

Appendix 1



**Lic No:
160649**

(Troxy)
490 Commercial Road
London
E1 0HX

Licensable Activities authorised by the licence

The sale by retail of alcohol
The provision of regulated entertainment
The provision of late night refreshment

See the attached licence for the licence conditions

Signed by

David Tolley
Head of Environmental Health & Trading Standards

Date: 11th October 2006

- Minor variation 26th June 2019



Part A - Format of premises licence

Premises licence number

160649

Part 1 - Premises details

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

(Troxy)
490 Commercial Road

Post town
London

Post code
E1 0HX

Telephone number
020 8719 9848

Where the licence is time limited the dates

N/A

Licensable activities authorised by the licence

The sale by retail of alcohol
The provision of regulated entertainment
The provision of late night refreshment

The times the licence authorises the carrying out of licensable activities

Sale of alcohol:

- Sunday to Thursday from 10:00 hours to midnight
- Fridays and Saturdays from 10:00 hours to 02:00 hours the following days

Regulated entertainment consisting of:

Films, Live Music, Recorded Music, Performance of Dance, provision of facilities for making music, facilities for dancing.

Indoor Sporting Events, Boxing or wrestling entertainments.

- Sunday to Thursday from 10:00 hours to midnight
- Fridays and Saturdays from 10:00 hours to 02:00 hours the following days

Plays:

- Monday to Saturday from 10:00 hours to 23:00 hours
- Sunday from 12:00 hours to 22:30 hours

Late Night Refreshment.

- Sunday to Thursday until midnight
- Fridays and Saturdays until 02:00 hours the following day

Non-standard timings 1

On 48 occasions on a given day between Sunday and Thursday the licensable activities can be extended to 02:00 hours.

Non-standard timings 2 (Subject to conditions in Annex 3)

Including New Years Eve, on 12 occasion on either a Friday or a Saturday the following licensable activities can be extended for the hours as specified:

Sale of Alcohol (on sales only)

02:00 hours until 05:30 hours

Regulated entertainment consisting of: Live Music; Recorded Music; provision of facilities for making music and dancing and similar entertainment;

02:00 hours until 06:00 hours

Late Night Refreshment

02:00 hours until 05:00 hours

The opening hours of the premises

- Sunday to Thursday from 10:00 hours to 00:30 hours
- Fridays and Saturdays from 10:00 hours until 02:30 hours the following days

Non-standard timings 1

On 48 occasions on a given day between Sunday and Thursday the licensable hours can be extended to 02:30 hours.

Non-standard timings 2 (Subject to conditions in Annex 3)

Including New Years Eve, on 12 occasion on either a Friday or a Saturday the following opening hours can be extended for the hours as specified:

- 02:30 hours to 06:00 hours

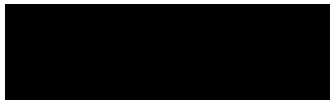
Where the licence authorises supplies of alcohol whether these are on and/ or off supplies

On and off sales

Part 2

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

Troxy London Limited
490 Commercial Road
London
E1 0HX



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

12390288

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

David James L sa ht
[REDACTED]
[REDACTED]
[REDACTED]

Email: [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]

Licensing 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 —
$$\mathbf{P = D + (D \times V)}$$
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

Door Supervisors:

Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, such individuals must be licensed with the Security Industry Authority.

This does not apply to premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001, (premises with premises licences authorising plays or films), or

in respect of premises in relation to-

any occasion mentioned in paragraph 8(3)(b) or (c) of Schedule 2 (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or

any occasion within paragraph 8(3)(d) of Schedule 2 (occasions prescribed by regulations under that Act) unless the Licence specifically states otherwise.

Security activity means an activity to which paragraph 2(1)(a) of Schedule 2 of the Private Security Industry Act 2001 of that schedule applies, and Paragraph 8(5) of Schedule 2 (interpreting of references to an occasion) applies as it applies in relation to paragraph 8 of Schedule 2 of the Private Security Industry Act 2001

Films:

Where the exhibition of films is authorised, the admission of children to the exhibition of any film must be to be restricted as follows:

If the London Borough of Tower Hamlets Licensing Section has issued a particular notification of restriction to the licence holder, that restriction Otherwise the recommendation of the film classification body.

Children means persons aged under 18 and

“film classification body” means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (currently the British Board of Film Classification)

Private Entertainment

The premises may be used for the following purpose, that is to say, dancing, music, or other entertainment of the like kind which-

- a) is not a public entertainment but
- b) is promoted for private gain

Annex 2 - Conditions consistent with the operating Schedule

1. The Designated Premises Supervisor (DPS) shall ensure that all staff are trained to use and maintain an incident book to the satisfaction of the Police. The incident book shall be properly maintained and it shall be produced to the Police or Licensing Authority upon request. All ejections of customers are to be contemporaneously recorded in the incident book and drawn to the attention of the DPS or duty manager who shall countersign the book.
2. Any seizures of drugs or weapons will be recorded in the incident book. The following details should be recorded:-
 - a) Date/time item found
 - b) Where found
 - c) Details of item
 - d) Seal number of property bag
 - e) Any action taken (e.g. person detained, Police called)
 - f) Signature of person seizing
 - g) Signature of DPS or Duty Manager
 - h) Details of person searched (if available)
3. Any incident of serious unlawful violence by or on customers of the premises (whether inside or immediately outside the premises) shall be notified to the Police as soon as reasonably practicable.
4. The DPS shall take such reasonable steps as are necessary to ensure that alcohol purchased on the premises is not removed from the premises for consumption outside.
5. In respect of any event at the premises which is of a nature not covered by a risk assessment already approved by the Police, London Fire Brigade and the Health and Safety Department or Tower Hamlets Council, at least 7 days notice of such an event (including details of the name and address of the hirer) shall be given to those three authorities and an individual risk assessment for the event completed and provided to those three authorities as soon as reasonably practicable thereafter.
6. There shall be a list of types of event which might be held at the premises agreed from time to time between the premises licence holder and the Police. Should a booking be received for a type of event not included within that list, the premises licence holder shall give the Police not less than one calendar months notice of the event, the nature of it and the name and address of the hirer, plus such other information as the Police may reasonably request.

7. A review of the CCTV system at the premises shall be carried out by the Police Crime Reduction Advisor and his or her reasonable requirements, including replacement of the system if considered necessary, shall be implemented.
8. Subject to Condition 9 below, the maximum number of persons who shall be allowed to be present on the first floor of the premises at any one time shall be 860 and the maximum number of people allowed to be present on the ground floor of the premises at any one time shall be 1,500.
9. On any occasion when additional fire marshalling arrangements acceptable to the London Fire Brigade are in place in respect of the foyer of the premises, the maximum number of people allowed to be present on the ground floor of the premises at any one time shall be 1,800.
10. On occasions of live entertainment an increase in capacity of 3,100 (861 in Upper Circle and 2239 On Ground Level) shall be applied until 23:30 hours.
11. The premises licence holder will implement and maintain the recommendations contained in the Fire Risk Assessment dated 17th May 2006 submitted to the London Fire Brigade.
12. If any deep fat frying is to take place at the premises, the premises licence holder shall consider in conjunction with London Fire Brigade whether an Ansul Unit should be installed in the kitchen of the premises.
13. No customers shall leave with glasses or glass bottles.
14. Notices to be displayed asking patrons to leave quietly.
15. Rubbish shall not be deposited outside the building between 23:00 hours and 07:00 hours.
16. **Weddings without alcohol:**
Up to 650 people expected: 4 SIA security and 2 Street team staff (take care of matters outside the venue - parking, anti social behaviour by customers)
17. Above 650 people expected: 6 SIA security 2 Street team staff

Weddings with alcohol:

18. Up to 600 people expected: 6 SIA security and 2 Street team staff (take care of matters outside the venue - parking, anti social behaviour by customers)
19. Above 600 people expected: 6 SIA security + 1 SIA security for every 100 extra expected + 2 Street team staff
20. All door staff / security must be SIA registered and the following details recorded;
 - a) The name, address, contact name and telephone number of the company who is providing you with SIA door staff / security.
 - b) The name and address of individual SIA door staff/ security
 - c) Their complete badge number.
 - d) A member of the management team will check their ID / accreditation and ensure they are displaying their badge whilst on duty
 - e) If one of the door staff /security does not have their ID they will not be employed.
 - f) The above details will be recorded in a log that can be presented to the police or SIA officials at the time of the event.

Events involving nudity:

21. There shall be a maximum of 11 events involving nudity or striptease per calendar year
22. Tower Hamlets Council and Police Licensing will be notified at least 2 weeks prior to each event with a detailed description of the event, what nudity will take place where it will take place and the estimate number of performers.
23. Tower Hamlets Police will have the right to veto any event should it work against the four licensing objectives.
24. Each event will be risk assessed by the Troxy management to ensure that the welfare and safety of all people including artists is ensured.
25. All events involving nudity or striptease will be restricted to patrons over 18 years of age.

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

26. On 12 occasions on either a Friday or a Saturday the following licensable activities can be extended for the hours as specified in Non-standard timings 2, subject to the following conditions:
- a. On those 12 occasions per year on a Friday or Saturday when licensable activities are extended the capacity will be limited to 2,000.
 - b. On those 12 occasions per year on a Friday or Saturday when licensable activities are extended the upper circle of the premises is excluded from the Premises Licence.
 - c. On those 12 occasions per year on a Friday or Saturday when licensable activities are extended such extended events cannot take place on consecutive days.
 - d. On those 12 occasions per year on a Friday or Saturday when licensable activities are extended such extended events cannot take place on consecutive weekends;
 - e. On those 12 occasions per year on a Friday or Saturday when licensable activities are to be extended, at least 28 days advanced notice must be given in writing to the Licensing Authority and the Metropolitan Police;
 - f. On those 12 occasions per year on a Friday or Saturday when licensable activities are extended the written advanced notice to the Licensing Authority and the Metropolitan Police must include the name and contact details including a direct line telephone number of the nominated compliance officer;
 - g. On those 12 occasions per year on a Friday or Saturday when licensable activities are extended the nominated compliance officer must be present at the premises when licensable activities take place;
 - h. On those 12 occasions per year on a Friday and Saturday when licensable activities are extended, there is to be no entry or re-entry permitted to the event after 2am.;
 - i. At all times when the premises are open to the public, there is to be access to minicabs by telephone within the premises.

27. The premises licence holder shall agree from time to time with the Metropolitan Police a policy relating to the searching of customers on entry to the premises and the seizure, retention and disposal of any drugs or offensive weapons found as a result of such searching. That policy shall be adhered to at all times.
28. The premises licence holder shall ensure that whenever the premises are open for business there are adequate security personnel present. The term "security personnel" shall include both door supervisors registered with the Security Industry Authority and unregistered fire marshals.
29. At any event at the premises to which the general public have access, the number of security personnel present shall be calculated by reference to 1 member of security personnel for every 85 persons anticipated to be present. The ratio of door supervisors to fire marshals at such events shall be 2 door supervisors to 1 fire marshal.
30. If the premises licence holder anticipates that more than 1500 people may be present at the premises for any particular event, no tickets for that event shall be sold at the door of the premises.
31. That the applicants and Licensing Officers liaise to agree on a form of words to be included in all advertisement for The Troxy explaining the restricted parking in the area and encouraging the use of public transport.
32. No waste produced from the premises is to be placed outside the premises between the hours of 8pm and 8am the following day. The agreement that the premises has with its authorised waste collector will stipulate that waste is not be collected between the hours of hours of 8pm and 8am the following day.
33. Management to arrange for rubbish collection patrols to be undertaken after an event from the perimeters of Stepney Causeway (west of the premises) to Ratcliffe Cross Street (east of the premises) and up to Railway Viaduct (south of the premises) and up to Commercial Road (north of the premises).
34. Management to arrange for a Taxi Marshall to be present during Fridays and Saturdays when there is an event where the licence holder anticipates that more than 500 people maybe present at the premises.
35. Management to inform Pitsea Estate Tenants and Residents Association of any forthcoming events that go past 23:00 hours, 14 days before the event is due to take place.

