

Licensing Sub Committee

**Tuesday, 11 April 2023 at 12.00 p.m.
Council Chamber - Town Hall, Whitechapel**

Supplemental Agenda

4. Application to Review the Premises Licence for The London Cocktail Club 9 Cabot Square Canary Wharf E14 4EB (PAGES 3 - 38)

Licensing Objectives:

- Protection Of Children From Harm
- Prevention Of Crime And Disorder

Representations:

- Metropolitan Police

Canary Wharf Ward

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



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IN THE TOWER HAMLETS TOWN HALL

and

IN THE MATTER OF AN APPLICATION TO REVIEW THE PREMISES LICENCE FOR THE LONDON COCKTAIL CLUB, 9 CABOT SQUARE, CANARY WHARF, E14 4EB

1. In determining this application on 11th April 2023, the licensing authority is required to seek to establish the cause or causes of the issues identified, and then to take such measures within its powers as **are appropriate and proportionate** to address the issue or issues.
2. There is no doubt and no disagreement about the seriousness of the incident on 2nd/3rd December 2022, as set out in the police application and which triggered the police review application, and underlined by the 6 reports of harassment within the venue on that evening and the days previously. Dawn Donohoe, the managing director of the premises licence holder, says in her witness statement to the sub-committee:

"I was shocked and disappointed at hearing of the incident. I have 2 daughters myself and am mortified the incident occurred in one of our premises. This incident is the first incident of this nature in our 17 venues. I am fully aware of and recognise the seriousness of this incident and do not want this to ever happen again."

3. The actions that have been taken since 5th December 2022 are described and evidenced in the material submitted to the sub-committee. That work began immediately and continued in the subsequent weeks and months. It is founded on a careful and clear eyed assessment of the incident itself and its immediate and wider causes. It resulted in the identification of equipment, people, policies, and processes which required purchase, replacement, and/or improvement, and in the development of ongoing means of effectively supervising, auditing and assuring the efficacy and implementation of those improvements.
4. The sub-committee will have read with care by the time of the hearing the detail behind those general observations. The measures in place include identification checks at point of entry and at point of purchase. They include the replacement of the security company – with a company which directly employs its staff and the deployment of body worn camera. They include a root and branch review of operational process by a highly respected and effective independent expert. They include mandatory refreshed and additional training for all staff and for management. They include monthly audits by that same expert and the ongoing instruction of Serve Legal – to test the implementation and the functionality of those measures. All of those audits and tests have been provided to the committee. They

include the replacement of the Designated Premises Supervisor with a proven highly experienced manager. They include a dedicated Operations Manager, to whom the DPS reports on a weekly basis (at least), who is regularly on the premises himself, whose role is to satisfy themselves that the premises is trading to the standards of excellence to which this venue holds itself and to provide a direct two-way conduit between the venue and senior management. The drive for improvement, and in particular the drive to protect vulnerable customers, continues, with the hard investment in the Safer Together campaign.

5. There has been no repeat incident. The review application refers to 5 refusals since the initial police visit, all in December 2022. No further issue of concern is identified, by the applicant for review or by anyone else. The only other voices raised in response to this application are in support of the premises. This history can only be understood as hard evidence of the effectiveness of the response of the premises.
6. The risk of repetition of any similar event is, in all the circumstances, vanishingly small.
7. This is a premises licence holder which is deeply committed, financially and in the long term, to this premises. It operates 17 similar premises across a number of London boroughs and beyond. There has never been any incident at any of those premises bearing any similarity to the events of 2/3rd December 2022 in Cabot Square. The licence holder has earned and developed a reputation for responsibility, care, and caution. In a partial reflection of this reputation it has recently been granted extensive hours in the heart of Westminster. Its characteristics have been reflected in its response to the events underpinning this present application, which were put in train many weeks before the application was made.
8. There is no proper basis for this premises licence to be revoked.

**Sarah Le Fevre
Three Raymond Buildings**

4th April 2023



**safer
Together**

Review of current Company Safety – What we already know....

Legislation

4 Licencing Objectives that you must know

- the prevention of crime and disorder: for example, drug-related problems, disorder, drunkenness and anti-social behavior
- public safety: the physical safety of people using the venue
- the prevention of public nuisance: for example, noise from music, litter and light pollution
- the protection of children from harm: including moral, psychological and physical harm.

