17.2. Your hard work is always noticed and appreciated.
- 2.17.3. Any lost property found throughout the night must be given to your supervisor, or bar manager.

## 2.18. ACCIDENTS ON THE BAR

- 2.18.1. If you do have a minor injury on the bar, inform your supervisor straight away and they will assess whether you need to visit the medic.
- 2.18.2. You have a duty to report all accidents and incidents in the incident report log.

## 2.19. CONSUMPTION OF DRUGS AND ALCOHOL

- 2.19.1. Under no circumstances can you consume alcohol or drugs whilst working for Klub Verboten you are deemed to have consumed alcohol before or during work, or to be under the influence of drugs you will be dismissed on the spot and depending on the circumstances reported to the Police.

- 2.19.2. Any act of gross misconduct i.e. giving away drinks for free or at discounted rates, physical and verbal abuse, theft, etc. could result in immediate dismissal.

## 2.20. CRIME SCENE PRESERVATION POLICY

- 2.20.1. It is acknowledged that the most well-run licensed premises may fall victim to a criminal act. In these cases, Staff are advised to immediately contact the police, either 999 if the incident is serious or in progress, otherwise by phoning 101. Staff shall inform the Police of the incident that is occurring or has happened as clearly as they are able to.
- 2.20.2. UNTIL THE POLICE ARRIVE. If someone is injured, they are more important than the crime scene. Ensure the injured party is being looked after before turning to 'what next?'. Even if the persons responsible are still at the scene, there are steps you can take to assist the police in catching those responsible and ensuring all relevant evidence is captured that will aid a prosecution.
- 2.20.3. PRESERVING THE SCENE The next step. This involves a mix of DO's and DON'Ts.
- 2.20.4. DON'T clear up! At least straightaway. There will be an understandable urge to clean up any mess that has been caused, including any blood, but this is likely to destroy important evidence. Please leave all furniture, cups, bottles and debris (broken cups etc.) as it is, so that it can be assessed by the police for its forensic value.
- 2.20.5. DON'T touch! Unless it is to prevent injury or to treat an injured person, try not to even touch anything that is in any way connected to the offence - especially anything that has been handled by the person(s) responsible.
- 2.20.6. DO cordon off the area. You'll be unlikely to have police 'keep out' tape, but do your best to cordon off where there is potential evidence. Use chairs or anything else you have to stop other people touching things.
- 2.20.7. DO try to keep key people at the scene. The police need witnesses. Do your best to persuade everyone to stay on the scene until the police arrive. If you can't persuade them to stay, see if you can obtain their names and contact details, record a brief description of them - if you can.

- 2.20.8. DO preserve CCTV footage. Attending officers will need to view it on the system straight away and be able to take the footage away with no delay or obstruction. The footage is stored for at least 31 days on the venues system.

### 3. Sound & Noise (performance) Measures

Commented [1]: Amended 14/04 following the consultation with Nicola Cadzow.

- 3.1. In consideration of the promotion of the licensing objective for the prevention of public nuisance and minimising the disturbance on neighbours, the venue shall commit to the following:
- 3.2. Loudspeakers shall not be located in the entrance lobby or outside the premise building.
- 3.3. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 3.4. Noise Limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an acoustic consultant who is a member of the Institute of Acoustics so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of the acoustic consultant and access shall only be by persons authorised by the Premises Licence Holder. No alteration or modification to any existing sound system(s) should be affected without prior agreement with an acoustic consultant. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.
- 3.5. Events shall be risk assessed in respect of control and supervision of sound levels. See also: *Outside the venue and closing* as well as the *Noise Management Plan*.

# 4. Door monitoring and Safety

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Copied below are the procedures required to be followed by the security contractor. It is expected that the security provider will also produce their own separate risk assessment for the premises

## 4.1. PRE-DOOR POLICY

- 4.1.1. Head of security to arrive 1-hour pre doors to go over the security arrangements with management and to assign positions.
- 4.1.2. 15 minutes prior to doors the rest of the front door team arrives for brief. This includes a manager and the rest of the security team.
- 4.1.3. It is the responsibility of the security to control noise levels outside the front door area and to inform passersby that this is a residential area and to keep quiet.

## 4.2. AGE POLICY & IDENTIFICATION

- 4.2.1. The Klub operates a challenge 25 policy. Where the person seems under the indicated age they will be asked to produce a form of ID.
- 4.2.2. This can include passport, photo card, driver's license or PASS photo ID. Non photo IDs will not be accepted.
- 4.2.3. The security team is expected to keep record of in- and out counts in addition to the door scanner.
- 4.2.4. Incident Reporting Security: Complaints: Refer to General Manager or Manager on Duty to complete an entry of the complaint in the incident book and submit to Management.

## 4.3. INCIDENTS

- 4.3.1. All incidents are logged and reported to the manager on duty using the Incident Report Book.

- 4.3.2. Any serious incidents to be reported to the licence holder by initial text/email immediately then send a photo or electronic record of the Incident Log entry.
- 4.3.3. Weekly Report: The onsite Shift Summary Book will be completed at the end of every night by the Head-Door position. It includes the necessary records of:
- Venue Safety Check Log
  - Enforcement Visit Log
  - Incident Log
  - Capacity Monitoring
  - Refusals
  - Lost Property
- 4.3.4. Records may involve witness statements. This is defined as:
- Police involvement
  - Injury to any person
  - Customer or staff complaint
  - Any changes in license, or visits that were not satisfactory in the eyes of the licensing representative
  - Health and safety incident reporting may require a RIDDOR form to be completed. The manager on duty should do this possibly with the assistance of the door supervisor who witnessed the situation.
- 4.3.5. Refusals: Refusals log will be maintained and written up at the end of the night. These should be noted on paper at the door. It is a basic log of the time, number of people and reason for refusal.

#### 4.4. CRITICAL INCIDENT RESPONSE POLICY

- 4.4.1. Klub Verboten works in partnership with the Local Authority and the Metropolitan Police to ensure a safe and enjoyable night out for all.
- 4.4.2. Critical incident response: These measures should be adhered to wherever possible when a serious incident or serious crime takes place. For these purposes, assaults are deemed serious when the victim of the physical assault is either unconscious or is obviously in need of immediate medical treatment, for a serious or life-threatening injury. This is more serious in nature than a bar fight with minor injuries. An exception to this general rule is sexual assault crimes where the victim may have no visible injuries. Sexual assaults are



serious criminal incidents, and as such fall within these guidelines.

