# Redon, Railway Arch 289 Cambridge Health Road, E2 9HA SUBMISSIONS OF PREMISES LICENCE HOLDER

#### Summary

- 1. This application for a new premises licence has been made by Patrick Walsh for a live music venue, an arts space, a bar and a food outlet.
- 2. The licence is subject to five representations from local residents. All concern amenity issues late at night at the front of the premises only.
- 3. Notably, however, there is no representation from the Licensing Authority.
- 4. Nor is there an active representation from the Police. The Police representation was withdrawn subject to agreeing the following amendments, set out in point 5, 6, 7, 8, 9 & 10.
- 5. All instances of crime and disorder shall be reported to the police. An incident book shall be used to record all instances of public disorder and incidents at the premises.
- 6. The holder of the premises licence shall subscribe to and participate fully in the local pub watch scheme. When deemed necessary by way of event based risk assessment that SIA registered door supervisors will be employed until 30 past closing time at the rate of one door supervisor for every one hundred customers. CCTV shall be installed, operated and maintained in agreement with the Police.
- 7. The CCTV system shall incorporate a recording facility and any recordings shall be retained and stored in a suitable and secure manner for a minimum of 31 days. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed. The system will be maintained and fully operational throughout the hours that the premises are open for any licensable activity.
- 8. There must also be someone on the premises who can download the images and present them on request by a police officer or other responsible authority. One camera shall be placed o/s the entrance and on entry.
- 9. The Log-book shall be made available for inspection by authorised officers.
- 10. On Friday and Saturday evenings there shall a minimum of two SIA registered door supervisors from 9pm until 30 minutes after closing, or until all customers have dispersed the location.
- 11. The licensing authority has not made a representation.
- 12. The environmental health and Police also suggested the following amendments to suggested conditions, set out in 13, 14, 15 & 16.

- 13. After 9pm the numbers of persons permitted to smoke outside shall be limited to 10 persons.
- 14. No Music or Amplified Sound shall be generated on the premises to give rise to a nuisance to neighbouring residents.
- 15. Loudspeakers shall not be located in the entrance lobby or outside the premise building.
- 16. All windows and external doors shall be kept closed after 22:00 hours, or at any time when regulated entertainment takes place, except for the immediate access & egress of persons.
- 17. The applicant has engaged with the residents to attempt to address their concerns and the management team had also had a resident meeting with 4 of the 5 households at the premises.
- 18. Subject to looking at the specific concerns the applicant has made amendments to the application, and put additional management controls in place which he will set out in this submission.
- 19. The Licensing Sub-Committee is therefore requested to consider the new proposal which goes beyond what was formally agreed with the responsible authorities, to adopt the solution advised upon by its officers and grant in full with conditions imposed on the original licence application, with the subsequent suggested amendments.

### History

- 20. The premises to which this application concerns was previously licensed only until 2 February 2017, when the licence was surrendered. The applicant could have within 28 days of the surrender of this licence, re-instated the licence in full without the need for a new application.
- 21. Unfortunately the negotiations with the landlords were delayed and by the time the lease was signed, the allocated time to re-instate the licence had elapsed.
- 22. We attached a PDF copy of the previous licence at PW1, the Licensing Committee will then be able to see that the previous licence was not heavily conditioned or restricted.
- 23. In addition, from speaking to the residents it is clear that the previous licence holders were not very considerate neighbours, and sometimes didn't even adhere to the few conditions that were imposed of this licence.
- 24. I would also like to stress that prior to submitting the application we were not aware that there were any concerns with local residents. Therefore, when the Licensing Committee consider the operating schedule offered within the application, save for a few minor amendments subsequently agreed with officers, this was clearly a robust licence application submitted by a responsible operator.

- 25. It should also be stated that the application finally put before the Committee is for fewer hours than the previous licence, so where the hours being sought are slightly outside of the Council's Core Hours Policy, this is because a previous licence was in place, and this is clearly stated in the Council policy as one of the exceptions for applying outside of core hours.
- 26. Photos of the internal arrangements of the premise as attached as PW2.

#### Representations

- 27. The applicant believes the representations stem from the poor management of the previous premises, and also the two other licensed premises in the location which were granted licences since the licence for this site lapsed, not being as carefully managed as they could be.
- 28. I have no connection to the previous tenant, back when the space was called The Arch Gallery.
- 29. However, the licence holder is now aware that Arch Gallery has in the past had issues with anti-social behaviour from patrons arriving and leaving the premises. I can assure you we will be taking immediate steps to prevent this happening when we open.
- 30. For background information the premises location which I have taken over previously until as recently as April 2017 had a licence for the same hours and activities for which we have applied. The owners, through an administrative mistake, allowed this licence to lapse, once the previous licence vacated the property.
- 31. We originally re-applied for a new licence for all the previous hours as this licence but also offered up a set of robust operating plans and procedures as part of the application in order to enable us to run a successful business and not impact the amenity of local residents.
- 32. I have copied the 26 legally enforceable licence conditions offered as part of the application in addition to the letter sent to local residents as PW3.
- 33. If members look at the previous licence and the other two licenses in the location, they will see they were granted without any of the extra controls or operating procedures proposed with this application. We believe this demonstrates how serious we are to promoting the licensable activities and being good neighbours.
- 34. Also, our experienced security team will be instructed to monitor the local streets and alleyways, to make sure patrons arrive and leave in an orderly fashion.
- 35. The premises, if granted its licence, will adopt a zero tolerance policy to all anti-social behaviour, and when necessary we will refuse entry, issue lifetime bans or notify the police.
- 36. The already installed CCTV system covers not only the premises, but also the surrounding streets and alleyways, and we will work closely with the police and local authorities to identify and prosecute trouble makers.

- 37. The CCTV cameras actually cover the gated area to the residential properties so if the licence were granted, we would provide additional security and protection to local residents.
- 38. If there are issues with these gates the licence holder would be happy to provide footage to authorised officers on request.
- 39. Mr Walsh would also like to reassure the residents that he has almost doubled the toilet provision at the premises especially in the respect of the numbers of available urinals.
- 40. In addition to implementing an effective new security plan, Mr Walsh has taken further steps to make sure we don't cause any disturbance to local residents.
- 41. During the renovation process we have extensively soundproofed the premises, so that with the music turned up to our operating level, you can't hear it on the street. This will eliminate noise pollution at the front and back of the venue.
- 42. We are putting a small smoking area on Cambridge Heath Road, but we have limited the number of smokers outside after 9pm to 10 people.
- 43. In addition, smokers will not be able to take any drinks outside and will be instructed to keep noise to a minimum. This area fully covered by CCTV.
- 44. Upon leaving the venue at the end of the evening, patrons will be ushered away from the immediate vicinity by our experienced security team. I have attached our proposed dispersal policy at PW4.
- 45. We will ensure that our patrons behaviour in a respect manner so that any previous issues you may have experienced are not repeated.
- 46. We have met with the residents and decided due to their concerns we have decided amend the application for late night refreshment to restrict sale to on the premises only after 23:45, and we have also decided to restrict licensable hours for alcohol and entertainment Sunday to Wednesday to 23:30 in line with the Council Core Hours.
- 47. We still request that the Licensing Sub Committee consider our application for 01:00 on Friday and Saturday, as this was what the previous licence had and also with the existing procedures and management practices in place should the licence be granted, we believe that the licensing objectives can be promoted.
- 48. Finally our Head of Security Desmond Barry Williams has now set up a local pub watch ground for Cambridge Heath Road, this group will host its next meeting at Redon if the licence is granted, and the three other premises in the vicinity will be invited to this meeting. The terms and conditions for this group at attached as PW5.

#### The premises and the team

49. Redon is a Partnership between Paddy Walsh, and Benjamin Sasse. We have spent over £40,000 renovating the premises, to get the premises up to appropriate standards, so this

shows how invested we are in ensuring the longevity of the projects, and hot causing any of the issues caused by the previous occupants.