Policies

- Dispersal/ Noise/Search/Challenge 25
- Health & Safety/ Food Safety
- Spiking

External Training

- Personal License
- First Aid
- Conflict Management
- WAVE training
- Diversity, Equality & Exclusion

Internal Training

- Various modules on the FLOW training platform

Safer Together has a more awareness driven approach, encouraging our guests to look after each other, to be mindful of those situations where extra help might be needed – either for themselves or their friends, and to know that the teams in all Nightcap venues have got their back.

WHY ARE WE DOING THIS?



Why are we doing this?

Half of women feel unsafe walking alone after dark, says ONS

New survey shows fewer than a fifth of men feel the same way when walking alone at night

Kate Ng • Tuesday 24 August 2021 12:37 • 3 Comments



Schemes such as 'Ask for Angela' are essential in helping hospitality venues ensure the safety of customers, especially women or those considered vulnerable, amid "increasingly common" risk of drink spiking and violence, according to independent London and Birmingham based nightclub, the Night Owl.

This follows Mayor of London Sadiq Khan's refreshed manifesto pledge to tackle violence against women announced last week, which included an additional £17.7m in funding from City Hall to improve rescue and support services for women and girls.

Furthermore Khan's new public health strategy, which stated 71% of women have experienced sexual harassment in a public place, also encouraged night-life venues to join the Mayor's 'Have a Word' campaign, urging men to call out and reject sexism and misogyny.

PRIVACY

PARVOY STORIES ADVERTORIAL

Nightlife campaign is launched to further help keep women and girls safe from harm and sexual harassment

Women and girls will be believed and supported if they experience any kind of unwanted sexual behaviour

SHARE       

BY ANGELA UPEX
PUBLISHED 10:00 AM 11 FEB 2023



Nottingham Safe Space scheme expands to city's streets with special van

By Wire

00 21:58 pm 8 Feb 2023 UPDATED: 3:26 pm 9 Feb 2023



A mobile 'Safe Space' will help ensure more women and girls can feel safe on a night out in **Nottingham**.

The innovative scheme will see a **Nottingham City Council** Community Protection team regularly park on Derby Road, one of the city's busiest roads, during the night-time economy, to offer a haven of safety for anyone in distress.

It builds on the success of the city's Safe Space Pledge – developed by Nottingham Business Improvement District and the Consensus Coalition – which entails the support of Nottingham venues to commit to eight clear actions to help keep women and girls safe in their premises.

Women's Night Safety Charter

Making London safe around the clock

London is a safe city, but too many women feel unsafe when travelling, working or going out at night. Londoners have asked the Night Czar to prioritise women's safety. That's why the Mayor has created this charter to make London a city where all women feel confident and welcome at night.

The charter is part of the Mayor's Tackling Violence Against Women and Girls Strategy and London's commitment to the UN Women Safe Cities and Safe Public Spaces global initiative.



Survey Methodology:

- ✓ Exclusively commissioned research
- ✓ 2,000 people interviewed
- ✓ Across 17 major UK cities
- ✓ 18-30 year old
- ✓ 50/50 male female mix

What would make you feel safer on a night out?

56%

Free spiking kits

49%

Phone charging

51%

Welfare Room

50%

More Visible
Security Staff



WHAT DOES IT MEAN TO BE 'SAFER TOGETHER'?



Our Safer Together Charter

- ✓ A set of 5 promises we make to our guests, so they know we are looking out for them.
- ✓ Based on situations that nearly all guests can identify with
- ✓ A way of raising awareness to our guests but not creating a negative 'there must be a problem' mindset
- ✓ Allows us to give our teams practical steps on how to help

BAD VIBES?