Initial actions

- To save Life or Limb – Render immediate first aid and if necessary, call an Ambulance
- Call the Police using the emergency number ‘999
- Preservation of Scenes – Do not clean up but preserve by using cordon tape or other physical measures to cordon scene wherever possible
- Securing of evidence (In particular Forensic evidence) – Do not touch or remove items and secure CCTV
- Identifying the victim – Ask questions, record their ID
- Identifying the Suspect - Ask questions, record their ID - if still at the scene detain following a dynamic risk assessment

#### 4.5. DRUGS AND WEAPONS SEIZURE AND DETECTION POLICY

- 4.5.1. Klub Verboten management team have a ‘Zero Tolerance’ policy against anyone that attempts to enter their premises whilst in possession of weapons or controlled drugs. The following procedures must be understood and carried out by all staff employed by Klub Verboten. Staff should be aware of their responsibilities under the Licensing Act 2003 and the offences of permitting premises to be used for Drug taking S8 Misuse of Drugs Act 1971.
- 4.5.2. The security team should ensure that random searches are conducted upon all patrons entering and leaving the premises. These searches are conditions of entry to the venue and are with the consent of the patron. Anyone refusing to be searched should not be allowed entry to the venue. Searches cannot involve ‘strip searches’.
- 4.5.3. Customers found in possession of drugs or weapons will have the articles seized by the security team and sealed in the evidence bags provided by the venue. These items will then be locked and secured inside the venue safe where a record will be kept of the date / time of seizure and by whom.
- 4.5.4. **When any weapons are found on customers the Police need to be called immediately.**
- 4.5.5. **Drugs and other items seized must NOT be taken to the Police station, instead 101 should be dialed and a collection by the Police be arranged.**
- 4.5.6. Possession of small amounts of drugs – i.e. small bag of herbal cannabis or less than three pills the person should

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be ejected, identity confirmed via ID and banned indefinitely from the venue.

- 4.5.7. Possession of drugs with intent to supply or possessing weapons – i.e. knife or large amounts of controlled drugs with more than 5 pills or several bags of herbal cannabis. The person should be detained following a dynamic risk assessment and Police called.
- 4.5.8. If after 15 minutes the Police have not arrived, follow the process of confirming the person's identity and seizure of the item concerned.
- 4.5.9. Posters should be displayed near the entrance and within the toilet, areas highlighting zero tolerance to drugs and the venue's searching policy.
- 4.5.10. Staff should be aware of the symptoms of persons under the influence of drugs. Anyone suspected of being under the influence of drugs or in possession should bring them to the attention of the manager or security team.
- 4.5.11. Regular visits to the toilets should be taken to detect offences of drug-taking and to provide a deterrent to those engaged in these acts. A record should be kept of the visits for future reference.
- 4.5.12. Information and intelligence in relation to suspects involved in using or dealing drugs or concealing weapons identified by Klub Verboten staff should be shared with the Police.

#### 4.6. EJECTION

- 4.6.1. Guests may become over intoxicated or behave inappropriately. Where this happens the Security Officer will have to make a judgement on how this is affecting the other users of the immediate area, the licensing objectives of the venue, safety of guests and staff and the legality of their actions. Action resulting in potential ejection can be taken if the person is becoming:
  - Abusive or offensive
  - Inappropriate
  - Intoxicated
  - Breaks the law
  - Use of drugs
  - Failure to provide ID when asked
  - Refusal to consent to search (management called first)

- 4.6.2. It should be noted that we are not obliged to give a reason for ejection, however from a diplomacy perspective one should be provided where possible.
- 4.6.3. When there are any safety guarding considerations the Manager of Duty will need to be contacted.
- 4.6.4. If a person is being requested to leave the venue because they are intoxicated in any way, an assessment needs to take place, as to whether they are a help to make at home without intervention.
- 4.6.5. This could involve a dedicated taxi company being called or ensuring that the person is accompanied home by a friend or group of friends.

#### 4.7. EJECTION AND CONFLICT MANAGEMENT

- 4.7.1. Operate a “hands off” policy wherever possible.
- 4.7.2. Officers will be accountable for all individual actions and backed up by the Security Manager where their actions are lawful.
- 4.7.3. Standard conflict management techniques will be used as per SIA training. Where this proves to be fruitless a handover will be used.
- 4.7.4. Handover to another member of staff will be done where a conflict has become unmanageable, the coded duress “Brown” message radio signal is used and another member of staff intercedes indicated by a tap on the shoulder- This Is for verbal situations only.
- 4.7.5. Physical intervention is the last resort and will only use the lowest common denominator, commensurate with the level of risk in line with license training.
- 4.7.6. An ejection will never be undertaken by a single officer or Manager on duty.
- 4.7.7. There will be a minimum of 2 officers or MOD involved in the removal with preferably a third to provide assistance in clearing a path and providing witness to the process although this person does not necessarily have to be licensed as they are not physically restraining the individual.

4.7.8. An incident form will be completed for every ejection made.

#### 4.8. REFUSALS

4.8.1. A refusals log will be maintained and written up at the end of the night.

4.8.2. These should be noted on paper at the door.

4.8.3. It is a basic log of the time, number of people and reason for refusal.

4.8.4. This is the handover of lost property to keep an accountable record of who was last in possession.

4.8.5. It has a book of its own - reference

4.8.6. These logs are important as the police may ask to see them.

4.8.7. If the police or member of licensing attend the door team will inform the manager. This is also recorded on the summary form. Must include the name and badge number of visiting officials.

#### 4.9. SECURITY, HEALTH AND SAFETY PROCEDURES

4.9.1. Officers will be vigilant to potential hazards. Where these cannot be rectified by the officer assistance will be requested from the appropriate staff.

- Particular attention will be paid to common problems such as:
  - Loose or unattended items which may provide a tripping hazard.
  - Liquid spillages on the flooring which create a slipping hazard.
  - Doors being held open by extinguishers.
  - Broken glass.
  - Officers are not expected to take any responsibility for manual handling of items that are unwieldy or, large or heavy, assistance should be sought if necessary or a trolley requested. Contact Manager on Duty.
- Management will report any ongoing situations that staff should be made aware of.

- Waiting staff will provide assistance in ensuring glasses and drinks are kept off any floors used.

#### 4.10. EMERGENCY PLANNING

- 4.10.1. Escalation procedures in the event of a Fire: A member of venue staff and security staff should be fire marshal trained. All fires regardless of size will be immediately reported to the managers and head door. Officers will only fight fire if it is safe or if there is absolute minimal risk to do so. This will also occur if the fire is blocking an exit and there is no alternative route, the priority in order is: Clear the area Ensure the fire brigade are called. Check the building if safe to do so to ensure it is empty Inform the fire brigade on arrival of any persons inside the building and location of pressurised cylinders. Reference the venue fire safety and evacuation plan.
- 4.10.2. Evacuation plan on Hearing the alarm: The order to evacuate will come from the Manager or the alarm system. This will be based on the safety of the public and staff. Security will direct staff and customers to evacuate the venue by the nearest safe exit and to meet at the designated area. The designated area is found in the Fire evacuations plans being displayed. All people will be instructed not to collect personal belongings on the way out. The first person reaching safety will ring 999 to call for fire/police/ambulance according to the nature of the event. No one will assume the fire brigade have been called, it must be confirmed. The fire marshals will be the last to leave (if safe to do so), so they can confirm the areas have been cleared of customers. Door supervisors must not attempt to enter the building and not move against the direction of customers and staff leaving the building. Keeping a constant unblocked exit is the priority for door staff.
- 4.10.3. Once Evacuated: No person will re-enter the building once evacuated. Exits will be shut but not locked from the outside. No prevention will be placed on normal emergency exit doors opening from the inside. Entry points will be monitored from a safe distance until the emergency services arrive. Upon arriving the fire brigade will be informed: If they believe people to be inside the building. The location of pressurised cylinders. Where the fire started.