- 50. Benjamin Sasse and event manager Veronique Cecchinia produce a 2,500 capacity music and arts festival in the Bulgarian Rhodope mountains, now in it's 7th year.
- 51. Meadows in the Mountains features live acts and DJs from around the world and across the musical spectrum. The ethos of the festival thrives on musical, cultural and artistic diversity; inclusiveness and an opportunity to support underground music and showcase an eclectic mix of talent in a unique location.
- 52. Meadows prides itself on being environmentally conscious and stands firmly by its "leave no trace" policy. The site is constructed from local timber with minimal carbon footprint and consists mainly of wood from the surrounding forests. Materials are all recyclable, strictly no plastic policy and food is sourced locally from the village. Each year collectives of artists build installations using recycled materials in harmony with the environment.
- 53. Alongside the music, another string to the Meadows bow is HARA. A holistic dome and the home for spirituality and workshops, as well as educational talks from inspirational teachers and leaders. During the days you can find yoga practices, meditation classes, cacao ceremonies, healing and more.
- 54. Finally the event is committed to supporting the local people in the community, including initiatives such as a free transport service for the elderly and village infrastructure repairs.
- 55. With Benjamin and Veronique's creative direction and wealth of experience, Redon will act as an extension of the festival in an urban space, with programming that aligns with the Meadows cultural and community ethos.
- 56. In addition we have recruited Desmond Barry Williams to head up our security team. In addition to running the security for four other premises on Cambridge Heath Road, Barry has also set up a local pub watch group, for all the premises is the area, this group will include the other two premises in the location and will set about to try and resolve all the outstanding issues held by the local residents who we meet at the venue.
- 57. Desmond Barry Williams was part of the security team responsible for organising and supervising security for events held by True Buddha schools Buddhist Master Lu Shen yen, at major venues in America, Canada, Hong Kong, Europe & Indonesia, from there he moved on to work with the Indonesian police teaching a courses in Strategies of Self Defence & Mechanics, which is a complete understanding of behaviour adaption, life-style improvements, safe exercise techniques, stress management, Crowd Social Dynamics, Human Defence Psychology, Instigator Psychology, Anticipation and Diffusion of Lethal Situations (which is to do with mind set).
- 58. Upon moving back to London he went on to work with Westminster council and Corporation of London running door training courses to work in license venues, in conjunction with working together with west end central police Licensing team helping form the blue print

for the Security industry Authority (SIA), which led him into a collaboration as a security and self defence consultant with 360 services within CO-EFOR (Contemporary Operational Environmental Forces) and in conjunction with OPTAG (Operational Technical Adviser Group) teaching British and foreign military forces both hostile environmental training and skill at arms training.

- 59. Desmond Barry Williams, is a world renowned Kung fu expert and a certified 10th degree black belt. He was inducted into the U.S. Martial Arts Hall Of Fame, for founding martial arts system and is currently President of Dominica Taekwondo Olympic team.
- 60. His passion is Holistic health in the form of Tai Chi, Meditation and Traditional Chi-nese herbalism. He runs a workshop in Tower Hamlets and around London called movement meditation medicine which is also a Community group which helps incorporate Chi Gung, Tai Chi and meditation but in a modern and contemporary way to help children and adults gain a balanced mind, body and soul. Tai chi can put your brain into an alpha state (when your brain is completely relaxed but the mind is alert) that reduces stress and is good for your wellbeing and by incorporating it into your daily life not only helps you but your community.
- 61. In addition to this wealth of experience we hope to invite some of the most innovative and creative local promoters and talent to perform and run nights at the premises, including personnel from recently closed Hackney Venue Passing Clouds.

#### Food Retailer

- 62. As mentioned in the residents letter the front of the premises will be taken over by high end local pop up street food retailers.
- 63. The first instalment of this provision is local premises Clutch. Clutch's other premises is tucked away in the backstreets of east London, Clutch Chicken is one of the city's leading restaurants, and one that truly offers dining with a difference.
- 64. It's a place for people to eat, drink, relax and let loose in an atmosphere like no other. They invite their guests to come and enjoy their truly exquisite, guilt-free food.
- 65. A sample menu is attached as PW6.

### Cumulative Impact Policy and Framework Hours.

- 66. We acknowledge that although the application is not in one of the local authority cumulative impact zones, the application does fall outside of the Council's Frame Work hours.
- 67. We have considered all aspects of the Licensing policy, the Licensing Objectives set out under the Licensing Act 2003 and the needs of local residents so we have offered up a robust operating schedule that should the licence be granted. This will enable the licence holder to ensure the ongoing promotion of the licensing objectives.

- 68. The location of the premises has already been determined via the previous premises licence, and also that it is situated in a Railway Arches on a main transport artery.
- 69. The residents who submitted representations live on the opposite side of the busy Cambridge Heath Road. This Road is subject to heavy traffic throughout the day and night and is also on the TFL night bus network.
- 70. The Licensing Committee has to acknowledge that it is difficult and almost impossible in London especially to have licensed premises completely away from residential properties, but with the conditions subjected, including a fully sound proofed premises, and only 10 smokers outside, the applicant can manage noise so that premises on the opposite side of a busy main noise, are afforded protection from public nuisance.
- 71. The hours of operation sort are in line with the previous licence, subject to stated amendments.

### **Cultural Impact**

- 72. The cultural importance of live music in the UK is often overlooked.
- 73. The export figures for UK music show that music is one of our country's biggest exports and one of London's foremost tourist attractions.
- 74. The Music Venues Taskforce was set up by the Mayor of London to work out why so many live music venues have closed and what impact this is having on London's culture and economy.
- 75. The Taskforce has found that London's grassroots music venues are pivotal to the ongoing success of the UK music industry and contribute to London's desirability as a place to live, work and visit.
- 76. Therefore granting this application would help redress the balance for the closing of these live venues over the last 15 years across London and indeed nationally.
- 77. A copy of the Mayor's Grassroots rescue plan is attached as PW7.

#### Music Tourism

- 78. UK Music published Wish You Were Here 2016 which is a new report that reveals the vast contribution of live music and music tourism to the London economy.
- 79. The study showed that over 3.2 million music tourists visited London in 2015 to attend a concert or music festival including 402,000 from overseas. These visitors generated a staggering £967 million for the local economy and helped to sustain 7,529 full-time jobs in the capital.
- 80. The paper quotes Sadiq Khan, Mayor of London who said:

81. "Supporting culture and the creative industries in London will be one of my core priorities over the next four years. London is the premier music tourist destination in the UK and I want to ensure London's great music venues can continue to thrive. Almost £1 billion pounds is generated in the capital by people visiting the city for gigs and festivals every year. I welcome UK Music's commitment in its latest music tourism report to quantifying the value of music to local economies and look forward to working with the sector so that we can ensure we overcome any barriers to further growth."

#### Conclusion

- 82. We do not take the concerns of the residents lightly, but genuinely believe that with the measures including 26 legally enforceable conditions and high quality people working on the project, that the licence can be granted in full as presented at the hearing and fully promote the licensable objectives, and the Council's Licensing Policy.
- 83. The residents stated they were opposed to the venue; they were just concerned about it potential to cause them issues late at night. They even stated that if the entrance was at the rear of the building they would likely not have objected at all.
- 84. No responsible authorities have made representations to application apart from to agree slight amendments to conditions suggested in the initial application. The application is only for an additional hour and a half a week outside of the Council's Core Hours Policy and was subject to a licence with significantly less conditions and controls as recently as February 2017.
- 85. The premises is fully sound insulted, has no adjourning residential neighbours and is situated on the opposite side of a busy main road from the residents who have made submissions.
- 86. The premises would be a great addition to the varied cultural premises in Tower Hamlets, and would hopefully be a great addition to the London Live Music scene. It would also operate on other evenings with entertainment such as blues and jazz jams, theatre productions, as well as a place where I hope local people could meet up to enjoy quality entertainment, simply hang out and eat good quality food.