**If you're feeling uncomfortable
in any way, please let a member
of our team know.**

- Promoting an attitude of openness and no judgement, so guests feel they can ask for help more easily.
- Feeling unwell
- Feeling too drunk
- Verbal/physical harassment
- Unwanted attention



BETTER TOGETHER

**Stay together and look out
for each other.**

- Promoting an attitude where friends look out for each other
- Being aware of people that appear to be on their own – inside or outside the venue
- Checking toilets regularly
- Not ejecting anyone alone
- Assisting anyone who has been left on their own with either finding their friends or getting home



WE'VE GOT YOU

**Free spiking kits
available behind the bar.**

- Create awareness around the problems of drink spiking, how it can appear in terms of guest symptoms or drink appearance
- Create a judgement-free environment so guests can raise any concerns
- Have a clear process for our teams about what to do in cases of possible spiking and to have the tools to identify spiked drinks

STAY JUICED

**Ask us for a phone charger cable.
Because 'I'm home safe' texts
are important.**

- Providing chargers for emergency phone charging in all our bars
- To make sure a guest can always order a taxi home
- To make sure anyone who needs to call home, can
- Guests visiting our bars in a foreign city can always use their phone for maps
- To ensure friends can keep in touch and send 'i got home safe' texts



CHECK YOURSELF

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**We have a zero-tolerance
approach to hate, abuse, assault
or harassment of any kind.**

- Promoting an attitude of tolerance and acceptance regardless of who you are – guests or staff
- No room for:
 - Racism
 - Trans/homophobia
 - Sexism
 - Inappropriate advances/touching
 - Aggressive behaviour
- We promote positive, party vibes only



Starting the Movement.....

- This is now a part of our operation DNA in every site with the same vision by All members of the teams
- To be spoken in your pre- shift briefs and EON reports
- As managers as part of your “Figures of eight” identify any problems that may arise, toilets is a part of your figure of eight do not let them get missed

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- Although a separate contractor your security should be treated as part of the team and communicated to with pre brief and de brief 's on shifts – Security training video has been created both teams work together not separate
- Managers to always be present at an ejection and duty of care is followed thereafter



Starting the Movement.....

- Consistency day in day out, no matter what brand you are in what part of the country the message stays the same
- Be Confident, know the 5 point charter
- Ensure you have your tools and everyone knows where they are located, (spiking kits, first aid kits, bottled water, charger cables, Toilet A4 posters)
- All of our staff will receive external WAVE welfare training
- All new staff to complete the new module on Flow as part of their induction

SAFER TOGETHER: MARKETING SUPPORT



Toilet POS...

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**BAD
VIBES
BETTER
TOGETHER**

If you're feeling
in any way, please
of our team

Stay together
for everyone

**WE'VE
GOT YOU**

Free spiking kits
available behind the bar.

**STAY
VICED**

one charger cable.
some safe' texts
important.

**CHECK
YOURSELF**

zero-tolerance
abuse, assault
of any kind.



Support Kits...

	Total QTY	Notes
Drink testing strips	2000	56 per bar
Apple/Android Phone leads	360	10 per bar
USB plug for above	108	3 per bar
		Total



DrinkSafe Testing Strips

DrinkSafe testing strips test for minimal standard dosages of ketamine and GHB two of the most common date rape drugs. Simply dab a small amount of your drink onto either side of the testing strip with a straw. If your drink is spiked you will see a coloured circle appear on either side of the strip.

SAFER TOGETHER IN PRACTICE



Safer Together In Practice

- ✓ **Charter flowchart** – guide on how to respond
- ✓ **Venue safe space** – dedicated area, seating, water
- ✓ **Risk proof** - protecting information & staying compliant
- ✓ **Team attitude** – no judgement, tolerance, language, care
- ✓ **Team training** - security video, team video, flow module



GUEST IDENTIFIED AS BEING ALONE IN OR OUTSIDE THE VENUE

SPEAK TO THE GUEST CALMLY AND FIND OUT IF THEY KNOW THE LOCATION OF THEIR FRIENDS

YES NO

IF THEY KNOW THAT THEIR FRIENDS HAVE LEFT THE VENUE,

ASSIST THE GUEST WITH A WAY OF GETTING HOME,

ORDERING A TAXI IF NECESSARY, CHECKING THEY HAVE ENOUGH

PHONE BATTERY TO CONTACT FRIENDS IF NEEDED.

IF NOT, USE EMERGENCY CHARGERS.

TRY TO IDENTIFY IF THE GUEST WAS PART OF A BOOKED PARTY INSIDE THE VENUE. THIS WILL HELP LOCATE THE REST OF THE PARTY IF STILL INSIDE.