#### 4.11. INTOXICATION POLICY

- 4.11.1. All staff have a responsibility to prevent drunkenness both within their venue and in close proximity. This supports the Licensing Act 2003.
- 4.11.2. Outside the venue
- The door security team should proactively identify those who are drunk and attempting to enter the venue.
  - Anyone who is clearly drunk will not be allowed access to the venue.
- 4.11.3. Inside the venue
- All staff should be vigilant in identifying those that are drunk. Individuals that are drunk should be ejected but an assessment must be made of their vulnerability in line with the vulnerability policy.
  - Free water should be made to those that are showing symptoms of being drunk.
  - Under no circumstances should drunkenness be permitted on the premises, as this is a criminal offence.
  - Bar staff should not serve drunken persons as they also commit offences under the licensing act.
- 4.11.4. Communication - Posters should be displayed about zero tolerance to drunkenness/drink driving and drug use
- 4.11.5. A General record should be maintained to highlight proactive interventions in relation to individuals refused entry or ejected for drunkenness. Irresponsible drinks promotions should be avoided.
- 4.11.6. All refusals of the sale of alcohol and action taken should be recorded in the alcohol refusal book.

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#### 4.12. VULNERABLE PERSONS POLICY

- 4.12.1. To ensure Klub Verboten complies with the Licensing Act 2003 to maintain public safety and prevent crime and disorder the following policy must be strictly complied with by all members of staff.
- 4.12.2. Definition of a vulnerable person
- Someone clearly intoxicated due to alcohol or drugs (maybe not through their own choice?)

- Individuals that are clearly alone and/or are receiving unwanted attention.
  - Potential victims of domestic violence.
  - Young people (e.g. under 18yrs)
- 4.12.3. Staff should prevent drunkenness and excess intoxication on their premises. Those identified should be taken to a 'quiet' area to assess their state. In some cases, identifying a friend to look after them and offering them bottles of water is sufficient.
- 4.12.4. If in any doubt call an ambulance if you think their drunkenness is a cause of serious concern. Do not place lone females who are vulnerable into taxis or mini cabs. If an allegation of 'spiking' is made, preserve the drink in accordance with your crime scene training and call Police. If you suspect someone is under the influence of drugs, try to identify the product taken and call an Ambulance. Attempt to locate friends in the venue or call the family to attend the venue.
- 4.12.5. All staff should receive training in drug and alcohol awareness.
- 4.12.6. Unwanted attention - Staff should intervene and speak to the individual concerned. They should offer assistance to the concerned party and offer them an escort to a cab or to their own vehicle if serious enough. In all cases try to identify the individual subject to the complaint and ask them to leave.
- 4.12.7. Domestic violence - Domestic violence occurs between partners of the opposite or the same sex and can start as an argument or disagreement and escalate: quite quickly. A domestic incident can also occur between ex-partners and potentially is a more dangerous situation. If you suspect a domestic violence incident is taking place separate both parties and call the police.
- 4.12.8. Presence of a sexual predator - Sexual predators do, on occasion, operate in bars and nightclubs looking for vulnerable people to target. If you suspect a sexual predator is operating on the premises, try to identify the individual concerned. Try to get images of them on CCTV. If no offences are apparent, consider ejecting the individual from the venue.
- 4.12.9. Consider calling the Police if it is warranted seriously enough. Protect any vulnerable person by identifying friends and escorting them to a cab or their own transport. Record

the incident and ensure the intelligence is shared with the Police.

#### 4.13. PREMISES SEARCH AND PATROL

- 4.13.1. Entry to venue - All patrons will be subjected to a search of their person and property prior to entry to Klub Verboten. This can only be with the consent of the individual and is a condition of entry to Klub Verboten. Those individuals unwilling to be searched will be refused entry to the venue and the ejections book will highlight the fact. Searches should be carried out in public areas and covered by CCTV. All staff should be trained on this search policy and date and name of staff member trained. Records should be made available for inspection by Police or Licensing authority.
- 4.13.2. Inside venue - Regular searching of toilet areas will take place to identify drug misuse and identify those engaged in drug activities. In addition a physical search should take place at the end of the evening in an attempt to locate lost property that has been left by the patron.
- 4.13.3. Briefing and Patrol Policy - Klub Verboten works in partnership with the Local Authority and the Metropolitan Police to ensure a safe and enjoyable night out for all. We have a zero-tolerance approach to crime and antisocial behaviour and our security staff are trained to deal with all circumstances.
- 4.13.4. Briefing and Patrol - A documented briefing log should be introduced to highlight the following measures are taking place
- 4.13.5. Briefing - The management of Klub Verboten will ensure that all staff is briefed prior to the operation of the venue to ensure that they are aware of:
  - Intelligence or information relating to risk, risk management and any updates from the local police.
  - The names and contact details of the Duty Manager and Head or Security.
  - Any new or temporary members of staff must also be made aware of the venue's policies and sign a disclaimer to state they have read them and are aware of the content.



- 4.13.6. Patrol: Security staff will work with the Duty Manager during permitted hours to adopt a proactive patrol that covers the external and internal areas of the venue to ensure presence, crime prevention and visibility. The patrols should be regular, at least hourly, and details of times and security staff carrying out the patrol be noted in the venue log for the evening. Specific attention should be paid to the queue, the curtilage outside the venue and at the rear of the premises.

PATROL DEPLOYMENT:

- Regular patrols inside the venue including the toilet areas to identify and detect drug misuse.
  - To identify those individuals that are intoxicated and ensure they are ejected or treated on their vulnerability.
  - Remind patrons who leave personal property unguarded to take care of their possessions inside the venue.
  - Ensure that fire escapes are not blocked or compromised in any way.
  - To identify potential criminals that may operate inside the venue and near the venue.
  - Maintain effective queuing management outside the venue.
  - To ensure litter and rubbish that are discarded near the venue are collected and disposed of as soon as possible.
  - To ensure noise on entry to premises are policed effectively.
  - To have an awareness of anti-terrorism training i.e. parked cars, suspect packages and persons.
  - To highlight to local Police any concerns of individuals or groups.
  - To comply with all internal policies of Klub Verboten.
  - To ensure all documentation is correctly completed before leaving the venue.
- 4.13.7. RECORD KEEPING - All incidents and activity in support of the Briefing and Patrol Policy shall be subject of a written report in the premises incident report

log/book or other electronic device giving details of:

- Date & Time of incident / activity
- he person making the report
- Any other Klub Verboten staff involved / witnesses if appropriate
- Details of any customers involved if available or appropriate
- Brief description of the incident/activity
- Whether the incident/activity was captured on the CCTV cameras.
- Details of police/ambulance/fire service staff attending if appropriate or available (including if possible any reference numbers).

#### 4.14. CCTV

- 4.14.1. CCTV will be installed inside and outside the premises. The cameras should cover all areas immediately outside the premises as well as entry points, bar area, toilet area and the main floor.
- 4.14.2. The date and time settings on the system must be correct. The recordings should be in real time, in the Cloud or on hard drive with the availability to copy and supply on disks or USB for other agencies such as Police or Local Authority.
- 4.14.3. Recordings should be stored in the Cloud or on hard drive. Recordings should be kept for a minimum of 31 days. Staff should be trained in the maintenance and operation of such systems with a record kept of the date and name of the persons trained.
- 4.14.4. A trained member of staff should be on duty or available to operate the system whenever the premises are open.
- 4.14.5. A record should be kept of all requests from agencies for CCTV i.e. Police or local authority and an audit trail of surrender. These should include names and dates of request and date / times CCTV was handed over with names of the individual surrendering the
- 4.14.6. CCTV requests from the Police should be immediate in cases of a serious offence or if the venue is closed, requests for CCTV should be available for police within 48 hours CCTV systems and processes should be tested annually by a qualified CCTV technician.