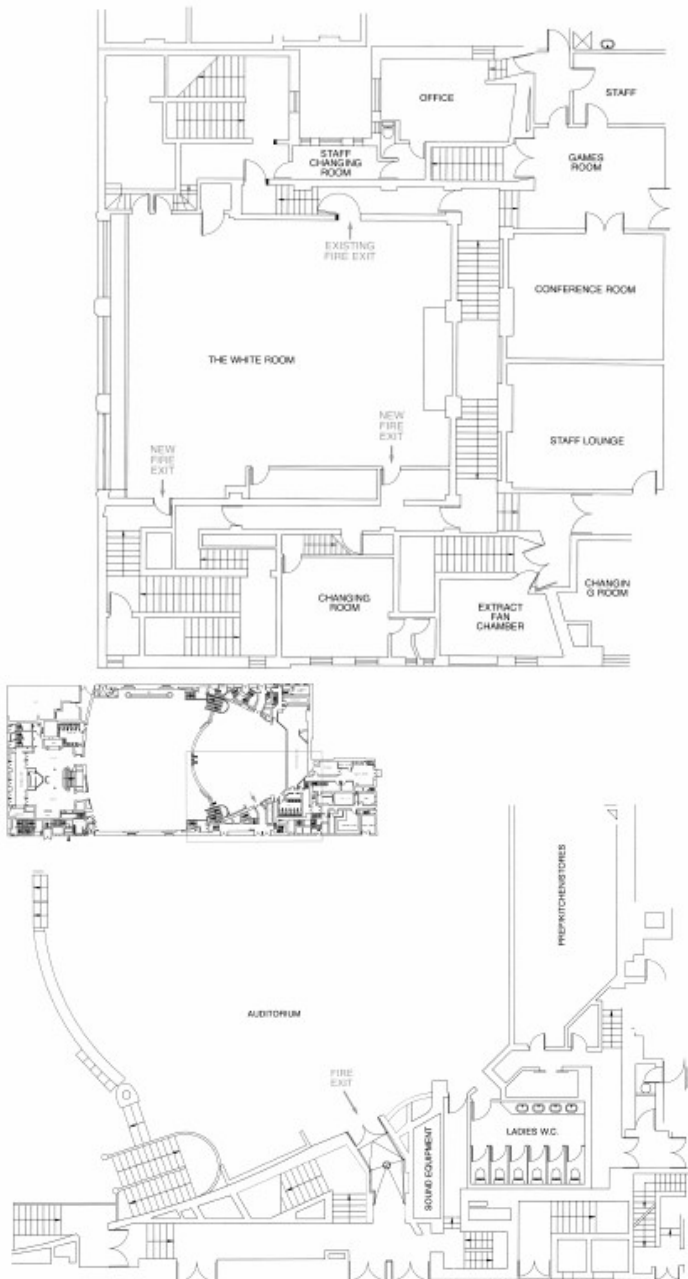
36. The Troxy venue is to be advertised to patrons, businesses, and hirers that there is no car parking available. This information should be included in all of its literature and its website.

Annex 4 - Plans

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

2nd September 2011 Dated 28/7/11

Drwg Nos: 836.110/ 836.110/ 823.111/ 823.110



Part B - Premises licence summary

Premises licence number

160649

Premises details

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

(Troxy)
490 Commercial Road

Post town
London

Post code
E1 0HX

Telephone number
020 7790 9000

Where the licence is time limited the dates

N/A

Licensable activities authorised by the licence

The sale by retail of alcohol
The provision of regulated entertainment
The provision of late night refreshment

The times the licence authorises the carrying out of licensable activities

The times the licence authorises the carrying out of licensable activities

Sale of alcohol:

- Sunday to Thursday from 10:00 hours to midnight
- Fridays and Saturdays from 10:00 hours to 02:00 hours

Regulated entertainment consisting of:

Films, Live Music, Recorded Music, Performance of Dance, provision of facilities for making music, facilities for dancing. Indoor Sporting Events, Boxing or wrestling entertainments.

- Sunday to Thursday from 10:00 hours to midnight
- Fridays and Saturdays from 10:00 hours to 02:00 hours

Plays:

- Monday to Saturday from 10:00 hours to 23:00 hours
- Sunday from 12:00 hours to 22:30 hours

Late Night Refreshment.

- Sunday to Thursday until midnight
- Fridays and Saturdays until 02:00 hours the following day

Non-standard timings 1
 On 48 occasions on a given day between Sunday and Thursday the licensable activities can be extended to 02:00 hours.

Non-standard timings 2 (Subject to conditions in Annex 3)
 Including New Years Eve, on 12 occasion on either a Friday or a Saturday the following licensable activities can be extended for the hours as specified:

Sale of Alcohol (on sales only)

- 02:00 hours until 05:30 hours

Regulated entertainment consisting of: Live Music; Recorded Music; provision of facilities for making music and dancing and similar entertainment;

- 02:00 hours until 06:00 hours

Late Night Refreshment

- 02:00 hours until 05:00 hours

The opening hours of the premises

- Sunday to Thursday from 10:00 hours to 00:30 hours
- Fridays and Saturdays from 10:00 hours until 02:30 hours the following days

Non-standard timings 1
 On 48 occasions on a given day between Sunday and Thursday the licensable hours can be extended to 02:30 hours.

Non-standard timings 2 (Subject to conditions in Annex 3)
 Including New Years Eve, on 12 occasion on either a Friday or a Saturday the following opening hours can be extended for the hours as specified:

- 02:30 hours to 06:00 hours

Name, (registered) address of holder of premises licence

Troxy London Limited
 490 Commercial Road
 London
 E1 0HX

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)

12390288

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

David James Lysaght

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

No restrictions
 Events involving nudity – Over 18 only

Appendix 2

**Application for a premises licence to be granted
under the Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

We Troxy London Ltd

(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 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

Part 1 – Premises details

Postal address of premises or, if none, ordnance survey map reference or description			
Troxy 490 Commercial Road London E1 0HX			
Post town	London	Postcode	E1 0HX

Telephone number at premises (if any)	0207 790 9000
Non-domestic rateable value of premises	£170,000

Part 2 - Applicant details

Please state whether you are applying for a premises licence as

Please tick as appropriate

- | | | |
|---|-------------------------------------|-----------------------------|
| a) an individual or individuals * | <input type="checkbox"/> | please complete section (A) |
| b) a person other than an individual * | | |
| i as a limited company/limited liability partnership | <input checked="" type="checkbox"/> | please complete section (B) |
| ii as a partnership (other than limited liability) | <input type="checkbox"/> | please complete section (B) |
| iii as an unincorporated association or | <input type="checkbox"/> | please complete section (B) |
| iv other (for example a statutory corporation) | <input type="checkbox"/> | please complete section (B) |
| c) a recognised club | <input type="checkbox"/> | please complete section (B) |
| d) a charity | <input type="checkbox"/> | please complete section (B) |
| e) the proprietor of an educational establishment | <input type="checkbox"/> | please complete section (B) |
| f) a health service body, | <input type="checkbox"/> | please complete section (B) |
| g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales | <input type="checkbox"/> | please complete section (B) |
| ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England | <input type="checkbox"/> | please complete section (B) |
| h) the chief officer of police of a police force in England and Wales | <input type="checkbox"/> | please complete section (B) |

* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or

I am making the application pursuant to a statutory function or
 a function discharged by virtue of Her Majesty's prerogative

(A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
Date of birth:		I am 18 years old or over <input type="checkbox"/>		Please tick yes	
Nationality: British					
Current postal address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service) the 9-digit 'share code' provided to the applicant by that service (please see note 15 for information). N/a					

SECOND INDIVIDUAL APPLICANT (if applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
Date of birth:		I am 18 years old or over <input type="checkbox"/>		Please tick yes	
Nationality					
Current postal address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service) the 9-digit 'share code' provided to the applicant by that service (please see note 15 for information).					

(B) OTHER APPLICANTS

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

Name: Troxy London Ltd
490 Commercial Road London E1 OHX
Registered number (where applicable) 12390288
Description of applicant (for example, partnership, company, unincorporated association etc.) Limited Company
Telephone number (if any) 0207 790 9000
E-mail address (optional) [REDACTED]

Part 3 Operating Schedule

When do you want the premises licence to start?

DD	MM	YYYY
1	7	012024

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

DD	MM	YYYY

Please give a general description of the premises (please read guidance note 1)

SITUATION

The temporary portable stage has been removed to increase the eligible floor area and the comfort capacity numbers as per the Reports endorsed by The Fire Risk Surgery and the Anderson Bradshaw Limited for proposed scheme is that was developed and designed by Ian Chalk Architects and Shaun Clarkson.

SCOPE OF THE APPLICATION

This is an application for the Grant of a new Premises Licence has four main changes to the existing premises licence currently in force:

1. To increase the fire capacity level and recommended by the revised Fire Risk Assessment (FRA) based on the proposed new floor plan that shall increase the Eligible Drink Area (EDA) to a maximum comfort capacity of 3,600 patrons.
2. To propose conditions that reflect current best practice standard operating procedures contained within the Troxy Operations Manual as a working document.
3. To adopt the conditions previously agreed with the Metropolitan Police earlier in the year.
4. Revised timings for authorised licensable activities

There is an existing Premises Licence in place held by Troxy London Limited that shall be surrendered should the new licence be granted as applied for.

BACKGROUND

Troxy entertainment and conference venue is built on the site of an old brewery and opened in 1933 as a Grand Cinema with a capacity of 3,520 cinema goers. The cinema featured luxurious seating areas, mirror-lined restaurants, and staff dressed in elegant evening attire, bringing a touch of Hollywood glamour to Commercial Road.

The exterior was adorned with a dazzling array of lights, while the interior boasted a spacious foyer, a grand sweeping staircase, chandeliers, floor-to-ceiling mirrors, and plush carpets.

After closing its doors as a cinema, the building remained vacant for nearly three years until the year 1963. The London Opera Centre was established within Troxy and was managed by the Royal Opera House, Covent Garden. Troxy's extended stage, which was built to match the exact dimensions of the Royal Opera House stage, was used for rehearsals.

In the 1980s, Troxy transitioned into Mecca Bingo, where bingo games were held twice daily, seven days a week. However, as online gambling gained popularity, Mecca made the decision to close its doors in 2005. Troxy reopened in August 2006 in its current form, and is now celebrated as London's most versatile venue, hosting a wide array of events including live concerts, company conferences, award ceremonies, boxing and cinema and with capacities ranging from 250 to over **3,000 guests**.

LAYOUT AND LICENSABLE AREAS

The premises consist of a basement, ground floor and a mezzanine level. The licensable activities shall be as outlined in red for the whole of the premises on all floors. More detailed floor plans and schematics are submitted with this application.



Additional Information:

- 1) Fire Surgery-Fire strategy report
- 2) Andersson Bradshaw-Fire Risk Assessment
- 3) Plans
- 4) Troxy Operations Manual

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

What licensable activities do you intend to carry on from the premises? (please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2)

Please tick all that apply

- a) plays (if ticking yes, fill in box A)
- b) films (if ticking yes, fill in box B)
- c) indoor sporting events (if ticking yes, fill in box C)
- d) boxing or wrestling entertainment (if ticking yes, fill in box D)
- e) live music (if ticking yes, fill in box E)
- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)
- Provision of late night refreshment** (if ticking yes, fill in box I)

Supply of alcohol (if ticking yes, fill in box J)

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 7)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Mon			<u>Please give further details here</u> (please read guidance note 4)		
	08:00	00:00			
Tue					
	00:00	02:00			
	08:00	00:00			
Wed			<u>State any seasonal variations for performing plays</u> (please read guidance note 5)		
	00:00	02:00			
	08:00	00:00			
Thur					
	00:00	02:00			
	08:00	00:00			
Fri			<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
	00:00	02:00			
	08:00	00:00			
Sat			Licensable activities are extended;		
	00:00	04:00	<ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year's Eve through to New Year's day • from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
	08:00	00:00			
Sun					
	00:00	00:400			
	08:00	00:00			

B

Films Standard days and timings (please read guidance note 7)			Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 4)		
Mon	08:00	00:00			
Tue	00:00	02:00			
	08:00	00:00			
Wed	00:00	02:00	State any seasonal variations for the exhibition of films (please read guidance note 5)		
	08:00	00:00			
Thur	00:00	02:00			
	08:00	00:00			
Fri	00:00	02:00	Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list (please read guidance note 6)		
	08:00	00:00			
Sat	00:00	04:00	Licensable activities are extended;		
	08:00	00:00	<ul style="list-style-type: none"> until 04:00 hours on the following day on any date preceding a bank holiday until 06:00 hours on New Year's Eve through to New Year's day from 06:00 to 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
Sun	00:00	04:00			
	08:00	00:00			