Niall Forde 24 July 2017









289 Railway Arches Cambridge Heath Road London E2 9HA 12th July 2017

Dear local resident,

I am writing to introduce myself, and hopefully you to my new business. I have recently taken on the lease for Arch 289 Cambridge Heath Road, and I'm wanting to reopen it as a music and arts venue called Redon, with a food and alcohol provision.

I wanted to reach out to local residents who have raised concerns in respect of this application to address any issues or concerns you may have regarding this project.

I have no connection to the previous tenant, back when the space was called The Arch Gallery.

To be very clear, as opposed to the previous tenants, we are not in the business of putting on late night DJ lead club nights. Our programming objective for the venue is this: we are passionate about providing a high calibre platform for live music, theatre and comedy performance and events.

We are excited and confident that we will be able to offer a valuable cultural addition to the local area, accessible to a diverse audience.

However, I am aware that in the past The Arch Gallery had issues with anti-social behaviour from patrons arriving and leaving the premises. I can assure you we will be taking immediate steps to prevent this happening when we open.

For background information the premises location which I have taken over previously until as recently as April 2017 had a licence for the same hours and activities for which we have applied. The owners through an administrative mistake allowed this licence to lapse.

We have re-applied for a new licence for the same hours as this licence but have also offered up a set of robust operating plans and procedures as part of the application, to enable us to run a successful business and not impact the amenity of local residents.

I have copied the 26 legally enforceable licence conditions offered a part of the application for your information at the end of this letter.

Our experienced security team will be instructed to monitor the local streets and alleyways, to make sure patrons arrive and leave in an orderly fashion.

We adopt a zero tolerance policy to all anti-social behaviour, and when necessary we will refuse entry, issue lifetime bans or notify the police.

Our CCTV system covers not only the premises, but also the surrounding streets and alleyways, and we will work closely with the police and local authorities to identify and prosecute trouble makers.

In addition to implementing an effective new security plan, we have taken further steps to make sure we don't cause any disturbance to local residents.

During the renovation process we have extensively soundproofed the premises, so that with the music turned up to our operating level, you can't hear it on the street. This will eliminate noise pollution at the front and back of the venue.

We are putting a small smoking area on Cambridge Heath Road, but we have limited the number of smokers outside after 9pm to 10 people.

In addition, smokers will not be able to take any drinks outside and will be instructed to keep noise to a minimum.

Upon leaving the venue at the end of the evening, patrons will be ushered away from the immediate vicinity by our experienced security team.

We will ensure that our patrons behaviour in a respectful manner so that any previous issues you made experienced are not repeated.

I'd like to invite you and the other concerned residents to Redon to see the changes we've made and discuss any issues or concerns you have in person. I'll be hosting a residents meeting at 7pm on Tuesday 18th July and I would like the opportunity to show you the venue I'll be here with the management team, and we look forward to meeting you then.

If you can't make it on the 18th July, I'd be happy to meet you individually on another occasion. Please email me at manifestation and to arrange this.

Finally I have read all the residential concerns especially those in respect of the previous owners and existing premises in the location.

I would therefore also be more than happy to set up a regular resident's licensee forum with the other business to ensure that any issues you have been experiencing are addressed permanently going forward.

Thank you for giving me this opportunity to contact you, I have asked the licence officer to forward you this letter I will didn't want to be intrusive and e-mail you directly until you had contacted me personally.

Regards

Paddy.

The suggested conditions offered as part of our application are copied below.

- All instances of crime and disorder shall be reported to the police. An incident book shall be used to record all instances of public disorder and incidents at the premises.
- The holder of the premises licence shall subscribe to and participate fully in the

local pub watch scheme. When deemed necessary by way of event based risk assessment that SIA registered door supervisors will be employed until 30 past closing time at the rate of one door supervisor for every one hundred customers. CCTV shall be installed, operated and maintained in agreement with the Police.

- The CCTV system shall incorporate a recording facility and any recordings shall be retained and stored in a suitable and secure manner for a minimum of 31 days. A system shall be in place to maintain the quality of the recorded image and a complete audit trail maintained. The system will comply with other essential legislation, and all signs as required will be clearly displayed. The system will be maintained and fully operational throughout the hours that the premises are open for any licensable activity. There must also be someone on the premises, who can download the images and present them on request by a police officer or other responsible authority. One camera shall be placed o/s the entrance and on entry.
- The Log-book shall be made available for inspection by authorised officers.
- All exit routes shall be kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly identified. All exits doors shall be maintained easily operable without the use of a key, card, code or similar means.
- Exit doors shall be regularly checked to ensure that they function satisfactorily and a record of the check shall be kept. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times.
- In the event of complaints of noise being received and substantiated by the council's noise officers, the licensee shall cease the activity of live music and appoint a noise consultant registered with the Institute of Acoustics or Association of Noise Consultants to prepare a scheme of further sound insulation and noise control measures, which may include the recalibration of the noise limiting device, to prevent persons in the neighbourhood from being unreasonably disturbed by noise of music, including live music, and amplified or raised voices coming from the from the premises.
- The scheme shall be submitted for approval by the Council, and the approved scheme fully implemented to the satisfaction of the Council and the licensee notified in writing accordingly, before live music and dancing can resume at the premises.
- Where a noise limiting device is installed, the system must be set by the appointed noise consultant to maximum music noise levels approved by, and in conjunction with, the Council's Pollution Team. No drinking shall be permitted outside.
- 10 After 9pm the numbers of persons permitted to smoke outside shall be limited to 10 persons.
- 11 A policy shall be devised in respect of loading and unloading on equipment in and out of the premises to minimise disturbance to local residents.
- Doors and windows to the premises will be kept closed, so far as practicable, at all times when noise generating regulated entertainment is taking place i.e. live and recorded music.
- No Music or Amplified Sound shall be generated on the premises to give rise to a

nuisance to neighbouring residents.

- 14 Loudspeakers shall not be located in the entrance lobby or outside the premise building.
- All windows and external doors shall be kept closed after 22:00 hours, or at any time when regulated entertainment takes place, except for the immediate access & egress of persons.
- A dedicated licensed taxi/mini cab service shall be available with the premises for customers, where customers are using as mobile operator, sign shall excited and door staff will be pro active to encourage customers to remain in the premises until the taxi has arrived.
- 17 Bottling out from the premises is prohibited between 23:00 hours and 08:00 hours.
- Refuse such as bottles must be placed into receptacles outside the premises at times that will minimise the disturbance to nearby properties.
- The contact telephone number for the premises duty manager shall be displayed inside the premises or immediately outside the premises such that it is clearly visible from outside without the need to enter the premises.
- The licensee shall devise a dispersal plan for evening events to be made available on request to reasonable authorities.
- The licensee shall ensure that all staff, including Door Supervisors if required, shall 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 process.
- The licensee shall put arrangements in place to ensure that before serving alcohol to young persons, staff ask to see accredited proof of age cards e.g. Citizencard, a Passport, or UK Driving Licence bearing the photograph and date of birth of the bearer.
- Where the sale or supply of alcohol is taking place employees of the premises must request sight of evidence of the age of any person appearing to be under 25 years of age (Challenge 25). Such evidence may include a driving licence or passport.
- The licensee shall ensure that staff are trained about age restricted products and ensure that they sign to confirm that they have understood the training. The licensee shall keep records of training and instruction given to staff. The premises will display and maintain appropriate signage advising customers of the contact details of the Designated Premises Supervisor.
- All staff will be given refresher training every twelve months on the legislation relating to the sales of alcohol to underage persons and drunken persons. Written records of this training shall be kept on the premises and produced to police or other authorised officer upon request.
- The licensee should regularly monitor staff to check how they are dealing with young people who ask for alcohol and other age restricted products.
- 27. On Friday and Saturday evenings there shall a minimum of two SIA registered door supervisors from 9pm until 30 minutes after closing, or all customers have dispersed the location.

### Outside area and Customer Dispersal Policy for managers, staff and security

### Outdoor smoking area

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.