#### 4.15. FAKE IDENTIFICATION POLICY

- 4.15.1. Staff and management team have a responsibility under the Licensing Act 2003 to keep young children safe from harm and this policy is to be adhered to at all times. Fake

Identification It is an offence for an individual aged under 18 to buy or attempt to buy alcohol, but this does not stop young people attempting to do so. The sale of alcohol to an individual aged under 18 is also an offence that can have serious consequences for the premises involved or persons that sells alcohol to an individual under 18.

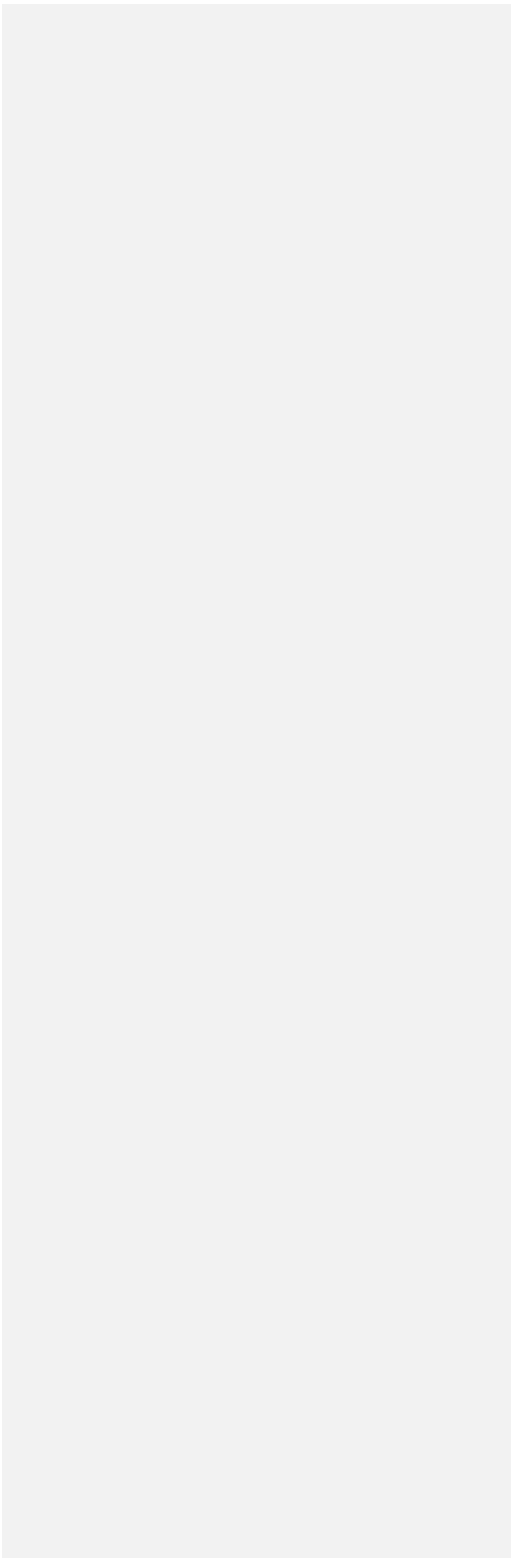
- 4.15.2. FORGERY AND COUNTERFEITING ACT 1981 - It is an offence under section 1 of the Forgery and Counterfeiting Act 1981 to make a false instrument with the intention to use it to induce a person to accept it as genuine, and by reason of so accepting it to do or not to do some act which is to their own or any other persons prejudice.
- 4.15.3. IDENTITY DOCUMENTS ACT 2010 - A person commits an offence if he or she has in their possession an identity document which is false, and which they know or believe to be false, with the intention of using it to establish personal information about him or her or to induce another to ascertain personal information about him or her. A person guilty of this offence is liable on conviction on indictment to imprisonment for a term not exceeding 10 years or a fine (or both).
- 4.15.4. A person commits an offence to have, without reasonable excuse, in his or her possession a false identity document or an identity document which relates to another person. A person guilty of an offence under this section is liable on conviction on indictment to imprisonment for a term not exceeding two years or a fine (or both).

There are five types of false document:

- Genuine document which is being used by someone else,
- Guine document which has been altered,
- Genuine document which has been fraudulently obtained,
- Fake document which is a copy of a genuine document,
- Fake document which is a form of ID that does not exist.

Action to take

- Seize the false identification and establish the person's real identity.
- Place ID in evidence tamper proof evidence bag and obtain photographic imagery of individual concerned.
- Complete an entry in the incident book and place the false ID in safe.
- Do not retain ID for more than 72 hours and surrender to local Police. (agree local policy with Police)



## 5. Outside the venue and closing

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Outside area and Customer Dispersal Policy for managers, staff and security.

### 5.1. OUTDOOR SMOKING AREA

- 5.1.1. Patrons smoking in external areas such as forecourts and pavement outside licensed premises can cause nuisance to nearby residents even if they are not behaving in a rowdy manner, these people can also block pedestrians.
- 5.1.2. Also nuisance can be caused by patrons talking and laughing, particularly during periods of warmer weather when residents may have their windows open, and at quieter times of the evening when ambient noise levels have dropped.
- 5.1.3. Therefore the designated smoking area shall be limited to 10 people after 21:00.
- 5.1.4. The area shall be clearly designated by signage.
- 5.1.5. The area shall also be supervised to minimise disruption. Patrons who do not comply with these simple measures to be warned that this may mean no re-entry.
- 5.1.6. At the end of the evening the area will be thoroughly cleaned of any cigarette butts and other litter generated.

### 5.2. MINIMISING CUSTOMER NOISE WHEN LEAVING

- 5.2.1. On a nightly basis, all staff need to evaluate the issue of our customers waiting for transport outside
- 5.2.2. the premises, and implement a policy that will minimise any noise disturbance that our neighbours may be subjected to.
- 5.2.3. Safe travel at night also needs to be considered and groups of customers /friends should be encouraged to go home

together and not leave others behind. Managers must implement a staggered closure policy.

### 5.3. SOFT CLOSURE

- 5.3.1. Managers must implement a Soft Closure Policy for the final minutes of an evening, allowing customers to compose themselves, think about & plan their journey home (cab, bus, a taxi) while they're still inside the premises.
- 5.3.2. If customers enquire as to transport or taxi information, staff direct them to the signage displayed by the main entrance or behind the bar.
- 5.3.3. Once guests leave the premises, there is a better chance of them dispersing quicker from the pavement, so for the final 30 minutes of the night:
  - Gradually turn the lights up
  - Gradually turn the music down

### 5.4. BEING A GOOD NEIGHBOR.

- 5.4.1. Door Supervisors must remain on site until all customers have been cleared from the premises and dispersed from the surroundings. Make sure they are safely and quietly on their way.
- 5.4.2. It is extremely important to ensure customers being collected by mini cabs are collected from the venue side of West India Dock Road, and that people dispersing the other side of West India Dock Road are either walking directly home or are using the bus or DLR services.
- 5.4.3. Any noise or anti social behaviour complaints from neighbours via the duty manager mobile number or the dedicated residential email must be evaluated immediately by the duty manager or DPS.
- 5.4.4. The nature of the complaint and neighbour's contact details must be passed on to a premises licence holder within 24 hours of the complaint occurring.