C

Indoor sporting events Standard days and timings (please read guidance note 7)			Please give further details (please read guidance note 4)		
Day	Start	Finish			
Mon	08:00	00:00			
Tue	00:00	02:00	State any seasonal variations for indoor sporting events (please read guidance note 5)		
	08:00	00:00			
Wed	00:00	02:00			
	08:00	00:00			
Thur	00:00	02:00	Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list (please read guidance note 6)		
	08:00	00:00			
Fri	00:00	02:00	Licensable activities are extended;		
	08:00	00:00	<ul style="list-style-type: none"> until 04:00 hours on the following day on any date preceding a bank holiday until 06:00 hours on New Year's Eve through to New Year's day from 06:00 to 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
Sat	00:00	04:00			
	08:00	00:00			
Sun	00:00	04:00			
	08:00	00:00			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 7)			Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	08:00	23:30	Please give further details here (please read guidance note 4)	Both	<input type="checkbox"/>
Tue	08:00	23:30			
Wed	08:00	23:30		State any seasonal variations for boxing or wrestling entertainment (please read guidance note 5)	
Thur	08:00	23:30			
Fri	08:00	23:30		Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list (please read guidance note 6)	
Sat	08:00	23:30		NONE	
Sun	08:00	23:30			

E

Live music Standard days and timings (please read guidance note 7)			Will the performance of live music take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	08:00	00:00	Please give further details here (please read guidance note 4)	Both	<input type="checkbox"/>
Tue	00:00	02:00			
Wed	00:00	02:00		State any seasonal variations for the performance of live music (please read guidance note 5)	
Thur	00:00	02:00			
Fri	00:00	02:00		Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list (please read guidance note 6)	
Sat	00:00	04:00		. Licensable activities are extended; <ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year's Eve through to New Year's day • from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 	
Sun	00:00	04:00			

F

Recorded music Standard days and timings (please read guidance note 7)			Will the playing of recorded music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)		
Mon	08:00	00:00			
Tue	00:00	02:00			
	08:00	00:00			
Wed	00:00	02:00	<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)		
	08:00	00:00			
Thur	00:00	02:00			
	08:00	00:00			
Fri	00:00	02:00	<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
	08:00	00:00			
Sat	00:00	04:00	Licensable activities are extended;		
	08:00	00:00			
Sun	00:00	04:00	<ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year's Eve through to New Year's day • from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
	08:00	00:00			

G

Performances of dance Standard days and timings (please read guidance note 7)			Will the performance of dance take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 4)		
Mon	08:00	00:00			
Tue	00:00	02:00			
	08:00	00:00			
Wed	00:00	02:00	<u>State any seasonal variations for the performance of dance</u> (please read guidance note 5)		
	08:00	00:00			
Thur	00:00	02:00			
	08:00	00:00			
Fri	00:00	02:00	<u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u> (please read guidance note 6)		
	08:00	00:00			
Sat	00:00	02:00	Licensable activities are extended;		
	08:00	00:00			
Sun	00:00	04:00	<ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year's Eve through to New Year's day • from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
	08:00	00:00			

H

Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 7)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	Will this entertainment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
	08:00	00:00		Both	<input type="checkbox"/>
Tue	00:00	02:00	Please give further details here (please read guidance note 4)		
	08:00	00:00			
Wed	00:00	02:00			
	08:00	00:00	State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g) (please read guidance note 5)		
Thur	00:00	02:00			
	08:00	00:00			
Fri	00:00	02:00	Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list (please read guidance note 6) Licensable activities are extended;		
	08:00	00:00			
Sat	00:00	04:00			
	08:00	00:00	<ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year's Eve through to New Year's day • from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
Sun	00:00	04:00			
	08:00	00:00			

I

Late night refreshment Standard days and timings (please read guidance note 7)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)		Indoors	<input checked="" type="checkbox"/>
Day	Start	Finish			Outdoors	<input type="checkbox"/>
Mon					Both	<input type="checkbox"/>
	23:00	00:00			Please give further details here (please read guidance note 4)	
Tue	00:00	02:00	State any seasonal variations for the provision of late night refreshment (please read guidance note 5) None			
	23:00	00:00				
Wed	00:00	02:00				
	23:00	00:00	Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list (please read guidance note 6) Licensable activities are extended;			
Thur	00:00	02:00				
	23:00	00:00				
Fri	00:00	02:00	<ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year's Eve through to New Year's day 			
	23:00	00:00				
Sat	00:00	04:00				
	23:00	00:00				

Sun	00:00	04:00	<ul style="list-style-type: none">from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc)
	23:00	00:00	

J

Supply of alcohol Standard days and timings (please read guidance note 7)			Will the supply of alcohol be for consumption – please tick (please read guidance note 8)	On the premises	<input checked="" type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 5) None Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list (please read guidance note 6) Licensable activities are extended; <ul style="list-style-type: none"> • until 04:00 hours on the following day on any date preceding a bank holiday • until 06:00 hours on New Year’s Eve through to New Year’s day • from 06:00 – 06:00 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc) 		
Mon	10:00	00:00			
Tue	00:00	02:00			
	10:00	00:00			
Wed	00:00	02:00			
	10:00	00:00			
Thu	00:00	02:00			
	10:00	00:00			
Fri	00:00	02:00			
	10:00	00:00			
Sat	00:00	04:00			
	10:00	00:00			
Sun	00:00	04:00			
	10:00	00:00			

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name	Mr David James LYSAGHT
Date of birth	██████████
	████████████████████ ██████████ ██████████
Postcode	██████████
Personal licence number:	████████████████████
Issuing licensing authority:	████████████████████

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).
None

L

Hours premises are open to the public Standard days and timings (please read guidance note 7)			<u>State any seasonal variations</u> (please read guidance note 5)
Day	Start	Finish	<p><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u> (please read guidance note 6)</p> <ul style="list-style-type: none"> • until 04:30 hours on the following day on any date preceding a bank holiday • until 06:30 hours on New Year’s Eve through to New Year’s day • from 06:00 to 06:30 hrs until the following day when there is a significant sporting event (International Football, Rugby, Superbowl, etc)
Mon	08:00	00:00	
Tue	00:00	02:30	
	08:00	00:00	
Wed	00:00	02:30	
	08:00	00:00	
Thu	00:00	02:30	
	08:00	00:00	
Fri	00:00	02:30	
	08:00	00:00	
Sat	00:00	04:30	
	08:00	00:00	
Sun	00:00	04:30	
	08:00	00:00	

M

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

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)

1. All front of house of house staff shall be trained in the four licensing objectives.

b) The prevention of crime and disorder

PROPOSED CONDITIONS-OPERATING SCHEDULE- PREVIOUSLY AGREED WITH THE POLICE	
1	<p>The premises must risk assess all events taking place at the venue, this will include, but is not limited to:</p> <ol style="list-style-type: none"> 1) Contacting venues where artists / performers / promoters have performed to see if there have been any issues. 2) Looking at social media sites of artists / performers / promoters etc to check that they are consistent with booking details 3) Identifying risks such as potential drug use, underage attendees, violence, and disorder. <p>Once potential risks have been identified then mitigation measures must be put in place and documented. The risk assessments must be written down, kept for 1 year and made available to Police upon request.</p>
2	<p>The premises shall install and maintain a comprehensive CCTV system. All public entry and exit points (for non-emergency use) will be covered enabling frontal identification of every person entering in any light condition.</p> <p>The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised council officer throughout the entire 31-day period.</p>
3	<p>A staff member from the premises who is conversant with the operation of the CCTV system shall be always on the premises during hours of licensable activities.</p> <p>This staff member must be able to provide a Police or authorised council officers copies of recent CCTV images or data with the absolute minimum of delay when requested.</p>
4	<p>There shall be always a personal licence holder on duty on the premises when the premises are authorised to sell alcohol.</p>
5	<p>When the designated premises supervisor is not on the premises any or all persons authorised to sell alcohol will be authorised by the designated premises supervisor in writing. This shall be available on request by the Police or authorised council officers.</p>
6	<p>The ratio of male/female SIA security staff at the event shall be based on the anticipated make-up the audience as indicated by the event risk assessment.</p>
7	<p>An incident log shall be kept at the premises and be available on request to the Police or authorised council officers. It must be completed within 24 hours of any incident and will record the following:</p>

	<ol style="list-style-type: none"> 1) All crimes reported to the venue; 2) All ejections of patrons; 3) Any complaints received concerning crime and disorder 4) Any incidents of disorder; 5) All seizures of drugs or offensive weapons; 6) Any faults in the CCTV system, searching equipment or scanning equipment; 7) Any refusal of the sale of alcohol; 8) Any visit by a relevant authority or emergency service. 	
8	<p>In the event that a serious assault (for example, one which will require the attendance of the London Ambulance Service) is committed on the premises (or appears to have been committed) the management will immediately ensure that:</p> <ol style="list-style-type: none"> 1) The police (and, where appropriate, the London Ambulance Service) are called without delay; 2) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police; 3) Where reasonably practicable, the crime scene is preserved to enable a full forensic investigation to be carried out by the police; and 4) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises. 	
9	<p>A Challenge 25 proof of age scheme shall be operated at the premises. The only acceptable forms of identification are nationally recognised photographic identification cards, such as a driving licence, passport, or proof of age card with the PASS Hologram.</p>	
10	<p>No open containers of alcohol to be taken outside the premises.</p>	
11	<p>A record shall be kept detailing all refused sales of alcohol. The record must include the date and time of the refused sale, the name of the member of staff who refused the sale, and the reason for the refusal, and how the refusal was resolved. The record shall be available for inspection at the premises by police or authorised council officers all times during hours of licensable activities.</p>	
12	<p>Where indicated by the event risk assessment, searches of all persons entering or re-entering the venue will be undertaken by SIA licensed staff while monitored by the premises CCTV system.</p> <p>The event risk assessment will determine the level of searches to be undertaken; according to the venue search policy (as agreed with MPS Central East Police Licensing).</p>	
13	<p>The premises must have a detailed documented security plan that must include an ejections policy, search policy, anti-theft policy, and SIA numbers which must be made available to police upon request.</p>	
14	<p>A written entry policy shall be in place and implemented at the premises to move customers into the premises in such a way as to cause minimum disturbance or nuisance to neighbours.</p> <p>The policy shall include details on queue management to ensure any queue to enter the premises is managed effectively and supervised by door staff to ensure that there is no public nuisance or obstruction to the public highway.</p>	
15	<p>A written egress policy shall be in place and implemented at the premises. The policy shall include details on audience dispersal to ensure egress is managed effectively and supervised by door staff to ensure that there is no public nuisance or obstruction to the public highway.</p>	

16	The premises shall adopt a drugs policy as detailed in the Operations Manual, where seizures are bagged, tagged and handed over to the Police.
17	The premises' security, egress, dispersal plans and searching policy as well as searching effectiveness shall be reviewed every six months and the results made available to the MPS Central East Police Licensing Office upon request.
18	Where indicated by the event risk assessment, a toilet attendant shall be in operation in all public toilets. This attendant must report any sightings or suspicion of drug use or dealing to a member of security immediately via radio link.
19	The premises shall have a welfare policy that will show how venue staff will manage customers who become vulnerable through intoxication or drugs, such a policy will include but is not limited to the use of dedicated "welfare officers" at peak times, staff training on customer welfare such as "WAVE" and availability of free water to customers. The policy must be written, reviewed yearly, and made available to Police upon request.
20	Where indicated by the event risk assessment and/or welfare policy, welfare staff will be deployed to the event. The welfare staff shall be easily identifiable to customers, their role shall be to monitor the welfare of customers, including identifying any customers who may be at risk of becoming overly intoxicated or otherwise vulnerable and liaising with management/security staff to assist them where necessary. All welfare interventions and outcomes shall be logged in the welfare log.
21	Drinking water to made freely throughout the venue. Signage to advertise this information to customers.
22	All front of house staff shall complete welfare and vulnerability awareness training as part of their induction process to work at the premises). This training shall be documented and repeated/refreshed at six-monthly intervals.
23	The premises entry and re-entry policy will be determined by the risk assessment for each individual event, advertised to the audience and enforced by security staff.
24	Premises smoking areas shall be segregated from other areas of the venue and will be managed by members of Security
25	Notices to be displayed asking patrons to leave quietly.
26	Rubbish shall not be deposited outside the building between 23:00 hours and 07:00 hours.
27	Premises Licence Holder to arrange for rubbish collection patrols to be undertaken after an event from the perimeters of Stepney Causeway (west of the premises) to Ratcliffe Cross Street (east of the premises) and up to Railway Viaduct (south of the premises) and up to Commercial Road (north of the premises).
28	Premises Licence Holder to inform local stakeholders (including Pitsea Estate Tenants and Residents Association) of any forthcoming events that go past 23:00 hours, 14 5 days before the event is due to take place.
29	The Troxy venue is to be advertised to patrons, businesses, and hirers that there is no car parking available. This information should be included in all its literature and its website.
30	Events involving nudity: <ol style="list-style-type: none"> 1) There shall be a maximum of 11 events involving nudity or striptease per calendar year 2) Tower Hamlets Council and Police Licensing will be notified at least 14 days prior to each event with a detailed description of the event, what nudity will take place where it will take place and the estimate number of performers. 3) Tower Hamlets Police will have the right to veto any event should it work against the four licensing objectives.