REASSURE GUEST WE WILL HELP THEM FIND THEIR FRIENDS OR GET HOME SAFELY.

ASSIST GUEST WITH CHECKING THE VENUE, STARTING WITH THE LAST KNOWN PLACE THAT THEY WERE TOGETHER, AND ESTABLISH IF THE GUEST'S FRIENDS ARE STILL IN THE VENUE

YES NO

REUNITE THE GUEST WITH THEIR FRIENDS.

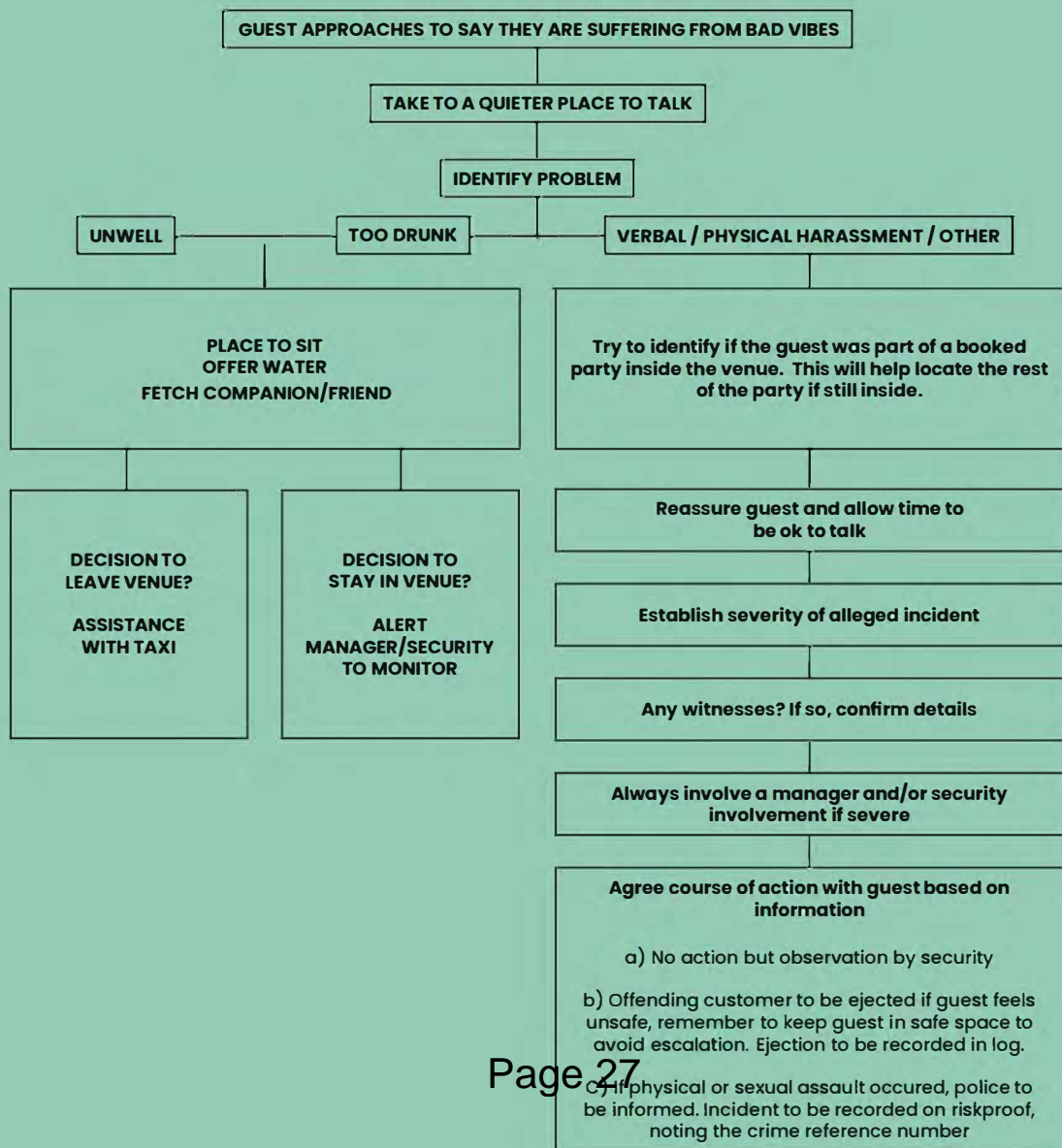
CHECK THE GUEST HAS ENOUGH BATTERY ON THEIR PHONE AND TRY AND CONTACT A MEMBER OF THE GROUP VIA PHONE.