- 5.4.5. Where possible, staff must immediately respond to the neighbour's complaint in a respectful and helpful manner and deal with the issue raised.

## 5.5. DISPERSAL POLICY

The following measures must be in place on any given night.

- When customers are leaving the Premises at night, their noise on the street must be minimised by implementing the following:
- Ensure that no customers leave the premises with their drinks. No drinks are allowed outside at any time.
- Provide taxi telephone details and night bus details to customers by way of signage and verbal communication from staff to customers.
- Allow extra time for drinking up and clearing out so that customers leave The Premises over a longer period of time. This should minimise the congregation of crowds outside the Premises
- If customers are congregating outside the Premises at closing time on any given night, a staff /security member must facilitate the dispersal of these customers to minimise noise and eliminate flash points.
- All Door Supervisors, must be trained to carry out these tasks and to facilitate effective crowd dispersal at the end of any given evening, and ensure that they have signed a staff record form to verify that they have been trained in these processes

## 5.6. CONTROL OF NOISE AND NUISANCE POLICY

- 5.6.1. Klub Verboten will have noise control procedures in place to reduce noise transmission from their premises.
- 5.6.2. It is important that all staff are aware of the importance of ensuring that the noise control procedures that are in place are adhered to at all times. Klub Verboten as part of this policy should maintain a log of noise monitoring to complement their patrol strategy.

- Keeping entrance doors and windows closed when music is playing inside the premises.
- Locating speakers as far away from windows, doors and access points.
- Keeping the volume of music or live entertainment at a reasonable level.
- Consider how the noise from the use of smoking shelters / open areas and customers entering and leaving may affect neighbouring residents and take measures to control this.
- Well maintained queuing management and reminding patrons about noise.
- Posters at exit points and toilet areas reminding patrons on noise when leaving the premises.
- Instructions to staff when leaving premises.
- Restricting deliveries to premises during the daytime.
- Prompt collection of litter in the surrounding area of the venue.
- External lighting to be switched off at the end of the night.
- To ensure there is no drinking from vessels in the queuing process.

5.6.3. Regular assessment of the noise from your premises by a competent member of your staff should be undertaken. Some suggestions for correct noise assessment include the following:

- Regular assessments should be carried out throughout the night, including when any entertainment first starts to check it is at an appropriate level.
- The assessor should allow a few minutes for their ears to adjust when outside the establishment.
- The assessor should assess noise levels near residential properties which are closest to the establishment.
- If the noise level is too loud one should reduce the volume to a level at which you think is both an acceptable and reasonable level that will not cause a nuisance to nearby residents. One should then go outside again and re-assess the noise, and repeat the exercise until you are satisfied that noise from inside your establishment is not causing a nuisance to the closest residents.

5.7. No idling of vehicles, being either patron, taxis or delivery vehicles outside the premise whilst the premise is in operation shall be allowed. Clear signage will be displayed outside of the premises and SIA door staff will be instructed to monitor vehicles on such.



5.8. No collections of waste or recycling materials (including bottles) from the premises shall take place between 22:00 hours and 08:00 hours on the following day.

5.9. No deliveries to the premises shall take place between 22:00 hours and 08:00 hours the following day.

Commented [5]: Amended 14/04 following the consultation with Nicola Cadzow.

5.10. Legislative controls Environmental Protection Act 1990 - Section 79 of the Environmental Protection Act 1990, the Local Authority is required to investigate any complaints of a statutory nuisance. Under Section 80 of the same Act the Local Authority is under a duty to take formal legal action where a nuisance is found to exist, which consists of the service of an Abatement Notice on the person responsible in order to prevent recurrence of the nuisance. If the nuisance continues or recurs the person responsible for the nuisance is guilty of an offence.

## 6. Lost & Found Property Policy

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Within reason, the Klub will aim to collect, store and return items of property that are deemed to be genuinely lost by patrons visiting the klub and likely to be sought by the original owner. This policy will support the safety and security of the venue by reducing incidents of conflict.

- 6.1. Enquiring after lost property Enquiries or reports can be made in person at the klub or via email at - (klubverboten@gmail.com) during opening hours. When making an enquiry please have available a full description of the item lost, for example brand, size, colour, unique features etc. It may be necessary for us to request specific information for certain items, including, description of contents of bags, wallets, phone numbers or unlocking codes. This will be to ensure we return the property to the correct owner.
- 6.2. Proactive contacts If apparently lost property is found on our premises, we will try to contact the owner where we reasonably believe we have the correct contact information. Should we not be able to contact the owner directly we will leave a message if possible. Any costs incurred by the klub may be charged for return to the owner or claimant of the property. Suspected stolen property will be handed to the police.
- 6.3. Unclaimed goods If, despite our efforts and a reasonable timeframe having passed, we are unable to trace the owner of lost property we will dispose of low value goods in a manner that we see fit. This may include donation to a charity. Valuable items or those containing personal data (I-phones, identity documents etc.) will be handed to the local police in accordance with the Data Protection Act 2018 within 28 days. While we will take due care when storing, returning and dispensing with property within our remit, no claim whatsoever will be accepted for any loss arising from our involvement in the process.
- 6.4. Staff / Lost property. The manager will ensure that the premises are searched before and immediately after closing time, to locate lost items of property. This process will be recorded in the operations binder.
  - 6.4.1. If patrons report the loss of property during operating hours a lost property form will be completed with the unique reference number highlighting the circumstances of loss.
  - 6.4.2. All property found within the Klub premises will be recorded on a lost property form, contact details noted and the Duty Manager notified.

6.4.3. Operations Manager will ensure posters containing details of how to look after property and crime prevention messages are posted positions within the Klub.

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# KV SAFEGUARDING MANUAL

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SAFEGUARDING MANUAL - KLUB VERBOTEN

## 0. INTRODUCTION

The cultural climate of London's nightlife is undergoing an extensive change. Tolerance towards aggression, harassment and assault are at an all-time low. This has come in part from the vocalisation of the needs of marginalised communities both in London and on a global scale. With this comes a desire to express the creative potential and interests of people outside of society's idea of convention.

The desire to house these marginalised communities and provide a space that embodies personal and community safety is at the core of Klub Verboten's **Ethos**. It is our core objective to become London's leading example in safeguarding a Fetish & BDSM venue. Our venue and events promote consensual forms of alternative human relationships. Our membership and guests are drawn from the broad fellowships of the Fetish & BDSM communities that embrace the full spectrum of human diversity and inclusivity.