- | | |
|--|---|
| | 4) Each event will be risk assessed by the Troxy management to ensure that the welfare and safety of all people including artists is ensured.
5) All events involving nudity or striptease will be restricted to patrons over 18 years of age. |
|--|---|

ADDITIONAL PROPOSED CONDITIONS

RISK ASSESSMENT-OPERATIONS MANUAL

There shall be an Event Risk assessment for every event to include:

- Management Structure
- FRA capacity limits
- Notification of Events to Authorities
- Cancellation procedure
- Vulnerable persons
- Incident Reporting
- Internal Queue management
- External Queue Management
- Major Incidents
- Dispersal Policy
- Taxi Marshalls

DRINK SPIKING

Management shall ensure that drink spiking test kits are available on request for use by the medical team and management to test alleged adulterated drinks.

All front of house staff shall be briefed on how to care for a vulnerable person as a victim who appears that their drink had been spiked, and how to treat the drink/glass/bottle as a potential crime scene.

EVENT PLANS

For every event an event plan shall be written to include:

- Event Manager
- External Promoters
- Contract obligations
- Tickets sales information
- Music genre
- Audience profile
- Promotional Material
- SIA Security deployment
- Fire Marshall Deployment
- First Aid Facilities
- Cleaners and Toilet Attendants
- Search Policy
- Promoter References

EVENT RISK ASSESSMENT

Risk assessment to be kept on file for a minimum of twelve months and shall be kept for a minimum of one year and be made available to an authorised officer of Metropolitan Police and Tower Hamlets Council upon request.

The Premises Licence Holder (PLH) or the DPS shall notify the Police and the Licensing Authority four weeks in advance in writing of any proposed events that the Event Plan has indicated as being a Major Risk.

SECURITY POLICY & PROCEDURES

There shall be a written Security policy to include:

- SIA Deployment Ratio Requirements/Staff Matrix/Spot Plans
 - Search Policy and procedures including re-entry
 - Pre-opening Checks
 - During Performance Checks
 - Fire Marshalls
 - Vulnerable Persons
 - Safe Area
 - First aid Provision
 - Drugs seizures
 - Weapons seizures
 - Safe ejections
 - Witness Statements
 - Queue management
 - Incident log book
 - Door Staff Signing in register
 - Online SIA validity check records
 - Record of personal ID for SIA door staff
-
- A register of door supervisors shall be kept and shall record the following details:
 - The name, home address and registration number of all door supervisors working at the premises.
 - Full SIA registration number
 - A photocopy of proof of ID
 - The date and time the door supervisor commenced duty
 - The date and time the door supervisor finished work.
 - Each entry shall be countersigned by the DPS or Duty Manager on a weekly basis.
 - The register of door supervisors the incident book/electronic log records shall be kept at the premises and made available for inspection by authorised officer of the Police, SIA and Licensing Authority. The records shall be retained for a period of at least 12 months.
 - All Door Supervisors shall be clearly identifiable at all times whilst on duty through Hi-Vis armbands and those working outside the venue, including the smoking areas, shall wear high visibility jackets or Tabards. If wearing jackets/tabards the arm bands shall be of a different colour.
 - Data recordings shall be made immediately available to an authorised officer of Metropolitan Police or an authorised Licensing Officer from the Local Authority together with facilities for viewing upon request, subject to the provisions of the Data Protection
 - For events open to the general public when the sale of alcohol and licensable entertainment activities are taking place together there shall be a minimum of two SIA registered door staff deployed at the premises. Additional door staff shall be deployed as indicated by the risk assessment.
 - Door supervisors shall be deployed after each event in the public realm in the immediate vicinity of the premises to ensure an orderly dispersal of patrons and to prevent anti-social behaviour.
 - A clicker, tickets or other counting system shall be utilised and a record of the numbers of people in the premises shall be recorded in the Door Supervisors Log Book at hourly intervals.

FIRE RISK ASSESSMENT (FRA)

There shall be a contemporaneous Fire Risk assessment in place to include:

- Fire-fighting equipment
- Alarms
- Emergency lighting

- Fire alarm points
- Exit signage
- Water Sprinklers
- Testing Certificates
- Testing logs
- Fire exits
- Storage
- Staff Training
- Capacity limits for each style of events
- Capacity-specific areas

Records of the FRA shall be kept for a minimum of one year and be made available to an authorised officer of Metropolitan Police and Tower Hamlets Council upon request.

CAPACITY LEVELS

Shall be determined by the current Fire Risk Assessment (FRA) and the Event Management Plan risk assessment for that event.

The capacity levels are as per the Reports endorsed by The Fire Risk Surgery and the Anderson Bradshaw FRA.

FIRE MARSHALLS

Shall be determined by the current risk assessment for that event.

STAFF TRAINING

- 1) Staff employed at the premises to sell and deliver alcohol shall undergo training upon induction. This shall include, but not be limited to:
 - (a) The premises age verification policy
 - (b) The law relating to underage sales
 - (c) Dealing with refusal of sales
 - (d) Proxy purchasing
 - (e) Recognising valid identity documents produced as proof of age
 - (f) Identifying attempts by intoxicated persons to purchase alcohol
 - (g) Identifying signs of intoxication
 - (h) Conflict management
 - (i) How to identify and safeguard vulnerable persons who attend and leave the premises
 - (j) Identifying signs of drug usage
 - (k) The four licensing objectives
- 2) Training sessions are to be documented and refreshed every six months.
- 3) All training sessions are to be documented in English.
- 4) Records of training shall be kept for a minimum of one year and be made available to an authorised officer of Metropolitan Police and Tower Hamlets Council upon request.

PROTECTION OF CHILDREN FROM HARM

- 1) The premises shall at all times operate an age verification policy of Challenge 25 to prevent any customers who appear to staff members to be under the age of 25 years from purchasing alcohol without having first provided proof of age identification.
- 2) Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card or proof of age card showing the "PASS" hologram are to be accepted as identification.
- 3) Notices advertising the Challenge 25 and proof of age policy shall be displayed in prominent positions on the premises.
- 4) Staff shall be trained in the five-point FLARE checklist to identify fraudulent cards. Staff training on checking proof of age procedures will be recorded and kept on file.
- 5) The Premises Licence holder shall display in a prominent position a copy of their policy on checking proof of age.

- 6) No person under the age of 18 shall be permitted to enter the premises after 23:00 hours or remain on the premises after midnight in any circumstances.
- 7) All staff employed at the premises involved in the sale and delivery of alcohol shall be trained to record refusals of sales of alcohol in a electronic refusals log.

PREVENTION OF PUBLIC NUISANCE

- 1) During the operating hours of the premises a telephone number shall be made available to local residents should they wish to speak to the duty manager about noise nuisance related issues.
- 2) The licensee or nominated representative shall ensure that no noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to undue disturbance to local residents or local businesses.
- 3) Legible notices shall be prominently displayed at all exits requesting customers to respect the needs of local residents and to leave the premises and area quietly.
- 4) After 23:00 hours, staff shall be available to ensure that customers disperse quietly away from the immediate area.
- 5) Notices must be displayed by all the exit doors stating Patrons are prohibited from leaving the premises with glasses or open bottles.
- 6) Empty bottles shall not be placed in bins outside of the premises between 23:00 hours and 07:00 hours the following day.
- 7) There shall be a nominated personal licence holder on duty whenever the premises open for the sale of alcohol whom will be responsible for the bar areas
- 8) A litter patrol shall take place after each event outside of the premises

c) Public safety

d) The prevention of public nuisance

--

e) The protection of children from harm

Checklist:**Please tick to indicate agreement**

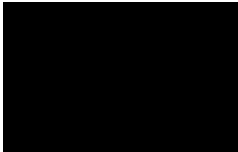

- I have made or enclosed payment of the fee.
- I have enclosed the plan of the premises.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.
- I understand that I must now advertise my application.
- I understand that if I do not comply with the above requirements my application will be rejected.
- [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15).

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.

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.

Part 4 – Signatures (please read guidance note 11)

Signature of applicant or applicant’s solicitor or other duly authorised agent (see guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

Declaration	<ul style="list-style-type: none"> • [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, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
Signature	<i>William Donne</i>
Date	19 th December 2023
Capacity	Licensing Agents Silver Fox Consultants  Email: 

For joint applications, signature of 2nd applicant or 2nd applicant's solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)			
Post town		Postcode	
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			

Notes for Guidance

1. 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.
2. 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:
 - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - 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.
 - 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.
 - 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.
 - 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:
 - 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.

- 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.
 - 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.
 - 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:
 - any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - 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;
 - any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - 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.
3. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
 4. For example the 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.
 5. For example (but not exclusively), where the activity will occur on additional days during the summer months.
 6. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
 7. Please 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.
 8. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
 9. Please 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 or the presence of gaming machines.
 10. Please list here steps you will take to promote all four licensing objectives together.
 11. The application form must be signed.
 12. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
 13. Where there is more than one applicant, each of the applicants or their respective agent must sign the application form.
 14. This is the address which we shall use to correspond with you about this application.

15. 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 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 the right 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 which an applicant may provide to demonstrate their entitlement to work in the UK (which do not need to be certified) that are published on GOV.UK and in [guidance issued under section 182 of the Licensing Act 2003](#)
- 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).

Home Office online right to work checking service

As an alternative to providing a copy of original documents, 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.

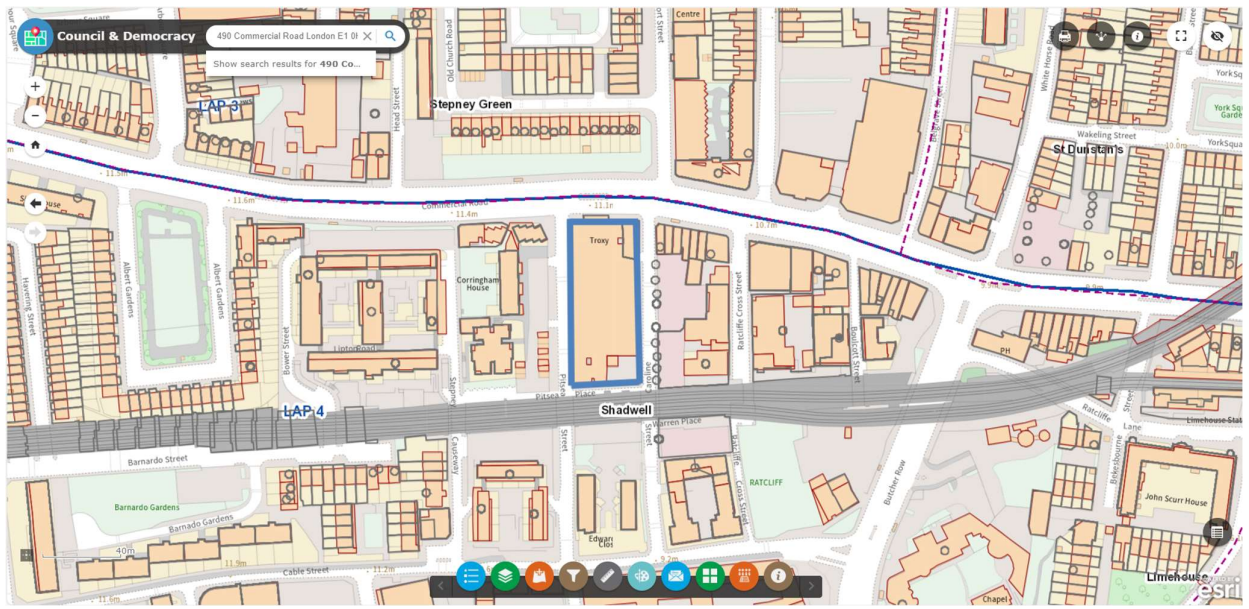
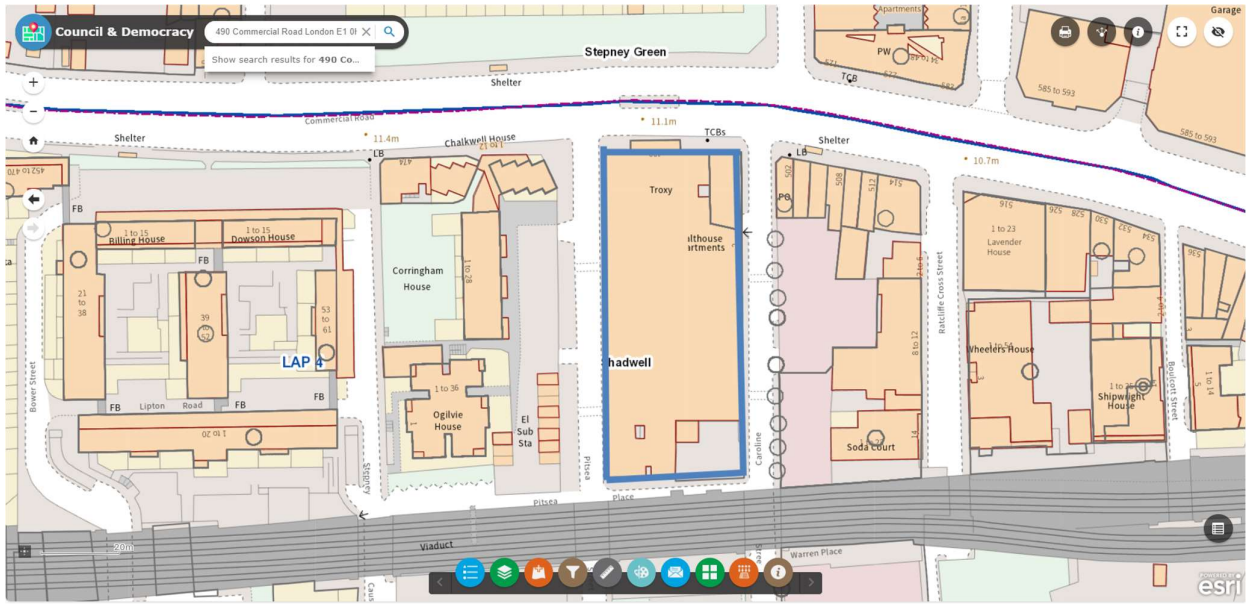
In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be shared digitally. 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.