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.

Therefore the designated smoking area shall on right hand side of the premises; the number of smokers shall be limited to 10 people after 21:00.

This area shall be clearly designated by a rope and stand posts.

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.

At the end of the evening the area will be thoroughly cleaned of any cigarette butts and other litter generated.

### Late night refreshment

After consulting with the local residents no late night refreshment hot food will be sold after 23:45 non Redon customers. The only food that can be sold would be for existing customers to consume inside or to take away with them when finally exiting the premises at the end of an evening.

This will eliminant the possibly of extra persons queuing and the only person permitted outside with be a maximum of 10 persons smoking, or persons egressing the premises.

The SIA security with monitor the outside smoking area, and manage egress as per normal polices.

### Minimising customer noise when leaving Redon

On a nightly basis, all staff need to evaluate the issue of our customers waiting for transport outside

the premises, and implement a policy that will minimise any noise disturbance that our neighbours may be subjected to.

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.

#### Soft closure

Managers must implement a Soft Closure Policy for the final 30 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.

If customers enquire as to transport or taxi information, staff direct them to the signage displayed on the window by the main entrance or behind the bar.

In addition after meeting with the residents the venue will pilot dispersing customer who have items in the cloak room out of the rear exit of the premises. This procedure will only be implemented when the music in the premises is turned off.

Once they 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

### Being a good neighbour.

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.

It is extremely important to ensure customers being collected by mini cab are collected from the venue side of Cambridge Heath Road, and that person dispersing the other side of Cambridge Heath Road are either walking directly home or are using the South bound bus services.

Any noise or anti social behaviour complaints from neighbours via the duty manager mobile number or the dedicated residential e-mail must be evaluated immediately by the duty manager or DPS.

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.

Where possible, staff must immediately respond to the neighbour's complaint in a respectful and helpful manner and deal with the issue raised.

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

### Cambridge Heath Road Pubwatch

Members Satan' whiskers The Dundee arms Mother Kelly Sagar +Wilde The Resident Cafe chantant Redon (If granted) Objectives National Aim Achieve a safe, secure and responsibly led drinking environment in all licensed premises throughout the UK and help reduce alcohol-related crime;

**National Objectives** 

Administer a comprehensive database of UK Pubwatch schemes;

Gather information to help and assist good practice for existing Pubwatch schemes

and to support and encourage the formation of Pubwatch schemes where they do not already exist;

Represent Pubwatch nationally to Government and other bodies;

Support all schemes by the provision of information packs, posters and good practice guidance.

#### **Local Aims**

To improve the ambience of the environment in and around premises in the Pubwatch area and enhance the safety, security, comfort and well being of customers and staff so that their visit is a pleasurable occasion, which they will wish to repeat.

If this aim is achieved then an improvement in the safety, security and well being of staff will almost certainly follow.

# Codes of Practice

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#### . 1.0 Introduction

- . 1.1 This Code of Practice is to control the management, operation and use of the Cambridge heath Road Pubwatch team
- . 1.2 This document has been prepared in consultation with the Information Commissioner, the Police and other contributors to the legal process. It operates strictly within the provisions of the Data Protection Act, 1998.
- 1.3 The document will be subject to periodic review following consultation with all interested Parties, to ensure it continues to reflect its stated purpose and remains in the public and participants interests.

### . 2.0 The Aim

. 2.1 To gather, collate, exchange and manage all information relating to crime, its` commission and perpetrators by members of Cambridge heath Road Pubwatch team to reduce and prevent criminality and anti-social behaviour, in order to create a safe and secure environment within.

### . 3.0 Description of Scheme

. 3.1 The Cambridge heath Road Pubwatch team is a proactive scheme run by licensees and supported by the police and the local authority and is directed at criminal activity within area. The members, who have each signed a confidentiality agreement, are involved in the collation and analysis of data and thereafter the dissemination of intelligence and information within the membership of the scheme.

### . 4.0 Objectives

. 4.1 The prevention and detection of crime.

- . 4.2 The apprehension and prosecution of offenders or suspected offenders.
- . 4.3 To reduce the opportunity for individuals to commit crime.
- 4.2 To enhance public confidence in a safe and secure environment for customers who socialise and staff
  who work in Tower Hamlets.
- . 4.3 To work in partnership with the police, local authority and other agencies and organisations responsible for delivering the Community Safety Strategy.
- . 4.4 To encourage greater economic investment by creating and promoting a safer place to invest, work and socialise.

## . 5.0 Statement of Purpose

- . 5.1 The Cambridge heath Road Pubwatch team will be operated fairly and within all relevant law only for the stated aim and objective for which it was created.
- 5.2 Each participant and contributor to the scheme is and remains bound by this code of practice and any subsequent amendments to it.
- 5.3 All operators of the system and persons considered for such employment must demonstrate an adequate knowledge of all the relevant legislation including the Data Protection Act and the Police and Criminal Evidence Act.
- 6.0 Criteria for Cambridge heath Road Pubwatch team Membership

6.1.1 A member is defined as a business which has signed an agreement to abide by the code of practice and rules of the scheme, is registered under the relevant provision of the Data Protection Act and has paid the relevant membership subscription to the scheme. The Cambridge heath Road Pubwatch team membership will meet \_\_\_\_\_\_ times per year.

### . 7.0 Steering Group

- 7.1 The steering group will meet regularly as agreed during the initial roll out.
- . 7.2 The group will comprise of elected/nominated delegates from the participating businesses, the police, and other relevant agencies, organisations and groups as required.
- . 7.3 The role of the steering group will be to:
  - Resolve misunderstandings and difficulties
  - Effect improvements
  - Assist generally with the smooth and efficient operation of the scheme
  - Decide the level and type of management information that is shared among participating members.
  - Decide on the method in which this management information is shared.
    - Set funding policy
- 7.4 The day to day running of this scheme will be carried out by the sub group, who will report back to the steering group as necessary.

### . 8.0 Sub Group

. 8.1 On behalf of all the partners involved in this venture a sub group will be appointed who will act as the first point of contact on issues of the scheme expenditure, quality control, procedure management and scheme discipline. The sub group will initially consist of at least 3 representatives appointed by the steering group/watch.

### . 9.0 Scheme Discipline

- . 9.1 The scheme has specific responsibilities, which should be fully understood by all partners and their representatives.
- . 9.2 The steering group/watch is responsible for the approval of all partners and the representatives of these partners.
- . 9.3 All rules on confidentiality and data protection must be the subject of written agreement and must be strictly adhered to.
- . 9.4 Breaches of confidentiality and contravention of the Data Protection Act may lead to criminal prosecution and/or civil actions for damages.
- . 9.5 Lesser infringements of procedure will nonetheless be subject to sanction by Cambridge heath Road Pubwatch team Steering Group. This may be in the form of further training, verbal and written warnings or removal from the scheme.
- 9.6 Scheme operatives will receive training and be subject to continued assessment in order that a high standard can be maintained.
- . 9.7 Information processed by Cambridge heath Road Pubwatch team which may prove relevant to pending or possible prosecution will be passed to the police in accordance with local reporting procedures or any conditions laid down by the Crown Prosecution Service.

- . 9.8 The Cambridge heath Road Pubwatch team Co-ordinator or his nominated representative will be required to give witness statements to an agreed format, showing their involvement in the acquisition of such evidence. They may subsequently be required to attend court to give evidence in accordance with their involvement and the witness statement submitted.
- . 9.9 When information is passed to a police officer the level and nature of response to the information will be decided by that officer. Where possible, the officer should have been advised of the terms of operation of the scheme and the agreed procedures relating to it.
- 9.10 The scheme Co-ordinator is responsible for the management of the environment in which the scheme is operated and is authorised to decide when access to the scheme office is permitted and by whom. This will normally be a scheme operator. Police officers may attend in order to evaluate the data held and to add information and or intelligence, which may be evaluated along with the recorded data.
- . 9.11 A detailed register will be maintained of all persons entering the scheme office, to show their business, reason for visit and the time and duration of their access.