### OUR ETHOS: Respect, Wellbeing & Safety

Our Ethos is centered around three key concepts. The first is *Respect* for one another that goes above and beyond contemporary ideas of consent. This includes the acceptance and promotion of equality, diversity and inclusion within our communities. Second, *Wellbeing* as a right. For marginalised communities, nightlife culture in metropolitan areas does not provide ample safety to allow people to live their lives the way they want. We believe that wellbeing should not have to be earned, fought for or reclaimed. Third, *Safety* within our space and at all our events. Through education, cultural exchange and collectivism we hope to create a collective consensus on safety by giving people the hard and soft skills necessary to operate in our space, at our events and within our wider communities.

Klub Verboten aims to promote our on three distinct levels:

1. Company
2. Membership
3. Event

## 1. THE COMPANY LEVEL

The goal of the organisational, managerial and marketing team is to create a culture of mutual homogenous respect, a community for creative individuals and provide a space in which expression, compassion and exploration are championed. The communities that will use a space like this are concerned more with the prevention of incidence through education than remediation of incidents occurring through reckless decision making or carelessness.

This modus operandi has come not only from the alternative different communities within London, a more global requirement to provide safe spaces for people to inhabit and above all our tried and tested experience as promoters and organisers.

These goals are met through clear and easily accessible resources and rules. Through open and constant communication between staff, local law enforcement and independent and governmental groups aimed at providing help for the improvement of safety and wellbeing in nightlife. Our membership and vetting process allows us to manage and control the admittance of individuals and ensures new patrons subscribe to the culture of consent instilled at the Company level.

## **KLUB RULES / CODE OF CONDUCT**

The Klub Verboten house rules/code of conduct can be found on our website, our members' pages, our events pages and are posted at all our venues and events. They are also explained as part of our application process for membership. Every applicant is required to read and sign these during the application process.

**I.** Klub Verboten is a Fetish & BDSM club and therefore requires a certain dress code: Latex, Rubber, PVC, Leather, Metal, Nylon, Lace, Drag, Chains, Studs & Naked Skin are all welcome. Suits, CosPlay, Fancy Dress, Cotton, Burning Man, Spandex, Circus Crew, and the like is strictly Verboten.

**When travelling to and from any of our venues you are reminded that not everyone understands or appreciates the Kink community. For your own safety and in respect of others' sensibilities be mindful of your public visibility. KV always provides a designated changing space.**

**II.** "No" means "No" means "No!". Consent is at the core of Respect, Wellbeing and Safety. We are all about consent in every possible way. Be respectful at all times. Do not touch without consent. Do not be a repetitive nuisance: Remember "No" means "No" means "No". If you have any concerns contact one of our Guardians or Management Team.

**III.** More about consent: Do not crash a scene. Wait to be invited. Whilst being voyeuristic is a legitimate kink, practising non-consensual self-love while watching is just wrong. That means solo-wanking is strictly Verboten!

**IV.** Respect: Aggressive, coercive, disrespectful or manipulative communication, verbal or non-verbal is strictly Verboten!

**V.** Please do not sit on any playroom equipment to have a rest. It is there to interact within a BDSM context. Unaccompanied or unattended toys or bags will be submitted to lost and found.

**VI.** Each event will have a pre-published and prominently

displayed “Event Play Rules” appropriate to the venue and the event. If in doubt ask one of our Guardians or Management Team for help and advice.

**VII.** We have a zero tolerance drugs policy. We reserve the right to refuse intoxicated people.

**VIII.** No photos. No videos. No sound recordings are permitted at any time.

**IX.** Event tickets are bound to memberships and can therefore not be resold or transferred outside the Dice platform. Non-members may only attend in the company of an approved member or through one of our public pre-ticketed events. Being a member, registered guest or ticket holder does not entitle you to enter our events. The Klub refuses the right to refuse entry for anyone that does not show respect or adhere to the rules on consent, dress code or privacy.

**X.** Phobic attitudes towards identity, race, gender, orientation or body types will not be tolerated. Ever.

**XI.** With the submission of the application form/ticket purchase, you agree to our club rules as well as terms & conditions.

**XII.** Remember, If in doubt ask one of our Guardians or Management Team for help and advice. Failure to complying with these rules could lead to ejection from the event & termination of membership.

Klub Verboten’s code of conduct & values have been developed in line with the guidance and training given by the *Good Night Out Campaign* & *The Women's Night Safety Charter*. The Klub is committed to regular training on a managerial and interpersonal level to maintain these standards.

## **2. ON A MANAGEMENT LEVEL**

The club reinforces the ideals and commitments of the club by employing aptly qualified staff, educating and informing members and continually instilling the Ethos that will allow a community hub of this nature to operate in a safe and secure way. It is the role of the staff to disseminate the rules of the club, proliferate the culture of consent and safety and to ensure that any deviations are dealt with through a timely and managed method. The management of the club work in direct contact with staff and



members to ensure they not only adhere to the rules but become ambassadors of the ethos.

A crucial mechanism of the Klub Verboten's safeguarding programme is the vetting and membership process. Potential members must prove their capacity to operate in a safe and consensual manner, Adhering to the rules of the club before membership is granted. This is ensured by supplying information on their experiences in spaces of this nature and their capacity to adhere to the cultural ideals created on the company level. If doubt arises over a potential member's capacity to operate in a space of this nature, an ongoing public meet and greet event has been created to meet potential members and discuss their suitability in person.

### Membership Database

The membership database sits at the heart of Klub Verboten events and provides a history of information on applicants, the results of the vetting processes and any rule infringements or membership terminations. It creates a history and accountability and as such it represents the first layer of safeguarding. The growth of approved KV members in recent years has created a strong community sense and as such even events open to non-members see a majority of members attending. Through communal projects such as the Klub House funding a close identity has formed with the Klubs' values and ethos, which is lived and represented by attending members looking out for each other.

### Membership ID Card

Each new member receives a membership ID number and membership card. This is required to purchase tickets and is used to validate those on arrival with the door crew. The card can only be collected at KV events in person in prevention of identity theft.

### Vetting

The vetting process for Klub Verboten acts as the Club's firewall of safeguarding. Each individual application is considered by our dedicated team to ensure that prospective new members oppose no harm to the well being of the existing community and adherence and understanding of the rules and ethos.

The application process to the Klub entails the following data, relevant to the assessment of an applicant:

- A link to any of the applicant's social media profiles
- Name of the applicant
- An email address
- Date of birth

Furthermore, the applicant is asked to read and sign the Klub's rules as stated above before sending off the application for review. Each application is checked against current ban lists to ensure no unsavory people are permitted

Vetting is a crucial mechanism that takes place either through the online application process or in person at the Tears for Beers event.

### **Vetting event: Tears for Beers**

If an application has been unsuccessful due to an applicant's lack of a social media presence or if an applicant prefers to meet face to face before applying, one will be invited to the Club's monthly social gathering at an external Pub. On this occasion, the vetting team is able to verify prospect members and guests are able to ask questions and find support in the lead up to the events or membership. However, each applicant has to send an online application before being given a membership.

### **Membership validation through Dice**

Klub Verboten has a partnership agreement in place with the London based ticket system provider Dice. For all members-only events, users are required to provide their Verboten membership ID before checking out. 100% of KV's events are pre-ticketed, guests are not able to purchase tickets at the door and as such not just random walks-ups can be prevented but also the data of every single guest is recorded. The Dice platform automatically rejects banned ID numbers.