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.

Appendix 3

Maps – 490 Commercial Road



Appendix 4

Photos – 490 Commercial Road

PUBLIC NOTICE
S.17 LICENSING ACT 2003
NOTICE IS HEREBY GIVEN THAT WE, TROXY LONDON LTD,
APPLIED ON THE 19TH DECEMBER 2023 TO
THE LONDON BOROUGH OF TOWER HAMLETS
IN RESPECT OF THE PREMISES KNOWN AS, AND SITUATE:
Troxy, 490 Commercial Road, London E1 0HX
FOR THE GRANT OF A PREMISES LICENCE FOR THE
FOLLOWING LICENSABLE ACTIVITIES:

Licensable activities	Days	Hours
1 Sale of Alcohol by Retail	Monday to Thursday	10:00 to 02:00 hrs
	Friday and Saturday	10:00 to 04:00 hrs
	Sunday	10:00 to 00:00 hrs
Late Night Refreshment	Monday to Thursday	23:00 to 02:00 hrs
	Friday and Saturday	23:00 to 04:00 hrs
	Sunday	23:00 to 00:00 hrs
4 Entertainment	Monday to Thursday	08:00 to 02:00 hrs
	Friday and Saturday	08:00 to 04:00 hrs
	Sunday	10:00 to 00:00 hrs
Non-Standard Timings	Applied to all licensable Activities	Various as per application

The postal address of the licensing authority where the register is kept and the application may be inspected by prior arrangement between the hours of 10am to 4pm Monday to Friday is:
Licensing Team, Environmental Health & Trading Standards,
Tower Hamlets Town Hall, 160 Whitechapel Road London E1 1BJ
Any person wishing to make representations on this matter shall give notice, in writing, stating the precise nature of such representations to the above address or via email to licensing@towerhamlets.gov.uk
Any person wishing to make representation to this application must do so in writing **within 28 days** of the date of the application.

**IT IS AN OFFENCE TO KNOWINGLY OR RECKLESSLY
MAKE A FALSE STATEMENT IN CONNECTION WITH AN
APPLICATION, THE MAXIMUM FINE FOR DOING SO UPON
SUMMARY CONVICTION IS UNLIMITED.**
Signed W.Donne-Licensing Agent Date: 19/12/2023

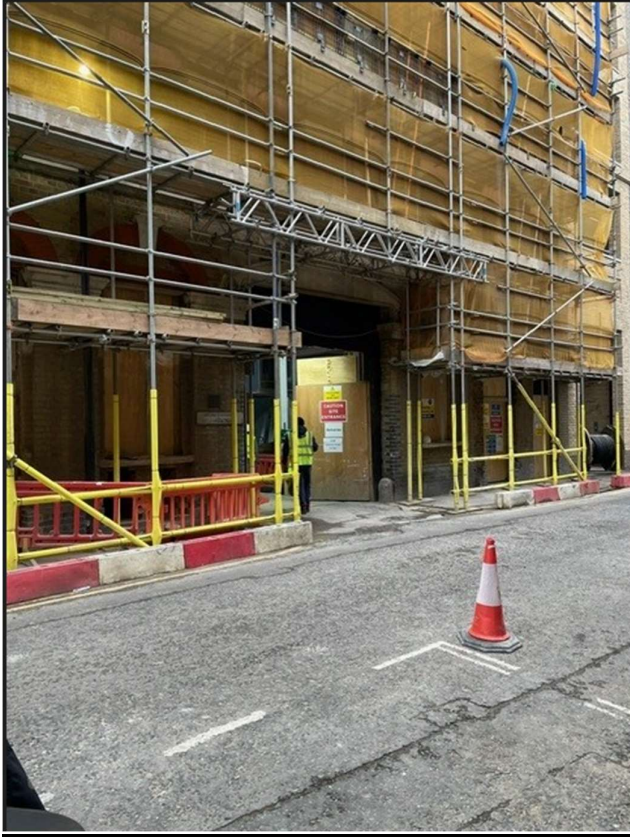














Appendix 5

Nearby Licensed premises – 490 Commercial Road

<u>Premises</u>	<u>Licensable hours</u>	<u>Opening hours</u>
(Off Licence) 502 Commercial Road	<u>Sale of alcohol (off sales)</u> a. On weekdays, other than Christmas Day, 8 a.m. to 11 p.m. b. On Sundays, other than Christmas Day, 10 a.m. to 10.30 p.m. c. On Christmas Day, 12 noon to 3 p.m. and 7 p.m. to 10.30 p.m. d. On Good Friday, 8 a.m. to 10.30 p.m. See Mandatory conditions for drinking up time	There are no restrictions on the hours during which this premises is open to the public
(Docklands Fish Bar) 506 Commercial Road	The provision of late-night refreshment On Monday to Sunday, 23.00 hours to 01.00 hours the following day	There are no restrictions on the hours during which this premises is open to the public
(Spirits of East) 508 Commercial Road	The sale by retail of alcohol - Off sales only <ul style="list-style-type: none"> Monday to Sunday, from 06:00 hrs to 00:00 hrs (midnight) 	<ul style="list-style-type: none"> Monday to Sunday, from 06:00 hrs to 00:00 hrs (midnight)
(Café Mimoza) 510 Commercial Road	The sale by retail of alcohol – On and off sales <ul style="list-style-type: none"> Monday to Thursday, from 11:00 hrs to 23:30 hrs Friday and Saturday, from 11:00 hrs to 00:00 hrs (midnight) Sunday, from 11:00 hrs to 23:30 hrs 	<ul style="list-style-type: none"> Monday to Thursday, from 06:00 hrs to 00:00 hrs (midnight) Friday and Saturday, from 06:00 hrs to 01:00 hrs the following day) Sunday, from 06:00 hrs to 00:00 hrs (midnight)

	<p>The provision of late night refreshment – Indoors and outdoors</p> <ul style="list-style-type: none"> Monday to Thursday, from 23:00 hrs to 00:00 hrs (midnight) Friday and Saturday, from 23:00 hrs to 01:00 hrs the following day Sunday, from 23:00 hrs to 00:00 hrs (midnight) <p>The provision of regulated entertainment – Indoors (Recorded Music)</p> <ul style="list-style-type: none"> Monday to Thursday, from 08:00 hrs to 00:00 hrs (midnight) Friday and Saturday, from 08:00 hrs to 01:00 hrs the following day Sunday, from 08:00 hrs to 00:00 hrs (midnight) 	
<p>(Taj Mahal Fried Chicken & Grill) 512 Commercial Road</p>	<p>The provision of late night refreshment - Indoors</p> <ul style="list-style-type: none"> Monday to Sunday, from 23:00 hrs to 01:30 hrs the following day 	<ul style="list-style-type: none"> Monday to Sunday, from 11:00 hrs to 00:00 hrs (midnight) <p>(After 00:00 hrs (midnight) the premises will operate as a Delivery Only operation until 01:30hrs)</p>
<p>(Sainsbury's) 516 - 520 Commercial Road</p>	<p>The sale by retail of alcohol (off sales)</p> <ul style="list-style-type: none"> Monday to Sunday 07.00 hours to Midnight 	<p>Monday to Sunday 00.00 hours to 24.00 hours</p>

Appendix 6

Corinne Holland

From: Lilu Miah <[REDACTED]>
Sent: 16 January 2024 00:06
To: Licensing

Follow Up Flag: Follow up
Flag Status: Completed

Dear sir/madam

Re: Troxy 490 Commercial Road, London E1 0HX Ref: CLC/EHTS/LIC/165747

I write to raise my objection to Troxy full variation application on the Prevention of Public Nuisance ground. As a resident, we are finding the following issues:

Troxy clients, who stand in the queue and urinate wherever they find opportunities at our walkway front door Noise from the queue is unacceptable. Ogilvie House is over 50 accommodations where the senior citizens live. As a resident we find it difficult to access by our car, troxy clients block our emergency exits. on the events day drug and nitroxide use goes high after the events we have to walk on litter. Their client blocks the pavements we cannot use the pavements. Their customer comes 15/20 hours before the event starts to start queueing to enter the events.

Therefore, I am requesting the licensing committee to refuse their full variation application

Lilu Miah
[REDACTED]

Sent from [Outlook for iOS](#)

Appendix 7

Corinne Holland

From: mostak askor <[REDACTED]>
Sent: 15 January 2024 23:11
To: Licensing
Subject: Re: Troxy 490 Commercial Road, London E1 0HX Ref: CLC/EHTS/LIC/165747

Follow Up Flag: Follow up
Flag Status: Completed

Dear sirs,

Re: Troxy 490 Commercial Road, London E1 0HX Ref: CLC/EHTS/LIC/165747 Part 1

Further to your letter dated 21st December 24, I write to raise my concerns regarding the full variation application on the Prevention of Public Nuisance ground. As a resident, we are finding the following issues that are affecting our well-being and mental health:

- They failed to do adequate door /crowd control. Please see the attached pictures and video clips of Troxy clients, who stand in the queue and urinate wherever they find opportunities at our walkway front door (please find attached a video person urinating in front of the SIA door supervisor)
- Noise from the queue is unacceptable. Ogilvie House is over 50 accommodations where the senior citizens live.
- As a resident we find it difficult to access by our car, troxy clients block our emergency exits. On one occasion I contacted their manager about this issue I did not have a satisfactory answer. (attached copy of email)
- on the events day drug and nitroxide use goes high after the events we have to walk on litter.
- Their client blocks the pavements we cannot use pavements. Their customer comes 15/20 hours before the event starts to start queueing to enter in the events. (please see attached picture)

Troxy has failed to promote the prevention of Nuisance. Therefore, I am urging the licensing committee to refuse their full variation application

Should you require any further information please do contact me.

Kind Regards

Mostak Ahmod Askor
[REDACTED]

M. Askor Representation – photos

1.