### . 10.0 Training

- . 10.1 In order to maintain high standards the Cambridge heath Road Pubwatch team will establish and maintain training programmes for managers, employees and agents of participating businesses. The purpose of the training is to ensure that all concerned are fully aware of the procedures applicable to the initiative and of their personal roles and responsibilities.
- . 10.2 A nominated contact within each licensed premises will liaise with the scheme manager as and when new employees are introduced.

## . 11.0 Third Party Employees

- . 11.1 Participating Licensees may be represented by third party organisations such as Door Supervisors.
- . 11.2 Disclosure of Cambridge heath Road Pubwatch team data to such employees has been considered and agreed in consultation with the Information Commissioner.
- . 11.3 The steering group/watch will retain the power of veto on individual third party organisations in the appropriate circumstances.
- . 11.4 Third party employees such as door supervisors, contract staff and agency staff, who are employed by scheme members, must abide by the same codes of practice/rules/data protection agreement which form the structure of the scheme.

#### 12.0 Information Control

- . 12.1 The information and intelligence held by Cambridge heath Road Pubwatch team is confidential. No disclosure of information will take place that is not in accordance with the relevant statutory provisions. The data held may only be accessed and shared by scheme members.
- . 12.2 The Cambridge heath Road Pubwatch team scheme is registered as a controller under the Data Protection Act. All provisions of the Act relating to information capable of being processed either manually or by equipment which operates automatically will apply.

### . 13.0 Security Audit

- . 13.1 All information received from participants will be assessed in terms of its intelligence value and will, if found to be of value, be held on the Cambridge heath Road Pubwatch team database and retained for no more than 2 years. Value in this context means information relevant to the prevention or detection of crimes or disorderly behaviour.
- . 13.2 The scheme will maintain appropriate levels of security, in accordance with good practice and the requirements of legislation.
- . 13.3 Members will maintain like standards of security in respect of hard copy information in their custody.
- . 13.4 Each member agrees to appoint a locally designated representative to assume responsibility for the protection and security of data disclosed and exchanged in the partnership, for ensuring that all security rules are applied and to facilitate any audits.
- . 13.5 The Scheme will submit to an annual inspection with a detailed audit report against the requirements and principles of Data Protection Act and code of practice. The results will be made available.
- 14.0 Disclosure of Information
- . 14.1 Only those staff or agents of members who are involved in the scheme will receive relevant information.
- . 14.2 This relates to photo files, updates and other information as may be from time to time released.

### 15.0 Complaints

15.1 Any formal complaint by a data subject regarding any stage in the partnership process of their personal data should be notified in writing to all the partnership members and a decision made as to who will lead in responding to the complaint giving the specific circumstances.

- . 16.0 Data Protection Principles
- 16.1 Participants of the Scheme must be aware of the eight Data Protection Principles. These principles state that personal data shall be:
- fairly and lawfully processed;
- processed for limited purposes;
- adequate, relevant and not excessive;
- accurate;
- not kept longer than necessary;
- processed in accordance with the data subject's rights;
   secure;
- not transferred to countries without adequate protection.
- . 17.0 Data Protection Requirements
- . 17.1 All staff that have access to personal Data recorded on the system must be made aware of the following:

#### CAMBRIDGE HEATH ROAD PUBWATCH

1.The information held within Cambridge Heath Road Pubwatch team files or other documentation is confidential and must be used only for the purpose for which it was generated.

- 2.Any such information must not be disclosed to any third party who had not signed the necessary Agreements.
- 3. The responsibility and potential liability for inappropriate disclosure rests with the individual once he/she has been made aware of these statutory requirements.
- 4.Breaches of confidentiality by members or their representatives may also be subject to sanctions by the Cambridge heath Road Pubwatch team Committee.
- 5.All staff allowed access to the Cambridge heath Road Pubwatch team data should sign the organisation's data and information disclosure declaration to indicate that they have been advised of their statutory obligations and responsibilities.
- 6.All Cambridge heath Road Pubwatch team information will be stored under secure conditions.
- 7.Offender files will not be photocopied or otherwise reproduced unless expressly authorised by the Cambridge heath Road Pubwatch team Committee.
- 8.If an individual makes a request to a scheme member regarding data held on that individual that person should be referred to the Cambridge heath Road Pubwatch team Co- ordinator.
- . 17.2 The scheme procedures need to be monitored periodically to ensure efficient operation:
- The Steering Group/Watch and/or any representatives authorised on their behalf will periodically audit individual members to ensure security and confidentiality.

- 2. Any shortcomings identified must be rectified.
- . 17.3 Any changes to nominated contacts with individual members should be communicated to the Cambridge heath Road Pubwatch team.
- . 18.0 Subject Access
- . 18.1 Where subject access to the Cambridge heath Road Pubwatch team scheme database is requested, a fee of \_\_\_\_(not more than £10) will be charged in accordance with the regulation under the 1998 Data Protection Act.
- . 18.2 Currently the provisions of Section 29 of the Data Protection Act 1998 provide a conditional exemption from disclosure in cases where the prevention or detection of crime or the apprehension or prosecution of offenders would be prejudiced.
- . 18.3 The Data Protection Act 1998 and supplementary legislation replaced the 1984 Act and the scheme should be aware of the changes that ensued to ensure full compliance with the 1998 Act.

#### 19.0 Links to Other Schemes

- 19.1 If Cambridge heath Road Pubwatch team shares data with other Schemes, these Schemes must comply with the requirements of current data protection legislation.
- . 20.0 Acceptance Document
- . 20.1 It is a condition of membership that each member (on behalf of his/her organisation) must sign the scheme's acceptance document.

PWG



#### Sample menu

Feeling peckish? All our dishes are made from the highest quality free range chicken, carefully prepared in the unique Clutch method. Whatever floats your gravy boat, we've food to feed the brood morning, noon and night!

Dinner Menu

Put a Wing on It Sour & Spicy Chilli / Honey & Sesame 12 for 12.00 / 6 for 6.00

Love me Tenders

Curry Leaf Sesame / Lemon & Parmesan / Sweet Soy Garlic

13.00

No Woman no Thigh

Peppery Buttermilk / Sweet Soy Garlic Small Clutch 13.00 / Large Clutch 24.00

Side Pecks

Beets with Parsley, Pistachio, Pesto & Mozzarella Homemade Creamy Coleslaw Twice Fried Fries

4.50

Roasted Corn with Garlic & Black Pepper

Mother Hen Stuffing

Lime Leaf Salad

3.50

### Get Saucy

Roasted Garlic Crème Fraiche / Whipped Feta Cheese / Truffle Aioli / Homemade Tomato Clutchup / Red Pepper Chilli Chutney / Clutch's Chicken Gravy

1.00

Roasted Garlic Crème Fraiche / Whipped Feta Cheese / Truffle Aioli / Homemade Tomato Clutchup / Red Pepper Chilli Chutney / Clutch's Chicken Gravy

1.00

Sweet Beak Brownie

Nutty Browny served with Fresh Cream & Berries 5.00

Sat & Sun Brunch

### WISHBONE WAFFLES

Whether you're planning on partying later or just enjoying an easy Sunday morning, tuck into this succulent soul food classic.

13.00

#### Frizzle Fritters

Sweet Potato Fritters with Mushroom Duxelle, Home Cured Smoked Turkey Bacon and Poached Egg

10.00

Corn Feed

Homemade Corn Bread with Avocado, Poached Egg & Drizzled with Corn Salsa

10.00

Wing It

Sour & Spicy Chilli or Honey & Sesame Wings

12 - 12.00 / 6 - 6.00

Peck On Me

Fries

Corn Bread

Avocado

Poached Eggs

Turkey Bacon

4.50

Sunday Roast

Thank Clutch it's Sunday

(from 12pm every Sunday)

Herb Infused Rotisserie Chicken Root Veg mash, Buttered Cabbage, Honey glazed Carrots, Herb Stuffing Garlic Roast Potatoes, & topped with Sweet potatoes crisps and Chicken Jus

16.00

# **MAYOR OF LONDON**



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Greater London Authority January 2017

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**Cover Image:** Blood Orange at KOKO, Camden

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### Introduction from the Mayor



This report is a major step to rebuilding London's live music scene. I believe music is vital for our city. That's why I've appointed London's first Night Czar. I've also committed to using the Agent of Change principle to protect music venues, clubs and pubs.