### **Entry to events (Ticketing)**

Entry to the venue is only permitted to approved members and their partners (one per approved member) for Klub Verboten events. The venue however also organises events in conjunction with external partners (e.g. Recon). On such occasions it is also not possible to purchase tickets at the door. All events are pre-ticketed and 50% of all ticket sales for external promoters have to go through the venue's partner platform: Dice.

By using a regular ticketing partner, we ensure that the membership system is adhered to properly and inhibit members of the general public entering without going through the safeguarding procedures. It also supports the enforcement of existing banlists before guests arrive at the premises.

### **Ban list/watch list**

In the years that KV has been running events and in London a very small number of people have shown themselves to be a nuisance or of potential threat to members of our community.

KV's closely knitted members have grown to be very proactive in reporting back warnings of potential dangerous individuals from external happenings and encounters, which allowed KV to produce very detailed ban & watch lists for the reason of the prevention of boundary crossing at the events.

In order to reduce the possibility of persons of this nature entering our venue we have been documenting the names, faces and aliases of these people and regularly check membership applications against these lists. Names and photos of people listed are also made available to our door selectors, door staff and our in house guardian team.

The main objective is to prevent potential dangerous individuals from even arriving at the premises.

### **Vulnerable Persons**

(See operational handbook.

### 3. On an interpersonal level

At this level, the club's guidance rules and ethos are enacted through the educated and informed staff's interpersonal handling of situations to ensure members enjoy a safe event. At the time of an event, the Klub has already gone to great lengths to systematically safeguard the well being of its members. To further instil these measures we adhere to a number of pre-existing safeguarding standards to ensure staff and members can ensure the rules are being properly considered.

For our guests, the website, handouts, the member's newsletter, as well as signage and regularly, planned workshops on consent & safe BDSM type play offer a wide range of educational materials, which further help to enforce safety & wellbeing on customer level.

One of the materials most regularly sent to guests in conjunction with event details is a video on Consent, published via the Thames Valley Police: <https://www.youtube.com/watch?v=pZwvrXVavnQ>

Our venue has 3 types of staff at each event: SIA door staff, The Guardians and the bar/floor staff and managers.

#### SIA

(Please see Operational Handbook for further reference.)

#### Door selection

The operators are committed not to let anyone below the age of 18 onto the premises and therefore operated the doors on the basis of the *Challenge 25* campaign. Staff will further indulge in a quick chat with arriving guests whilst checking their outfits to check for intoxication and general wellbeing before guests are permitted entry to the venue. On leaving the venue staff will ensure that guests are suitably dressed.

#### Membership status check

For membership based events, it is required to further validate one's active membership status on arrival using KV's membership ID card. Cards are cross referenced with the membership database.

#### The venue's outside visibility

The venue will not feature any outside advertising, in order to further ensure that no random build-up of party-goers will occur at the doors and the integrity of the community is preserved.

## Radio System

A radio system will be in use on the premises, connecting the Management, DPS, Head of security, Head Guardian & First Aider during events.

## Phone line

Klub Verboten operates a helpline during events. Guests can call or text this number to anonymously report any suspicious behaviour or request help/assistance. The first responder is a designated member of the management team who will upon receiving the call/text message deploy further actions in conjunction with the SIA team & Guardians in line with the safeguarding policies. Signage informing about the phone line will be displayed in the bar and toilet areas as well as corridors.

## Ask for Angela / Speak with Sam

Beyond using the provided telephone helpline, guests who may be in fear of drawing too much attention can also report anything that should feel uncomfortable to any members of staff, such as the bar team with using the safeword: ANGELA or SAM. Signs will be displayed in the bar and toilet areas to make guests aware of such.

## Signage

The following signs will be displayed throughout the venue:

- Fire exits
- Fire extinguisher location
- CCTV Policy
- Challenge 25
- Ask for Angela
- Telephone Helpline
- Klub Rules

## Guardians

Our team of guardians are there to ensure everyone has a safe and enjoyable time once they enter the venue. Our BDSM and wellbeing consultant *Master Peter* trains and educates all staff on the procedures and requirements to ensure safety. Guardians actively monitor all of the event-specific activities that occur in the venue. This includes ensuring the ethos of mutual respect is being adhered to, checking that play is being done safely and helping guests navigate their way through the play aspects of the events. Their role also ensures that the space is kept hygienic and free from obstruction. The Guardians are clearly visible at each event and wear high vis to ensure they are easily recognisable.

Master Peter acts as the events Guardian manager and oversees training, acts as head-guardian for large events and joins meetings with the management level to ensure there is a clear path of communication between hands-on safety and the organisation of the venue. Peter's role also includes training new guardians, running refresher courses and documenting the history of guardian training.

## Key Duties

- Monitoring of all play-related activities
- Assuring all play and interactions are Safe, Sane and Consensual
- Welcome, engage and educate guests on safe BDSM practices
- Be open, non-judgemental & approachable to any concern or question guest might have
- Be highly visible to guests at all times
- Represent the event and the community as an ambassador and exemplar
- Maintaining the Klub's ethos and standards as laid out by the Operational Handbook & Safeguarding manual

## These Are Achieved By

- Active observation & listening
- Continuously moving around the event space
- Communication with other Guardians
- Enacting and enforcing play policy and klub rules
- Proactively helping and assisting guests
- Intervening when necessary
- Stopping scenes when necessary
- Excluding people from play space when necessary

## Personality Attributes

- Observant and focused
- Friendly and diplomatic
- Assertive and calm
- Great understanding of consent
- Sober at all times
- Responsible and conscientious
- Empathic and compassionate
- Lacking bias
- Competent and knowledgeable in several areas of BDSM

## Required Training Sessions

- Master Peter Play-Safe training
- Good Night Out Campaign: Safer Events Guidance
- KV Safeguarding training
- KV Operational Handbook training
- Fire & Evacuation training

## Pre-Doors Procedure

### Head Guardian

- Inspect play area and furniture arrangement, ensuring:
  - Suitable space around play equipment, considering arcs of swing (impact), crowd footfall and flow through space;
  - Adequate lighting and visibility;
  - Absence of trip hazards, obstacles, unsafe structural features;
  - Hygiene stations with anti-bac wipes/spray, tissue, gloves
  - Sufficient bins are provided

- Any hardpoints or suspension points are weight-rated / appropriate for use; and
- Furniture is sturdy, properly assembled and free from risk factors.
- Establish first aid kit locations and check kits are complete
- Connect with security and agree on protocols for assistance, removal of people
- Familiarise with venue incident/first-aid/fire plan, exits
- Attend event brief with organisers, security pre-doors
- Check-in with organisers on play rules and any variation due to event format
- Brief team of Guardians and introduce them to security.