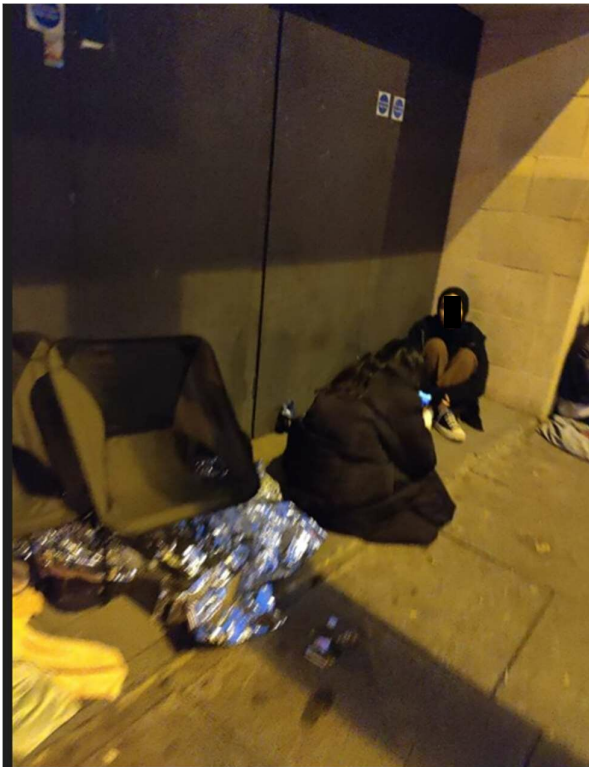
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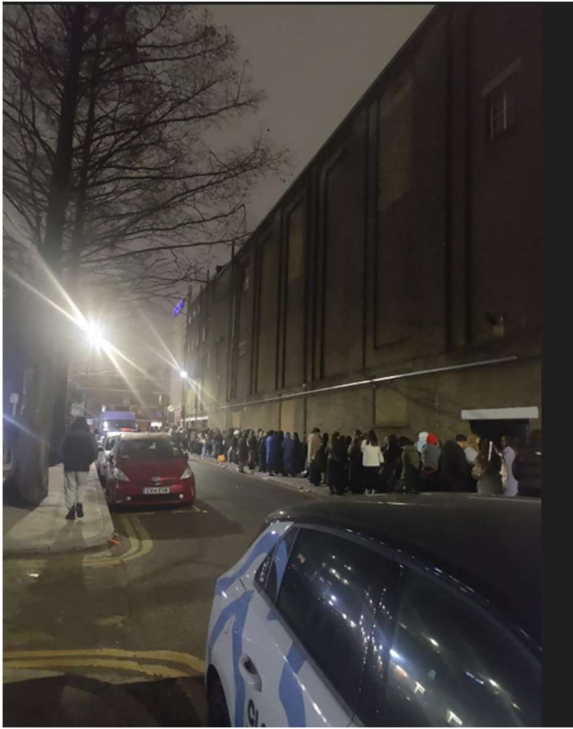
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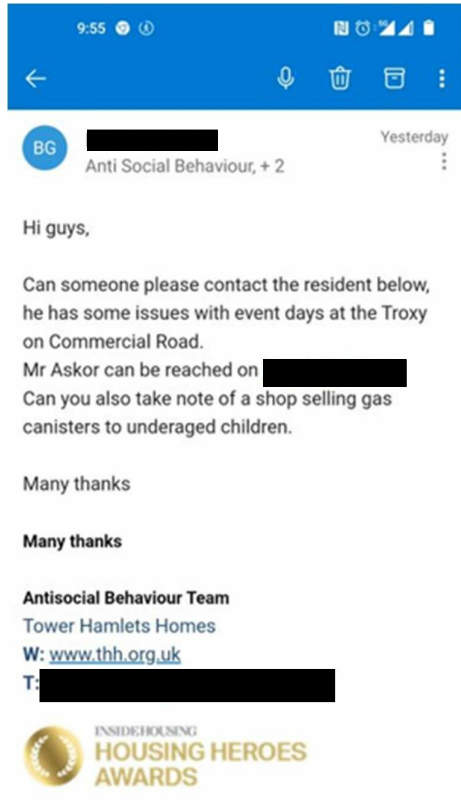
7.



8.



9.



Appendix 8

Corinne Holland

From: Pitsea TRA [REDACTED] >
Sent: 16 January 2024 18:38
To: Licensing
Subject: MOST URGENT: Troxy 490 Commercial Road, London E1 0HX Ref: CLC/EHTS/LIC/165747
Attachments: IMG-20240110-WA0006.jpg; IMG-20231230-WA0006.jpg; IMG-20240110-WA0020.jpg; IMG-20240110-WA0029.jpg; IMG-20240110-WA0025.jpg; VID-20240110-WA0008.mp4; VID-20240112-WA0004.mp4; VID-20240110-WA0021.mp4

Dear Sir/Madam

I understand one of our committee members has already been in contact so I am emailing you on behalf of the Pitsea Estate TRA and Committee members to reiterate the seriousness and severity as we all share the same concerns regarding the full variation application on the Prevention of Public Nuisance ground.

The following issues have been noticed and raised by myself and other committee members as well as residents due to events held at Troxy;

- 1) Failure of adequate door/crowd control.
- 2) Troxy customers urinating wherever they find opportunities including next to our cars and homes
- 3) Noise pollution all through the night up till 4 or 5am, disturbing residents and leading to sleep deprivation
- 4) Troxy customer queueing and sleeping on the pavements 24 hours before an event leading to noise pollution, obstruction for residents
- 5) Long queues causing obstruction and blockage on our estate roads preventing residents from entering and leaving the estate whilst also leading to heavy traffic
- 6) Troxy customers parking in our estate and residents bays
- 7) Troxy customers use of drugs including laughing gas (nitroxide) increasing drug use in our estate
- 8) Littering especially of laughing gas

These are just a few of the many issues brought to our attention. Please see attached some of the evidence gathered for these issues raised.

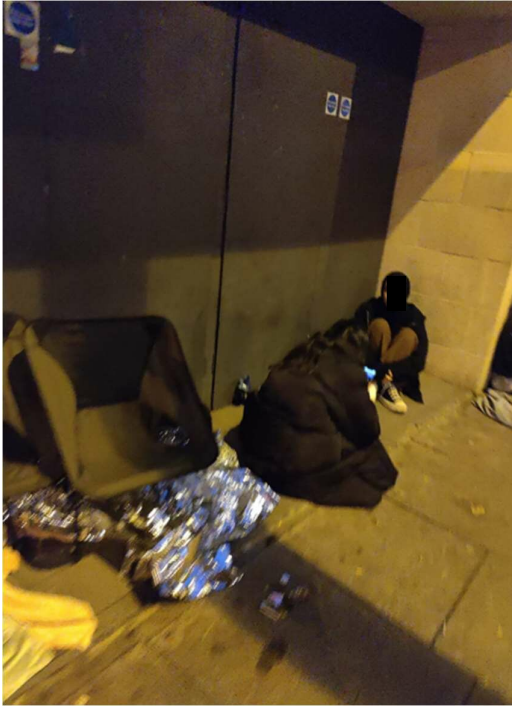
We hope that Troxy management can take responsibility of these issues as they are a result of the events held at Troxy coming directly from the actions of their customers in what is not a commercial area but a residential area. These issues are affecting the standards of living, mental health and well being of our residents, therefore I hope you can understand the severity of what we bring forward to you as we urge the Licensing Committee to refuse their full variation application.

Kind Regards

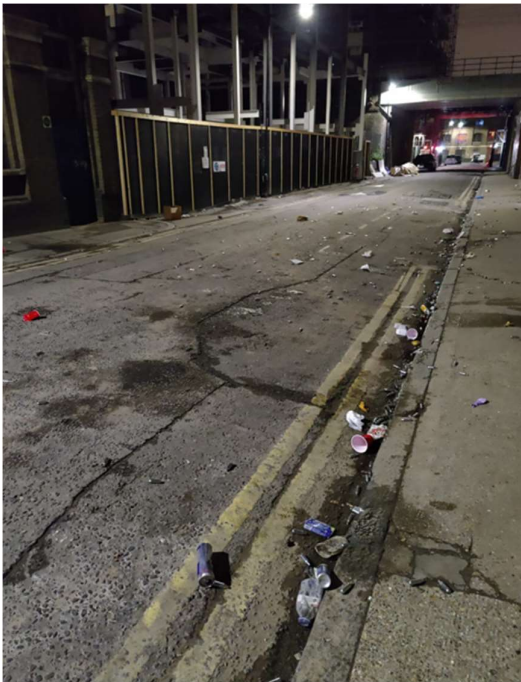
Muhammed Saquib Hussain
Pitsea TRA Secretary

Pitsea TRA Representation – Photos

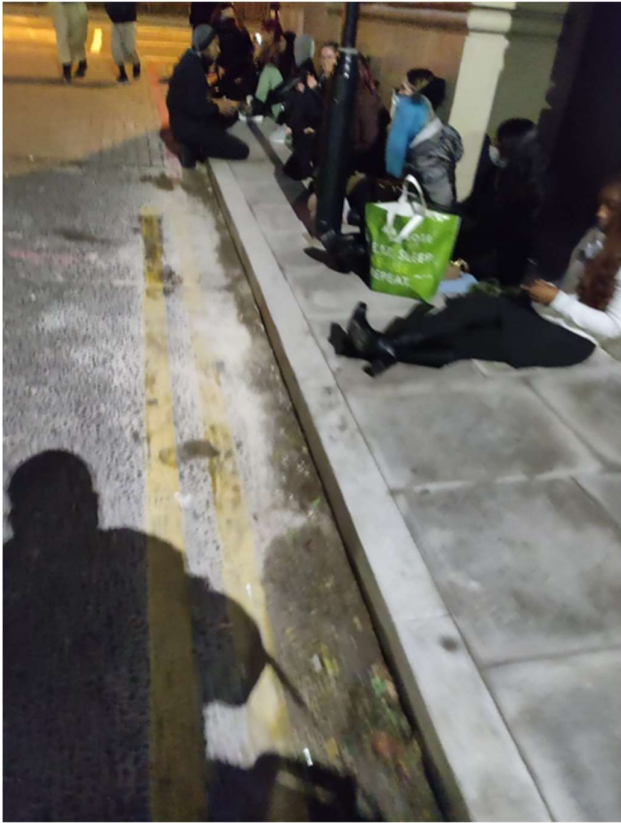
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2.



3.



4.



5.



Appendix 9

TROXY SKELETON ARGUMENT

**HEARING BEFORE THE LICENSING SUB COMMITTEE
TOWER HAMLETS COUNCIL 12th MARCH 2024 at 18:30 hours
APPLICATION FOR THE GRANT OF A PREMISES LICENCE**

**Troxy London Ltd (Applicant)
Troxy, 490 Commercial Road
London E1 0HX**

**Skeleton Argument
On behalf of the Applicant
Bill Donne, Silver Fox Licensing Consultants**

Documents submitted on behalf of the Premises Licence Holder.

A. Section 182 Guidance Licensing Act 2003 - December 2023

- Part 9.3 to 9.11 Where representations have been made and
- 9.12 Responsible Authorities as experts
- 9.38 give weight to the evidence.

B. London Borough of Tower Hamlets Statement of Licensing Policy

- Section 5.14 Licensing laws are not the primary method of for general control of nuisance and anti-social behaviour by individuals once they are away from any licensed premises, thus being beyond the direct control of the Licensee
- Section 8 Representations from other persons
- Section 9.2 Adopting conditions recommended by the Police
- Section 11 Prevention Public Nuisance
 - 11.1 Late night nuisance
 - 11.2 Cheek by Jowl
 - 11.3 (b) Queue management
 - 17.3 Nitrous Oxide Psychoactive Substance, health harm
 - 25.1 Risk assessments for significant events

C. Misuse of Drugs Act 1971

- Makes possession of Nitrous Oxide illegal

D. Human Rights Act 1998, Protocol 1, Article 1

- Protection of your right to enjoy your property peacefully

This Case Summary is submitted on behalf of the PLH. Any reference to documents submitted on behalf of the Premises Licence holder will be referenced by (“PLH”).

Scope of the application

This is an application for the Grant of a new Premises Licence has five main points:

1. To adopt conditions that reflect current best practice standard operating procedures contained within the Troxy Operations Manual as a working document.
2. To adopt the conditions as specified in the operating schedule that had previously been agreed with the Metropolitan Police earlier in the 2023.
3. Revised timings for authorised licensable activities
4. To set the capacity level and recommended by the Fire Risk Assessment (FRA) to a maximum comfort capacity of 3,600 patrons.
5. To build an additional 36 water closet and 22 urinals.

Background

On the 19th December 2023 Troxy London Ltd under S.17 Licensing Act 2003 (LA) submitted an application for the Grant of a Premises Licence known as Troxy situate at 490 Commercial Road, London E1 0HX.

Commercial Road is the extremely busy main arterial A13 road into central London to the West and to Essex to the East.

There is currently a premises licence in force at that location and the premises licence holder (PLH) is also Troxy London Ltd which will be surrendered if the application is granted as applied for.

Troxy entertainment and conference venue is built on the site of an old brewery and opened in 1933 as a Grand Cinema. In the 1980s, Troxy transitioned into Mecca Bingo, where bingo games were held daily until 2005.

Troxy opened in August 2006 in its current form, and is now celebrated as London's most versatile venue, hosting a wide array of national and international events including live concerts, company conferences, award ceremonies, and cinema and with attendees ranging in number from 250 to over 3,000 guests.

The Premises.

Tom Sutton-Roberts, the Managing Director of Troxy London Ltd is an experienced operator of licensed premises and the music industry. Mr Sutton-Roberts has been responsible for the management of Troxy since July 2015 and he is ably assisted by David Lysaght who is the Designated Premises Supervisor (DPS) for the current licence, and is the proposed specified DPS for the new premises licence.