Sixteen months have passed since the Rescue Plan for London's Grassroots Music Venues was published. This report offers an update on progress, plus new facts and figures. I hope it gives you the arguments, evidence and inspiration you need to support London's grassroots venues. They add to the vibrancy of our city.

Developers and planners now recognise how important music venues are to local communities. New research also shows just how much grassroots venues bring to London's economy.

In this report, you'll find a new map from the Music Venue Trust. It shows the tide is turning. Fewer grassroots music venues closed in 2016 than any year since 2007. For every closure a new venue opened.

Gig and club going remains a hugely popular activity, and not just in big arenas like The O2.

Every night, nearly 14,000 people go to a gig in a grassroots music venue in London. Omeara has opened at London Bridge and the Sound Lounge will launch soon in Tooting. I'm delighted too that Fabric has reopened and am optimistic for 2017. But we can't rest on our laurels.

The success of the music industry depends on flourishing grassroots music venues. These are the places where stars make their names. Whether it was Elvis Costello at the Half Moon, KT Tunstall at the 12 Bar or Elf Kid at the CLF Art Café, London's grassroots venues have always been the places to find new talent.

Our figures show that London's grassroots venues bring £92m to the economy every year. £44m of that is spent developing and showcasing new musical talent. This is the single biggest spend on upcoming talent in the music industry. By taking a risk on new artists, these venues play a vital part in an industry that is now worth £4.1bn in the UK.

At City Hall, we work to support grassroots music talent. For example, hundreds of young musicians from low income families get free music lessons through the Mayor's Music Fund. We support London's Music Education Hubs which teach over 180,000 young Londoners every year. Busk In London also helps musicians to develop their talent and earn a living in music.

Music helps make London a dynamic city. Our music scene is second to none and shows the world that #LondonlsOpen to talent. I look forward to working with planners, developers, licensing teams and the music industry to future-proof our music infrastructure. By working with boroughs and artists we can also support and showcase the breadth of music across London.

Finally, I'd like to thank the London Music Board, music industry, councils, media and this city's many music lovers. Your efforts to protect music in London are paying off.

Let's now make London the world's best music city.

**Sadiq Khan** Mayor of London

### **Executive Summary**

The Rescue Plan for London's Grassroots Music Venues made six recommendations to stem the tide of closures and help new venues open. They covered: planning; development; business rates; licensing, policing and environmental health; promotion of venues; and music tourism. Here's how we've been doing so far.

### 1. Planning

Mayor Sadiq Khan has pledged to introduce the Agent of Change principle in the next London Plan. The draft London Plan will be published for consultation this autumn. We are working closely with the London Music Board and Night Time Commission to develop it. New Supplementary Planning Guidance for the night time economy will also be published later in the year.

In April 2016 the Government introduced the Agent of Change principle into Permitted Development Rights (an area of planning law that allows development without requiring planning permission). This is a major step that shows the value of live music venues not just in London but across the country.

### 2. Development

We have brought developers, councils and the music industry together in a working group to look at how to reverse the 35 per cent loss of music venues. Developers are key to the solution. There is a clear commitment to tackle this issue and create new venues. Now several potential music venues are in development across London. If just a few of these reach fruition, it will be a major boost to London's live music infrastructure.

#### 3. Business Rates

The government is reviewing business rates. They are likely to increase for many businesses in the coming months. This is of concern to businesses across London. It could put a number of grassroots music venues at risk, especially those in the centre. Our research shows grassroots music venues bring £92m to London's economy every year. They also support 2,260 jobs. On average, each venue spends some £500,000 on developing and showcasing new and emerging talent.

London's grassroots venues pay around £2.8m in business rates each year. If business rates were cut it would be a big boost to venues. It would allow them to invest in upgrading outdated infrastructure. It would mean they could give customers a better experience. Finally, it could help stabilise their businesses. We're now looking at the costs and benefits of a business rates discount for London's grassroots venues and will report later this year.

### 4. Licensing, Environmental Health and Policing

The Mayor wants to encourage stronger partnership working between businesses, councils and police licensing teams. This will help to identify problems at an earlier stage and allow solutions to be put in place. It should reduce the need for enforcement action and the closure of venues. The Chair of the Night Time Commission and the Night Czar will work with boroughs, the police and the industry to promote more joined-up working.

#### 5. Promotion

The Rescue Plan for London's Grassroots Music Venues recommended the city should have a Night Czar. In November the Mayor appointed Amy Lamé as London's Night Czar - the first in the UK. He also extended the work of the Night Time Commission and appointed Philip Kolvin QC as Chair. Music is at the heart of a city's night time culture. Both Amy and Philip will work to ensure that music venues play a central role as London becomes a 24-hour city.

Another recommendation of the rescue plan was to create a London Music Board. This was set up in April 2016. It brings together representatives from the music industry, government, tourism, culture and education. The board oversees how the rescue plan will be put into practice. It also aims to ensure that all Londoners can benefit from living in one of the world's greatest music cities. The board is chaired by the Night Czar.

#### 6. Tourism

We need to do more to promote London's venues and music heritage. Initial research shows that gig listings for grassroots music venues are patchy. Buying tickets often requires knowledge of the music scene that many tourists don't have. Research shows that tourists are looking for authentic experiences and venues off-the-beaten track. London and Partners and the London Music Board are exploring new music tourism schemes to address this issue.

### Definition of a grassroots music venue

The Music Venue Trust defines the cultural and social importance of a grassroots music venue by testing its reputation, role and activity against six criteria.

A grassroots music venue displays some or all of these characteristics, dependent upon factors such as location, economic climate, or seasonal variations.

### 1. The elephant test.

Musicians and audiences in the town, borough or city think that it is the grassroots music venue.

### 2. Focus on cultural activity as its main purpose.

The venue's raison d'être is the music it programmes.

### 3. A music business, run by music experts.

The focus of the organisation is music. Other services (alcohol, food, merchandise) are secondary or dependent upon music activity.

4. Takes risks with its cultural programme. This risk taking is the ignition system of the engine that is the UK music industry.

It programmes artists that deserve to be heard by audiences. This is done with no expectation of direct financial reward. This lossmaking activity benefits the UK music industry.

# 5. A beacon of music that brings the local night-time economy to life.

Having a grassroots music venue (or venues) inspires towns, boroughs and cities to be musical. In contrast, the absence of one causes a lack of music activity. Such venues attract audiences who help support other parts of the night-time economy like restaurants, pubs, bars, clubs and transport.

#### 6. Plays nicely with others.

Occupies an important role within its local community, provides education and training in 'back-of-house' trades and is open to further networking.

For the full Music Venue Trust definition, with details on economic activity, amenities and infrastructure, see the Rescue Plan for London's Grassroots Music Venues at

london.gov.uk/musicvenues

Image: Songhoy Blues at KOKO, Camden



# London's grassroots music venues in numbers

94

grassroots music venues currently trading in London



£91.8m

is contributed to London's economy





2,260

full time jobs are supported by these venues



£44.6m

is generated in tax revenue every year



For every £10 spent on tickets to grassroots music venues in London, £17 is spent nearby on food, drink and transport.