## Event Monitoring Procedures

- Be visible but not overbearing.
- Do not overly socialise or appear distracted/unobservant during shift.
- Be friendly and welcoming to people in space.
- When addressing issues, do so calmly, politely and firmly, away from other people.
- Don't leave play space without notifying other monitors
- When off duty, remain as an example of good etiquette and the brand

## What to watch out for

- Clear violations of play and Klub rules of any kind
- Unsafe play of any kind
- Misuse of equipment
- Play inappropriate to space
- Absence of negotiations prior to play
- Absence of aftercare after play
- Any signs of being too intoxicated
- Any signs of someone in distress (crying, fear, excessive pain responses)
- Any signs of someone in endorphin shock
- Any signs of a medical/mental health issue
- Someone in rope bondage unattended
- Aggressive or unfriendly behaviour
- Harassment or persistent targeting of people not enthusiastically responding to attention
- Interrupting of scenes
- Lack of awareness to space, especially around impact play
- Damage to equipment or space related risks
- Unavailability of hygiene resources
- Monopolisation of space or equipment

## What to listen out for:

- Universal safewords and exclamations that are likely safewords
- Crying, shouting, screaming, sounds of someone in distress
- Coercive language (“Oh go on”, “come on, it’ll be fun”) and peer pressure language
- Angry outbursts, sounds of aggression
- Sounds of material breaking

## Safe Play

## Negotiations

- Be prepared to observe negotiations if requested
- Negotiations as a minimum should involve:
  - Activities agreed
  - Parts of body in/out of scope
  - Leaving of marks
  - Safewords/signals to stop
  - Amount of nudity / any adjustment to clothing
  - People involved

## Impact Play

- Space management - *flight of floggers, canes, whips etc. unimpeded and not a risk to other scenes or guests*
- Tools and toys are not damaged/unsafe
- Floggers or whips are not in contact with floor / unsanitized surfaces
- *Tools and toys* used are properly cleaned after use
- Impact on existing bruises
- Broken skin

## Bondage

- Collars are not too tight (*two finger rule*), or leashed from a high point
- Ropes are not over joints/nerve points
- Ropes are not around neck
- Extremities are not going blue, or showing signs of no circulation
- Nobody bound left unattended
- Breasts are not ballooning
- No free standing whilst ankles or legs bound together

## Intervention and People Management

Many activities of a minor but flagged or concerning nature may involve monitoring closely without further action, but if an intervention or a scene stop is required, it is always better to act sooner rather than later.

## Intervening / Stopping a Scene

1. Approach in a mild, polite manner with a "Can I have a quick word?"
2. Try to speak without anyone else in direct earshot.
3. Keep your voice and attitude calm, even, non-confrontational.
4. Explain *what you observed* then *why that's problematic* then *what the action is*.
5. Where appropriate, offer to briefly coach correct play or suggest alternatives.

## First aider/nurse

A first aider will be on-site for immediate response to minor injuries.

## Management

One management member will be always on-site initiating or conducting all site-specific procedures before opening and ensuring all staff are sufficiently trained and maintain



the venue's operational & safety standards as laid out in the company's operational Handbook and safeguarding manual.

### Challenge 25 - Bar

The venue's bar operates on the basis of *Challenge 25*. With door and bar staff being updated and educated on all of its procedures and guidelines

## 3. REPORTING AND RECORDING

As a final measure, Klub Verboten systematically ensures the Ethos of the community is being upheld from management level all the way through to the events as they take place. For this to work efficiently, we document and record the happenings, discretions and infringements during events. The guardians, phone lines and bar staff will document and record each time a member comes to them with an issue. This documentation is reviewed and responded to at regular intervals to tune the rules and guidance for maximum well being

### Incident Handling

**Intoxication:** All members of staff keep a keen eye for people's intoxication levels. Since consent cannot be clearly given while intoxicated, it is important that everyone engaging in fetish or BDSM activities has clarity. Intoxication can result in ejection from the venue and repeat offenders will have the membership suspended.

**Boundary Crossing:** infringements on well being or mutual respect will be dealt with on a case by case matter. It will be at the guardian's discretion to judge the severity of such actions. In the event of a boundary being crossed Guardians will take note of such infringements and log it.

**House rule violation:** The rules have been set out in a clear and concise way, membership is granted on the basis of understanding the rules and are regularly reminded through signage, emails and the website. If the venue. If a rule is broken that pertains to the safety or well being of another member membership termination will be strongly recommended.

Not only do these allow us to monitor the events, but also creates a feedback loop of information to the top of the organisation hierarchy. For us, it is important that we are sophisticated in adapting to the new problems that may arise and can be responsive in ensuring the ethos of the venue is maintained.

## Response Matrix.

The following tables clearly show how the Klub responds to issues and problems that may arise at events. The severity of rule infringements have been broken down into a traffic light system for clarity. This table will act as guidance for our qualified and aptly trained staff to help them navigate the best practice for dealing with issues. This system helps ensure that a problem that happens on the night is recorded correctly and the appropriate steps have been taken. To ensure that the venue can continue operating in a safe and effective manner.

Our Guardians and Door staff will all be briefed and kept up to date on the happenings of a specific venue. The severity and route of action will be at the guardians discretion.

	IMMEDIATE LONG TERM BAN	TIME OUT / MEMBERSHIP PAUSE	RECORDED WARNING
<b>REASON</b>	Sexual assault	Low level verbal abuse to staff or guests	Low level unsafe play
	Safeword inaction	Low level consent (non-sexual/intimate)	Incapable through drinks/drugs
	Serious verbal abuse to staff or guests	Aggressive cruising	Strong dress code violation
	Serious consent violation (sexual/intimate or unsafe)	Play with someone visibly intoxicated	
	Racism, homophobia, transphobia, misogyny	Coercion / pressure to play	
	Major infraction of Play limits	Serious unsafe play	
	Harassment / abuse	Photography / Videography with consent	
	Photography / Videography without consent		

	Drug dealing/ drug taking		
	False Identity claim		
	Stalking		
	Ticket scam attempt		
<b>IMMEDIATE ACTION BY GUARDIANS</b>	<b>Assessment</b>	<b>Assessment</b>	<b>Assessment</b>
	Hear all parties involved	Hear all parties involved	Hear all parties involved
	Engage with the alleged wrong-doer(s) aware how the line was crossed	Engage with the alleged wrong-doer(s) aware how the line was crossed	Engage with the alleged wrong-doer(s) aware how the line was crossed
	Create safe space for potential victim	Create safe space for potential victim	
	<b>Recording</b>	<b>Recording</b>	<b>Recording</b>
	Scan ID Card / record personal details	Confiscate Membership Card	Record details / membership ID number
	Confiscate Membership Card	If not a member - Identify the member responsible	Ejection in line with vulnerability policy
	If not a member - Identify the member responsible	Take the details of the person	
	Take a photo of the person		
	<b>Notification</b>	<b>Notification</b>	<b>Notification</b>
	Notify management / SIA staff immediately	Notify management / SIA staff immediately	Notify management / SIA staff
	Create incident report	Create incident report	Create incident report
Management: Call the Police for immediate response	Management: Notify the Police if law is broken	Management: Keep record for the Police	
<b>MANAGEMENT FOLLOW UP</b>	Add person to ban list incl. personal details & description of incident	Create record of incident with the membership accounts of all parties involved	Create record of incident with the membership accounts of all parties involved
	Ban membership number of Dice ticket platform	Temp. block of Dice ticket platform	
	Ban membership number from Mailchimp	Temp. block membership number from Mailchimp	
	Ban account from FL social Channels	Notify wrong-doer via email about the temp. ban	
	Ban account from FB group	Notify possible victim about actions taken	
	Ban account from FB page		
	Ban account from Instagram		
	Notify wrong-doer via email about the ban		
	Notify possible victim about actions taken		