Representations received

A pre-consultation document was circulated to the Responsible Authorities (RA) prior to the application being formally submitted.

It is of note that the RA including the Police, Licensing, Environmental Protection and the Fire and Rescue Service have **not** submitted representations.

The application has attracted three representations from local residents:

- Mr Askor-Ogilvie House
- Mr Hussain-Pitsea Estate TRA
- Mr Miah-Corringham House

There are three apartment buildings located in Pitsea Street; Chalkwell House that overlooks Commercial Road, Corringham House in Pitsea Street and Ogilvie House at the Southern end of Pitsea Street, away from Commercial Road. See road map on Appendix 2

The summary of the main Points the objectors have raised:

1. There is inadequate crowd control of patrons who stand in the queue and urinate
2. Noise from the queue is unacceptable.
3. Ogilvie House is over 50 apartments where the senior citizens live.
4. As a resident they find it difficult to access by our car, patrons block our exits.
5. On one occasion there was a BBQ vendor on the pavement near Pitsea Place
6. On events day drug and nitroxide use goes and litter is deposited on the pavement.

7. Their client blocks the pavements we cannot use pavements. Their customer arrive 15/20 hours before the event starts to start queueing to enter in the events.
8. Uber taxis dropping off customers
9. Dray parked on the public highway in Pitsea Place

Mr Askor and Mr Hussain have provided photographs and video footage that will be in the Public Agenda Pack

Distance from queues outside Troxy in Pitsea Street:

- Corringham House-25 metres
- Ogilvie House-50 metres

PLH Response to issues raised by the objector's comments:

The director and management of Troxy London Ltd have anticipated many of the concerns expressed in their representations and in conjunction with the police have drafted legally enforceable conditions contained within the proposed operating schedule that address the concerns that the objectors have raised. Should the premises licence be granted as applied for there are real benefits to the local residents as described below.

1.0 Queue Management

It is evident from the videos submitted by the objectors that registered SIA door supervisors (D/S) are on duty managing the queue both at the front entrance and the also the side roads. The D/S easily identifiable as they are wearing hi vis jackets or tabards.

Troxy management deploy roving patrols to supervise the queues around the premises. Patrons in the queue are well behaved and orderly. There is no evidence of anti-social behaviour.

The use of public transport is encouraged and communicated via the Troxy website and highlights the taxi drop off/collection point in Caroline Street.

The website also indicates that queueing for that show is only permitted from 11am on the day of the performance.

On the Troxy website it states:

“Please don’t drive to Troxy. We’re a public transport destination and well serviced by TfL. Commercial Road is not a parking paradise. We have red lines, not yellow, so you’ll be clamped, ticked or towed-all of which will ruin your night out. Drop off and pick up is possible on Caroline Street down the side of the venue”.

There are a range of events produced at Troxy that include live music performances and club nights. For most music events the queues may commence from c.14:00 hours that day and disappear once the doors open at c.19:00 hours or earlier, with most music events terminating at 22:30 hours with the venue clear of all patrons by 23:00 hours. The venue operates a dispersal policy once the show has finished that the security personnel encourage patrons to walk away from the venue in either direction of Commercial Road.

On club nights the doors open at c.21.00 and generally close at c.02:00 to 04:00 hours. Patrons attending club nights usually arrive after the doors have opened and therefore the queues are relatively short and dwell time outside of the venue is minimal. Occasionally there are events that close later than that time. On the club events patrons tend to disperse quietly over a much longer time period.

SIA Door Supervisors are deployed on roving patrols around the perimeter of the Troxy building to prevent anti-social behaviour from 14:00 hours when queueing for a show is anticipated. Advance tickets holders are informed that they must not start queueing outside of Troxy until 11am on the day of the event.

It is evident from the videos produced by the videos that the queues form on the pavement immediately outside and on the same side of the venue opposite from the resident’s houses. There is resident parking and trees in front of the residential properties. The video shows that the queues are managed by SIA Security personnel.

2.0 Noise from the queue

The queues form during the afternoon of an event and are supervised and orderly. The background traffic noise from the busy Commercial Road is greater at that time of day than

any noise caused by people talking in the queue. The DS roving patrols are on hand to quell any excitable ticket holders located in Pitsea Street.

There are improved Entry and Egress Policies that shall include detailed plans for queue management and audience dispersal, overseen by our trained SIA registered door staff, to minimise disturbance and public nuisance.

There will be Visible Welfare Staff at large capacity Club nights and their presence will help manage and assist vulnerable individuals, creating a safer environment for everyone.

We will display signs requesting patrons to leave quietly, showing our respect for the neighbourhood's peace.

There will be a direct line dedicated telephone contact Number for Residents for immediate contact with the duty manager regarding any noise-related issues

The application proposes earlier closing times for most major events compared to the existing premises licence. We are restricting our major music concerts to end before midnight.

There are revised timings for Boxing that will conclude by 23:30 (previously 02:00), and most Club Events between 02:00 to 04:00 (instead of 06:00) respectively, thereby significantly reducing late-night activity in the immediate area.

3.0 Urinating in public

The objectors have submitted video footage (Video 1) of an IC1 male urinating on private property at Chalkwell House in Commercial Road opposite the entrance to Troxy that they suggest is a patron of Troxy. There is no evidence that he was a customer of Troxy and we dispute that he was a patron, but more likely to be an office worker as he is wearing a tie, not the normal attire for someone visiting an entertainment venue.

In the application there is provision for more than doubling of the current toilet facilities with an additional 36 toilet cubicles and 22 urinals to be installed. These facilities shall remain open after the show performance has finished and until all patrons have left the venue.

4.0 Blocking of car park exits

Pedestrians are entitled to walk on the public highway and as previously stated queue on the perimeter of the venue. The roving security patrols however will discourage patrons standing by the gates to the resident's car park.

5.0 BBQ Vendor on the pavement.

This was a one-off incident whereby an independent unlicensed trader set up a bbq on the pavement in Pitsea Street. The management did not know who he was and Troxy security intervened and the vendor was asked to leave, but he refused. Police were called, attended site and took no action. The incident has been discussed with Trading Standards, Environmental Protection and the Police to ensure that there is no repetition of this incident.

6.0 Nitrous Oxide

Possession is now illegal under the Misuse of Drugs Act 1971. The Troxy management refute that the canisters were left by patrons but discarded by passengers seated in cars parked in Pitsea Street at night when the venue is not open. Under the proposed conditions the Troxy management shall be required to conduct a litter patrol around the perimeter of the building.

7.0 Early queueing

See 1.0 above

8.0 Uber Drop Off/Pick Up

It has been agreed with Uber that the official drop off/collection point is on Caroline Street as stated on the Troxy website.

9.0 Dray parked in Pitsea

The Wines, Beers and Spirits Company have been written to reminding them of where they should park for unloading. The average delivery takes less than one hour.

The relevant conditions contained within the application to address the objectors’ concerns:

10	No open containers of alcohol to be taken outside the premises.
14	A written entry policy shall be in place and implemented at the premises to move customers into the premises in such a way as to cause minimum disturbance or nuisance to neighbours. The policy shall include details on queue management to ensure any queue to enter the premises is managed effectively and supervised by door staff to ensure that there is no public nuisance or obstruction to the public highway.
15	A written egress policy shall be in place and implemented at the premises. The policy shall include details on audience dispersal to ensure egress is managed effectively and supervised by door staff to ensure that there is no public nuisance or obstruction to the public highway.
25	Notices to be displayed asking patrons to leave quietly.
26	Rubbish shall not be deposited outside the building between 23:00 hours and 07:00 hours.
27	Premises Licence Holder to arrange for rubbish collection patrols to be undertaken after an event from the perimeters of Stepney Causeway (west of the premises) to Ratcliffe Cross Street (east of the premises) and up to Railway Viaduct (south of the premises) and up to Commercial Road (north of the premises).
1	During the operating hours of the premises a telephone number shall be made available to local residents should they wish to speak to the duty manager about noise nuisance related issues.

Section 182 Guidance

10. The LA03 requires the Security of State to issue guidance under s182 to Licensing Authorities with regard to the discharge of their functions and of this Act.

The guidance is a significant consideration in any licensing application. In R (on the application of *Daniel Thwaites Plc -v- Wirral Borough Magistrates Court (2008)*) Mrs Justice Black commented obiter “there is no doubt that regard is to be had to the guidance But that’s its force is less than that statute.. the guidance contains advice on varying degrees of specificity”.

In Summary:

This application is for the grant of a new premises licence with stringent conditions previously agreed with the police in order to promote the four licensing objectives.

It is recognised that three local residents have submitted a representation objecting to the grant of a premises licence on the grounds of public nuisance.

The members of the Licensing Sub Committee (LSC) will have had an opportunity to examine and review the application together with the supplementary documents that support this application. It is hoped the LSC will consider that this is a comprehensive and detailed application in respect of a major national and international entertainment venue located in the London Borough of Tower Hamlets (LBTH).

I refer to the LBTH Statement of Licensing Policy currently in force:

5.13 This Licensing Authority will ensure that any conditions added to a licence/authorisations are enforceable and proportionate and are consistent with the general principles for licence conditions detailed the Secretary of State's Guidance. We encourage applicants' responsible authorities and other persons to have regard to this Guidance when considering additional conditions. We also encourage the use of words such as "must", "shall" and "will" when deciding the wording of any condition.

5.14 Licensing laws are not the primary method of for general control of nuisance and anti-social behaviour by individuals once they are away from any licensed premises, thus being beyond the direct control of the Licensee/Certificate holder or holder of any other such authorization (e.g. Temporary Event Notice). However, it is a key aspect of control and licensing laws will always be part of an overall approach to the management of the evening and night time economy.

We suggest that the proposed conditions contained within the operating schedule agreed with the police are enforceable and proportionate and that the LSC be satisfied that they will address the concerns expressed by the objectors in their representations.

APPENDIX 1



Pitsea Street looking South from Commercial Road



Pitsea Street Looking South from Commercial Road

APPENDIX 2



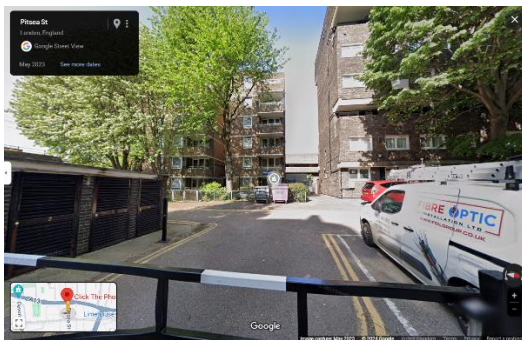
APPENDIX 3



Chalkwell House



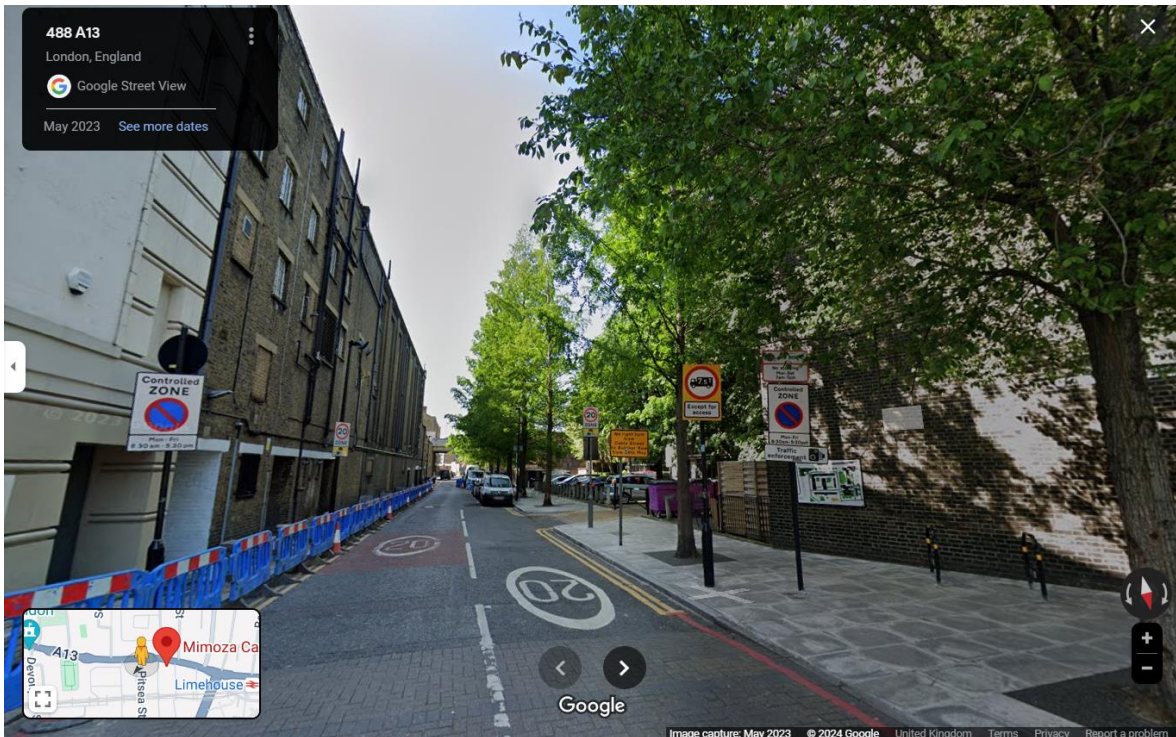
Corringham House



Ogilvie House (Courtesy of Google Maps)



Troxy, Commercial Road



Pitsea Street looking South from Commercial Road (Photo Courtesy of Google Maps)

APPENDIX 4

Source: Police Uk Crime Statistics 2023 -Pitsea Street /Commercial Road E1 0JJ

Offence Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Violence and Sexual	3				1			1	1	3		9	18
Theft from Person	2			4	1						2		9
Other Theft	1	1	1	5	2		1			4			15
ASB		2											2
Drugs		1											1
Criminal Damage			1							1			2
Public Order			1								1	1	3
Other			3	1									4
Vehicle Crime				1			1	1	1	1			5
Robbery											1	1	2
													0
Total	6	4	6	11	4	0	2	2	2	9	4	11	61

APPENDIX 5

Email sent to residents:

Dear Sir,

**Ref: Application Grant Premises Licence-Representations
Troxy, 490 Commercial Road, London E1 0HX**

I write to you in relation to your representation raising concerns over my Client's application for the grant of a new premises licence for Troxy.