### 13,803

people go to a grassroots music venue in London every night



### £34m

worth of tickets are sold every year





### 4.4

nights of music are put on by grassroots venues every week



### £44m

is invested in new and emerging talent every year



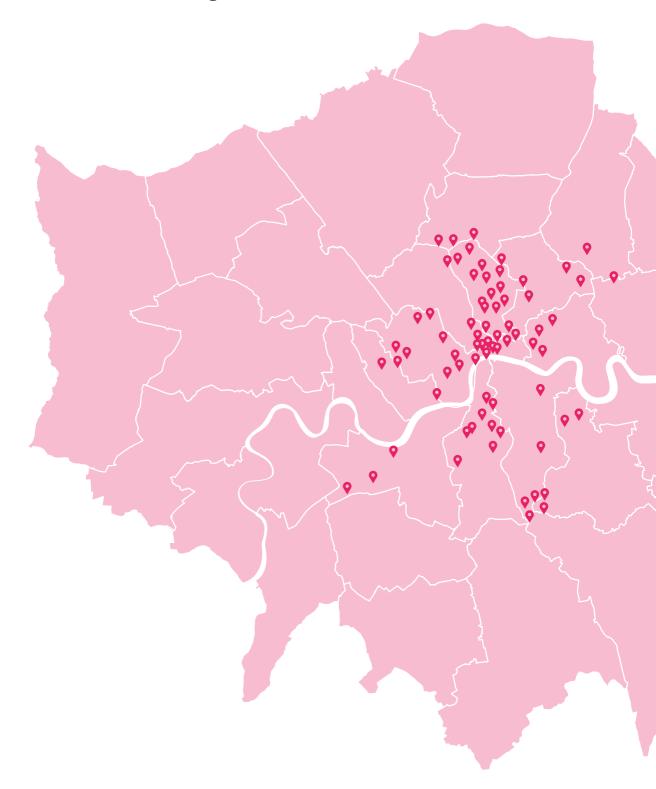
Fewer grassroots music venues closed in London in 2016 than any year since 2007



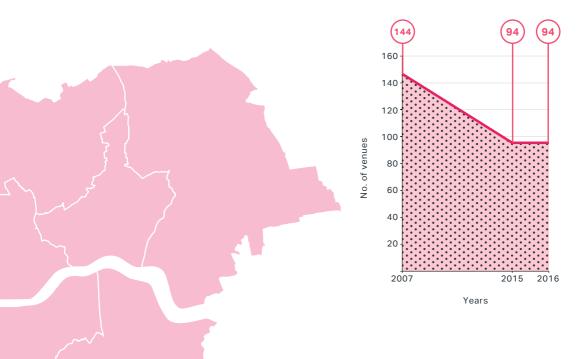
# Map of London's grassroots music venues

**Image:** Dream Wife at The Finsbury ©Charlotte Patmore

# Grassroots music venues in London that have closed or changed use, 2007 – 2016

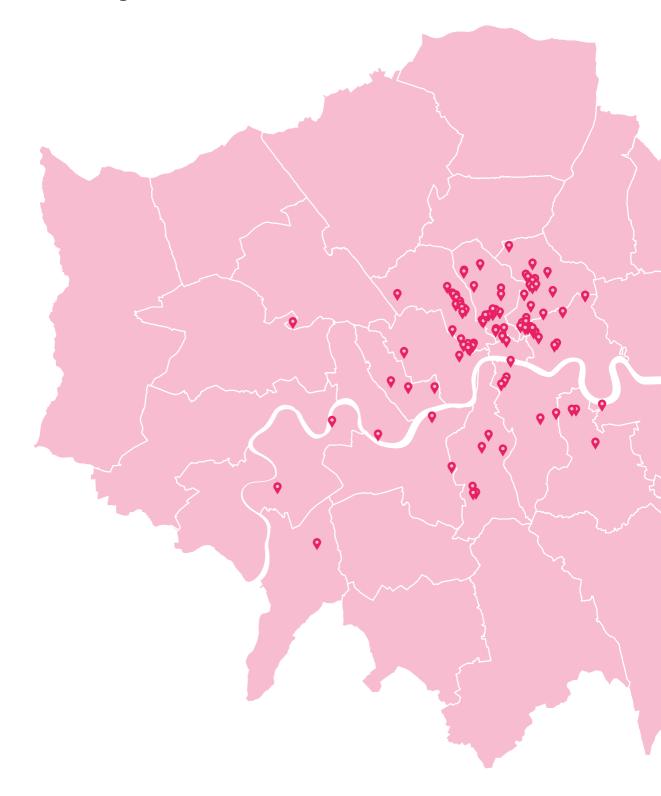


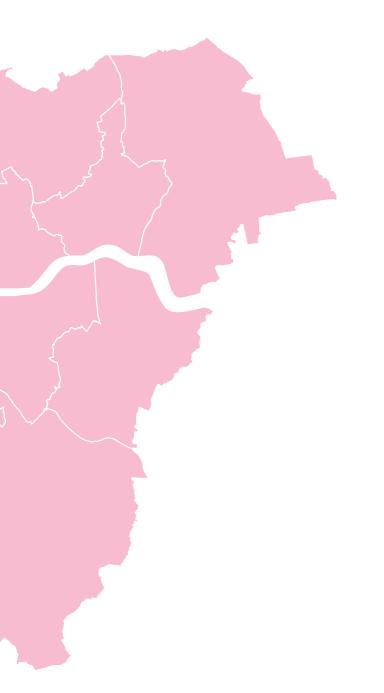
### Number of grassroots music venues in London 2007 – 2016



View this map online: london.gov.uk/musicvenues

# Grassroots music venues trading in London in November 2016





**9** 94

Grassroots music venues trading in London in November 2016

View this map online: london.gov.uk/musicvenues

### Methodology

### Mapping London's grassroots music venues

The Music Venue Trust sent an in-depth survey to grassroots music venues in London. It asked for information on turnover, employment, music programming and ticketing.

As of November 2016 there were 94 grassroots music venues in London. The figure is an increase on the 88 venues listed in 2015's Rescue Plan for London's Grassroots Music Venues. This is due to a small number of venues being re-categorised as grassroots music venues in the 2016 re-mapping process. The number of grassroots music venues in London in 2007 has also been revised up from 136 to 144. This doesn't affect the figure for the net loss of music venues which remains at 35 per cent. We were contacted by several people after the Rescue Plan for London's Grassroots Music Venues was published with information about additional venues. We are grateful to everyone who got in touch.

### The economic impact of London's grassroots music venues

To look at the economic impact of these venues, Nordicity converted the data on expenditure and turnover gathered by the Music Venue Trust. It was turned into estimates of employment, labour income and gross value added. This was done using the Office for National Statistics' Input-Output Supply and Use tables. Total turnover included revenue from food, drink and ticket sales.

Nordicity estimated the total economic impact of London's grassroots music venues. They included: economic activity in venues (direct economic impact); economic activity generated at London companies that supply goods and services to the venues plus income earned by artists performing at venues (indirect economic impact); and economic activity that happens when artists, and people who work at the venues and supplier companies, spend their wages in London (induced economic impact). Nordicity also estimated the economic impact of audiences buying food and drink outside the venues, immediately before or after a gig (spill-over economic impact).

Read the full reports at: **london.gov.uk/musicvenues** 

Putting the Rescue Plan for London's Grassroots Music Venues into practice

### **Recommendation 1: Planning**

- **1a** Make specific reference to music venues in London's planning policies.
- 1b Adopt the Agent of Change principle in London's planning policies.
- 1c Local authorities should consider using an Article 4 Direction to protect music venues.
- 1d Make more use of the Asset of Community Value process to protect music venues.

- Our Supplementary Planning Guidance for town centres and for the Central Activities Zone now makes reference to music venues.
- Since the Rescue Plan was published the government has introduced an example of the Agent of Change principle into UK planning law. New rules introduced in April 2016 mean that councils have to consider the impacts on music venues and other sources of noise when giving approval to convert offices to flats. Developers are encouraged to work with the local council and the music venue to ensure that

- live music is protected. This is an amendment to permitted development rights in the Town and Country Planning (General Permitted Development)

  Order 2015.
- The Mayor has pledged to put the Agent of Change principle in the next London Plan.
   The draft London Plan will make specific reference to music venues. It will be published for consultation later this year and the final plan is due to be adopted in 2019.
- The Mayor is developing Night Time Economy Supplementary Planning Guidance for consultation in 2017.
- Several boroughs have approached City Hall for advice on implementing the Agent of Change principle.
- London Borough of Wandsworth has used an Article 4 Direction to protect 120 of its 177 pubs.
   It includes all of its grassroots music venues.
- More grassroots music venues are now applying to become Assets of Community Value.