IF UNABLE TO CONTACT A FRIEND VIA PHONE, SUGGEST TO THE GUEST THAT YOU ASSIST WITH THEM GETTING HOME, ORDERING A TAXI IF NECESSARY.

- 1. Bad vibes? If you're feeling uncomfortable in any way, please let a member of our team know.**
- 2. Better together. Stay together and look out for each other.**
- 3. We've got you. Free spiking kits available behind the bar.**
- 4. Stay juiced. Ask us for a phone charger cable. Because 'I'm home safe' texts are important.**
- 5. Check yourself. We have a zero-tolerance approach to hate, abuse, assault or harassment of any kind.**



BAD VIBES





GUEST IDENTIFIED AS BEING ALONE IN OR OUTSIDE THE VENUE

SPEAK TO THE GUEST CALMLY AND FIND OUT IF THEY KNOW THE LOCATION OF THEIR FRIENDS

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YES **NO**

REUNITE THE GUEST WITH THEIR FRIENDS.

CHECK THE GUEST HAS ENOUGH BATTERY ON THEIR PHONE AND TRY AND CONTACT A MEMBER OF THE GROUP VIA PHONE.

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IF UNABLE TO CONTACT A FRIEND VIA PHONE, SUGGEST TO THE GUEST THAT YOU ASSIST WITH THEM GETTING HOME, ORDERING A TAXI IF NECESSARY.

CHECK YOURSELF

Guest Identifies Unacceptable Behaviour Towards Them Take Them To A Safe Space

Perform a quick visual assessment, are they ok? Shaken-up? Angry?

Yes

No

**Allow them time to relax to be able to
Properly talk calmly**

Ask for an explanation of events/situation leading up to the alleged incident

Establish severity of the negative behaviour

Agree course of action with guest

- A) guest just wanted to highlight and talk – no direct action but offending customer highlighted to security to monitor
- B) guest requires offending customer to be removed for them to feel safe – offending customer to be spoken to by senior manager and security and ejected from venue. Remember to keep guest in safe space to avoid any escalation.
- C) guest highlights serious situation that may escalate into a violent situation or a threat to an individual. Police to be called.

For all hate crime reports, this is to be done by the individual via 101 or online. Nightcap will always support our guests who report unacceptable behaviour.

STAY JUICED

Guest identifies need to charge their phone in an emergency

Charging space available?

Yes

No

Put phone on charger

Tale guest's name and note on sheet

**If guest's phone is 5% or less, prioritise this phone
with those already charging**

**If over 5%, ask to come back in 30 mins
Put phone on charger and note name on sheet**

STAY TOGETHER

Guest identified as being alone in or outside the

Speak to the guest calmly and find out if they know the location of their friends

Yes

No

If they know that their friends have left the venue...

- **Assist the guest with a way of getting home**
- **Ordering a taxi if necessary, checking they have enough phone battery to contact friends if needed.**
- **If not, use emergency chargers.**

Try to identify if the guest was part of a booked party inside the venue. This will help locate the rest of the party if still inside.

Reassure guest we will help them find their friends or get home safely.

Assist guest with checking the venue, starting with the last known place that they were together, and establish if the guest's friends are still in the venue.