May I thank you for taking the time to articulate your concerns about patrons attending the venue. This is useful feedback and I hope that I can alleviate some of your concerns relating to this application and give you reassurance as how the venue will operate in the future. As you are aware Troxy has been in existence as an entertainment venue since 1933 and offers an eclectic mix of music and cultural events and attracts a diverse range of patrons. The current premises licence has conditions that are either outdated, in conflict, or simply unenforceable.

The application is not for the variation of the existing licence, but for the Grant of an entirely new Premises Licence, that if successful will replace the existing one.

The management of Troxy have made this application for a new premises licence to incorporate a range of robust and conditions that have been recommended and agreed with the Metropolitan Police licensing team. These conditions reflect current best practice in the way that a venue is operated and includes conducting a litter patrol in the area after each event. This will benefit local residents. In addition, the applicants wish to improve the toilet facilities by the installation of an additional thirty plus cubicles. The application also proposes for some events, a reduction in operating hours from the current licence. The conditions are supported with a comprehensive Operations Manual that identifies the in-house policies and procedures.

My Client note your concerns that you have outlined in your representations, including the video recordings and photographs that you have submitted. We believe that the proposed conditions in this application will help alleviate many of the issues you have identified. Please note that no representations were received from any of the eleven responsible authorities.

For the avoidance of doubt, the application is for the grant of a new licence with a robust set of conditions to legally tighten the operational standards by way of conditions. The existing premises licence is unaffected, and will only be surrendered if the application for a new premises licence is granted as applied for.

The owners and management of Troxy has always been keen to work with the local community including the Pitsea TRA, and are willing to provide a hot line telephone number direct to the duty manager for you to report any complaints you may have in real time.

I would respectfully ask you to withdraw your representation in order for the new premises licence to be granted as applied for and enabling my Client to surrender the current existing licence. Should you wish to do this you will need to contact the Licensing Authority and inform them that you are withdrawing your representation.

Should you elect not to withdraw your representations the matter will go before the Licensing Sub Committee for Councillors to make their decision and they have discretion to give weight to your written and oral submissions as they see fit.

Kind regards

Bill Donne

Silver Fox Licensing Consultants

APPENDIX 6

Three Thousand flyers distributed to local residents in November 2022:



Appendix 10

**Section 182 Advice by the Home Office
Updated on August 2023**

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 11

Licensing Policy Section 11

Prevention of Public Nuisance

- 11.1 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.
- 11.2 Like many London boroughs, Tower Hamlets has many areas of the borough where businesses and residents are “cheek by jowl” with each other. Thus, the correct balance needs to be adopted ensuring residents are not unduly disturbed by licensed premises, whilst ensuring this does not stifle growth in the licence trade.
- 11.3 Though all licensed premises must promote the licensing objectives, and thus actively try to prevent public nuisance being caused by their licensable activities, there are some factors that this Licensing Authority would expect to applicants to consider and where appropriate address in their operating schedule. These are:
- a) Music/performances
Measures to reduce impact of noise on residents
 - b) Queue management
Measure to prevent obstruct access to properties, pavements. Measure to reduce the impact of people noise on residents
 - c) Ingress and Egress
Measure to prevent people noise during ingress and egress
 - d) Use of outside areas (see 11.7 below)
 - e) Deliveries, particularly pick-ups by vehicles
Measures to prevent noise/fumes from engines, drivers (including smoking),
 - f) Bottle disposal
Done at reasonable time to prevent impact on residents e.g. between 8am and 8pm
 - g) Litter
Measures to prevent littering around the venue from patrons
- 11.4 The Licensing Authority appreciates that it would not be necessary or appropriate for all applications to have measures to prevent the above issues. Nevertheless, we will take a strong view on applications for licences that are in close proximity to residential premises, and whose intended use has a higher likelihood of causing public nuisance. This also includes those applications in areas covered by a Cumulative Impact Assessment (CIA). Especially where the applications falls outside the scope of any exceptions to such CIAs.
- 11.5 The Licensing Authority, where its discretion is engaged, will consider, where appropriate, attaching conditions to licences and permissions to prevent the

problems identified listed above, or any other conditions it considered appropriate and proportionate to promote the licensing condition of prevention of public nuisance.

- 11.6 **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 Councils 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.
- 11.7 **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.
- 11.8 **Beer Gardens and outside areas** – since the ending of the restrictions imposed during the Coronavirus pandemic, we have seen an increase the use of outside areas. This has also been encouraged by Government under the Business and Planning Act 2020. We want to strike the right balance between allowing businesses to thrive whilst still protecting residents of the borough being unduly disturbed by the night time economy. Hence, we would encourage applicants address this concern in their operating schedule by detailing what mitigating measures they intend adopt to reduce any disturbance the use of the outside area is likely to have on neighbouring residents. Such measures could include:
- limiting the amount of patrons permitted in the outside area, and/or,
 - restricting the use of areas after a certain time,
 - ceasing its use after a certain time.

Where disturbance of residents from outside areas is likely, and where its discretion is engaged, this Licensing Authority may add conditions limiting the numbers of person permitted to use any outside areas, and/or seek to cease the use of any outside areas after 21:00 hours.

- 11.9 **Party Boats** – An increasing number of complaints have been received in London Boroughs that boarder the River Thames in relation to "Party Boats", which use the River. In respect of this we would encourage applicants for Party Boats to consider adopting the "Boat" conditions, listed in our Model Conditions in Appendix 3, where appropriate to promote the Licensing Objective of Prevention of Public Nuisance. Furthermore, where disturbance of residence from these party boats is likely, and where its discretion is engaged, this Licensing Authority may add one or more of the boat conditions from our Model Conditions.

Appendix 12

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

Updated December 2022

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 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 13

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 11.1 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 11.4)**.

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 11.2 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 to 9pm or limiting numbers)
- 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)
- Measures to prevent noise/fumes from engines, drivers (including smoking),
- Measures to prevent obstruct access to properties, pavements.
Measure to reduce the impact of people noise on residents

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 14

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 11 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 11.2 of the Licensing Policy**).

The policy also recognises that staggered closing can help prevent problems at closure time (**See Section 16.1**).

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 16.6**)

The Council has adopted a set of framework hours (**See 16.8 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 (**See Appendix 3 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 15

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 5.14 and 5.15 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 9.2 of the Licensing Policy**)

The Licensing Authority will consider attaching conditions to deter crime and disorder and may be draw from the Model Conditions in **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 20 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).

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 16

Licensing Policy Section 9

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. The applicant should also list such steps that are required to deal with these identified issues. Both risks and mitigating steps 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 Conditions in Appendix 3.
- 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 conditions from our model conditions in appendix 3, to prohibit 'touting':-

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.

7.9 **Psychoactive Substances, e.g. Nitrous Oxide (NOx)** – Misuse of nitrous oxide is associated with increased antisocial behaviour including littering, noise nuisance and vandalism, all of which are detrimental to residents' quality of life and feelings of safety. Use of nitrous oxide is also a health concern and has other associated harms.

As a result, this Licensing Authority expects Licence Holders to refuse entry to any person seen use or selling NOx as a psychoactive Substance. Refusals should also be entered into Licence Holders refusals logs.

Where its discretion is engaged this Licensing Authority impose conditions to formally require refusal of persons seen selling or using NOx as a psychoactive Substance.

7.10 **Drinks spiking** – in reference to the Local Governments Association (LGA) Guidance note on drink spiking prevention, this Licensing Authority expects licence holders and applicants to have a zero-tolerance policy towards drinks spiking. This involves as a minimum ensuring all reports of spiking are acted upon and that all incidents of alleged spiking are recorded and reported to the police. Licence holders and applicants should also be aware of the Metropolitan Police's definition of drink spiking:

"Spiking is where someone adds drugs or alcohol to another person's drink without them knowing, it is illegal."

The LGA has set some recommendations for Licence holder, and we would expect our Licence holders to follow these where appropriate to their venues:

<https://www.local.gov.uk/publications/lga-guidance-note-drink-spiking-prevention#recommended-actions-for-licensed-premises->

Applicants for new and variations of exiting licences as well as those submitting TENs are expected to work with the Metropolitan Police in order to consider actions needed to prevent drinks spiking in their venues/events

Where its discretion is engaged this Licensing Authority will impose conditions on licences aimed at preventing drinks spiking, specifically any recommended by the metropolitan police.

7.11 **Welfare and Vulnerability** – This Licensing Authority believes that all Licensed venues should train their staff in Welfare and Vulnerability Engagement (WAVE). As of 2023 this Licensing Authority in partnership with the Metropolitan Police and the London Borough of Hackney is delivering monthly WAVE training sessions for Licensed venues within both Tower Hamlets and Hackney. As a result, we expect that all Licensed venues who sell alcohol for consumption on their premises should train their staff in WAVE and adopt Ask for Angela or similar initiatives aimed at assisting vulnerability within alcohol licensed venues.

7.12 **Sexual Harassment in the Night Time Economy** – sadly this is still an issues for women working in and visiting licensed venues in London. As a result, this Licensing Authority encourages Licensed venues to sign up to the Mayor of London’s Women’s Night Safety Charter:

<https://www.london.gov.uk/programmes-strategies/arts-and-culture/24-hour-london/womens-night-safety-charter>

As well as the Women’s Night Safety Charter we would encourage applicants and licence holders to discuss applications with the Council’s Violence Against Women and Girls Service, who can provide advice and training to venues on preventing misogyny within licensed premises.

Lastly, we expect Licence Holders to take a zero-tolerance approach to misogyny within their venues where this is towards customers or employees. We would expect licence holders to refuse to serve persons who commit acts of sexual harassment, even in the first instance, and report the matter to the Metropolitan Police.

7.13 **Party Boats** – An increasing number of complaints have been received in London Boroughs that boarder the River Thames in relation to “Party Boats”, which use the River. In respect of this we would encourage applicants for Party Boats to consider adopting the conditions listed in our Model Conditions in Appendix 3, where appropriate to promote the Licensing Objective of Prevention of Crime and Disorder. Furthermore, where its discretion is engaged, this Licensing Authority may add one or more of the boat conditions from our Model Conditions.

7.14 **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.

- 7.15 The Licensing Authority is mindful of the Secretary of State's Guidance "Reviews arising in connection with crime".
- 7.16 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>.
- 7.17 **Smuggled Goods** – The Licensing Authority will exercise its discretion to add conditions to licence where appropriate and proportionate to reduce the risk of receiving smuggled goods and encourage traceability.
- 7.18 **Olympic Park (Football Ground)** – Premises where Police intelligence shows that football supporters congregate within the borough should consider adding the Olympic Park – Football Ground conditions in our Model Conditions in appendix 3.

Appendix 17

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

Updated December 2022

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 cooperate 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 evidence of a right to work check, either physical or digital (e.g. a copy of any document checked as part of a right to work check or a clear copy of the online right to work check) are retained at the licensed premises.

Appendix 18

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 16.8 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 16.9 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 19

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.