### **Recommendation 2: Developers**

- 2a Developers should consider using the Deed of Easement of Noise when creating housing near existing music venues.
- 2b Developers should work with planning authorities to create high quality new grassroots venues and set-up 'Music Zones' for grassroots music activity.

- We have advised a number of local councils and developers on the Deed of Easement of Noise and how it could be used in their developments.
- The London Music Board is examining zoning policies in other cities around the world.
   Early evidence suggests it can be restrictive to music venues.

- We have run a number of working groups with property developers.
- Thirty property developers, architects and planners attended Sound Diplomacy's new Sound Development Conference in September 2016.
- Developers are keen to support existing grassroots venues and create new ones.
   The London Music Board is offering developers and venue operators guidance on creating new venues.

### What is the Agent of Change principle?

This principle puts the onus for noise management on the Agent of Change. That means the incoming individual or business. This could be a resident moving into a flat near a music venue. It could also be a developer building a new music venue near a residential building. It has already been adopted in parts of Australia and the US and is working well.

In Southwark, planning consent was recently given for flats near a music venue. As part of the Section 106 Agreement, the developer must make prospective residents aware of the nearby music venue before they decide to buy or rent. Other measures that help include building design and soundproofing. All have been designed to ensure that residential and music uses can co-exist.

For the Agent of Change principle to work it must be put into practice in planning, licensing and noise policy. This will ensure that the principle remains in operation for the lifespan of a building, not just when it is first built.

### **Recommendation 3: Business rates**

- **3a** Local authorities should be encouraged to implement urgent relief on business rates for grassroots music venues.
- 3b The government should investigate offering full relief from business rates for grassroots music venues. If action is taken quickly this could feed into the review of business rates that is now underway and is set to report back by Budget 2016.
- London's grassroots music venues invest £44m each year in talent development through their spend on musicians and bands and production of live gigs.
- Further research is underway to identify how a business rate relief could help grassroots venues, support jobs and benefit local economies.

- This report sets out the
   economic impact of grassroots
   music venues and how they
   contribute to London's
   economy. It is the first study
   of its kind and will inform the
   case for a business rate relief.
- The overall contribution of grassroots music venues to London's economy includes £91.8m in gross value added, 2,260 full time equivalent jobs and tax revenue of £44.6m to all levels of government.

# Recommendation 4: Borough licensing, environmental health and policing

- 4a Local authorities and police should try and cut excessive licensing requirements, increase audience capacity and simplify their relationship with grassroots music venues.
- **4b** Local authorities should adopt the Agent of Change principle in the way they deal with noise complaints.

- The Mayor's Night Time Commission, chaired by leading licensing lawyer Philip Kolvin QC, will look at the issues surrounding licensing, policing and noise.
- The Mayor has contributed to a review by the House of Lords Licensing Act Committee.
  The Mayor supports licensing at local level and agrees that licensing powers should lie within local councils.
  The Mayor believes licensing could play an important placemaking role by helping to create vibrant and successful neighbourhoods.

- The Night Time Commission, can support local councils by providing: a strategic vision for the night time economy as a whole; leadership and education in the planning of night time economies; and London-wide programmes where appropriate.
- We've commissioned the University of Westminster to analyse the value of the night time economy in four London boroughs. This research also looks in detail at two night-life locations and the opportunities and challenges in both areas. It will be published later this year.
- A number of grassroots music venues are currently applying to increase their audience capacity.

## Recommendation 5: Supporting music in London

- **5a** Create a Music Development Board to implement these recommendations.
- **5b** Appoint a Night Mayor for London.
- should set a target for the minimum number of grassroots venues across London and establish a number of 'Music Zones'.

- The London Music Board has been set up to oversee how the Rescue Plan for London's Grassroots Music Venues is put into practice. Five meetings have taken place plus working groups with tourism agencies, promoters, developers and local authorities.
- The Mayor has appointed writer, broadcaster and club night promoter Amy Lamé as London's first Night Czar. He has also appointed leading licensing lawyer Philip Kolvin QC as Chair of the Mayor's Night Time Commission.
- The Night Czar will chair the London Music Board.
- UK Music, the Musicians' Union and the Music Venue Trust

- were central to the Agent of Change principle being added into planning law.
- UK Music's annual music tourism report is informing the music tourism initiatives that are being developed by London & Partners.
- The Musicians' Union have carried out research that highlights the cost of parking fines for musicians. 42 per cent of musicians surveyed had received fines of up to £200 when moving their equipment to and from venues. The Musicians' Union are looking to pilot special loading bay access for musicians in the coming year.
- The London Music Board is looking into zoning and target-based policies in other cities around the world. Early evidence suggests zoning and target setting can work against music venues.
- The Mayor is committed to supporting musical talent through Busk in London and International Busking Day. These pioneering initiatives see London leading the world in street performance and artist development.

# Recommendation 6: Promoting music in London

6a Tourism agencies, the music industry and London government should invest in a campaign to promote London's grassroots music venues and their heritage.

### **Progress**

- Music tourism generated almost £1bn for the London economy in 2015 according to UK Music's Wish You Were Here report.
- London & Partners, the Mayor's official promotional agency, is increasing the music content of the Visit London website and app. This includes launching London area guides that include new music experiences for tourists.
- The Mayor, London & Partners and the London Music Board are looking into new initiatives to capitalise on the popularity of music tourism. They will focus on better promotion of London's grassroots music venues and revealing the capital's music heritage.

Properties of the Mayor and Heritage Lottery Fund supported Punk London. This year-long programme celebrated forty years of punk culture in 2016. It included over 60 events at places like The British Library, Museum of London, Photographers' Gallery and the 100 Club.



### **Our partners**

#### The London Music Board

Amy Lamé,

Night Czar (Chair)

Paul Broadhurst,

Head of Music and Night Time Economy Greater London Authority

Alex Bruford.

Chief Executive, ATC Live

Julie Chappell,

Chief Digital Officer, London and Partners

Clare Coghill,

Leader, Waltham Forest Council

Mark Davyd,

Chief Executive, Music Venue Trust

Jo Dipple,

Chief Executive, UK Music

Gideon Feldman,

Senior Project Manager, Attitude is Everything

Auro Foxcroft,

Chief Executive, Village Underground

Stuart Galbraith,

Chief Executive, Kilimanjaro Live

Nick Keynes,

Partner and Co-Founder, Tileyard Sudios Alan Miller,

Chairman,

Night Time Industries Association

Phil Nelson,

Head of Music Industry Relations, BIMM

Trudi Penman,

Licensing, Health and Safety Divisional Manager, London Borough of Havering

Ben Reed,

Head of Brand, Silvertown Partnership / First Base

Ella Skye,

Musician, Musicians' Union

Claire Southwick,

Managing Director, Primitive Management

Helen Sprott,

Head of Music, Arts Council England

Louise Thomas,

Managing Director,
Break Communications

Claire Whitaker OBE,

Director, Serious

**Beverley Whitrick**,

Strategic Director, Music Venue Trust

#### **Music Venue Trust**

The Music Venue Trust is a registered charity. It protects the future of live music in the UK by supporting grassroots music venues. It raises awareness of the vital cultural, economic and community roles that grassroots venues play. The trust also supports existing venues, making them more efficient and giving performers and audiences a better experience.

#### **Nordicity**

Nordicity is an international consultancy for the arts, cultural and creative sectors. It provides research and evaluation, develops strategy and policy and carries out economic analysis.

### **Sound Diplomacy**

Sound Diplomacy is the leading global advisor on music cities and music market development.