Yes

No

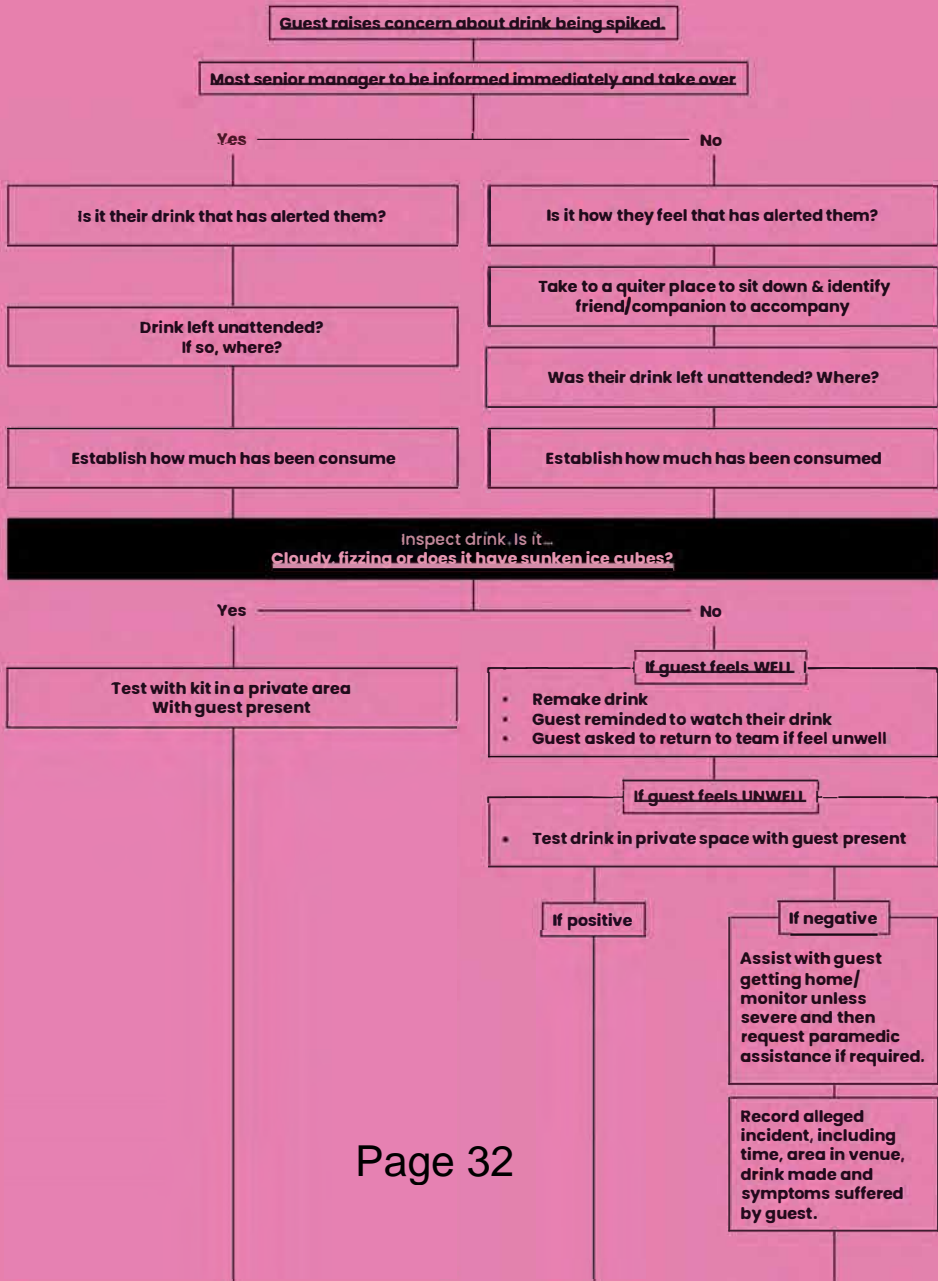
Reunite the guest with their friends.

Check the guest has enough battery on their phone and try and contact a member of the group via phone.

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IF UNABLE TO CONTACT A FRIEND VIA PHONE, SUGGEST TO THE GUEST THAT YOU ASSIST WITH THEM GETTING HOME, ORDERING A TAXI IF NECESSARY.

WE GOT YOU



POSITIVE RESULT

Record result, drink, who made and approx time, area/table guest was at and any physical effects being experienced by guest

Give guest water and safe place to sit down

SECURE THE DRINK – DO NOT TIP AWAY!

Notify the police, ensure CCTV is reviewed immediately

If suspect identified, ask security to monitor individual

**Monitor guest for worsening symptoms.
Call paramedic assistance at first signs of loss of
Consciousness**

NEGATIVE RESULT

Record result, drink, who made and approx time, area/table guest was at and any physical effects being experienced by guest

Reassure the guest the test is negative

Remake drink

Guest reminded to watch their drink in future

BAD VIBES?

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in any way, please let a member
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