

Licensing Committee

Supplemental Agenda

**Thursday, 26 October 2023 at 6.30 p.m.
Council Chamber - Town Hall, Whitechapel**

Members:

Chair: Councillor Ana Miah

Councillor Faroque Ahmed, Councillor Leelu Ahmed, Councillor Suluk Ahmed, Councillor Gulam Kibria Choudhury, Councillor Abu Chowdhury, Councillor Marc Francis, Councillor Peter Golds, Councillor Iqbal Hossain, Councillor Kabir Hussain, Councillor Shahaveer Shubo Hussain, Councillor Ahmodul Kabir, Councillor Amy Lee and Councillor Rebaka Sultana

[The quorum for this body is 3 voting Members]

Contact for further enquiries:

Farzana Chowdhury, Democratic Services Officer,

farzana.chowdhury@towerhamlets.gov.uk

020 7364 3037

Town Hall, 160 Whitechapel Road, London, E1 1BJ

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



Public Information

Viewing or Participating in Committee Meetings

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

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

Meeting Webcast

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

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A Guide to Licensing Committee

The Licensing Committee will determine Licensing policy/procedure (excluding the Council's Statement of Policy) as well as Licensing fees and charges.

The Committee will also establish a Licensing Sub-Committee to consider Licensing matters under the Licensing 2003 Act where representations have been made.

Public Engagement

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



London Borough of Tower Hamlets

Licensing Committee

Thursday, 26 October 2023

6.30 p.m.

- 2 .2 Hearing to consider refusal to grant a special treatment licence for Thai Garden Massage Therapy, 35 Artillery Lane, London E1 7LP (Pages 5 - 14)**

Next Meeting of the Licensing Committee

Thursday, 18 January 2024 at 6.30 p.m. to be held in Council Chamber - Town Hall, Whitechapel



The best of London in one borough

Tower Hamlets Council
Tower Hamlets Town Hall
160 Whitechapel Road
London E1 1BJ

Agenda Item 2.2



Executive Statement

We, Thai Garden Massage Therapy, humbly request the Tower Hamlets Council's esteemed consideration in granting us a license to operate an exceptional Thai Massage Therapy salon within the borough. Our mission is to provide Londoners with an unparalleled sanctuary of authenticity, integrity, and professionalism.

Thai Garden Massage Therapy is committed to preserving the ancient traditions of Thai massage, dating back 2,500 years. Our highly skilled and certified therapists ensure an authentic experience that fosters holistic well-being, transcending the ordinary. We uphold a rigorous ethics policy, emphasizing transparency, inclusivity, and sustainability.

Our range of treatments, carefully designed to promote relaxation and healing, caters to diverse needs, with each therapy offering unique benefits. We prioritize the safety and well-being of our clients, adhering to strict health and safety regulations.

Our founders, Soraya Chanakan Ayriss and Panatpiya Sooha, bring decades of expertise, qualifications, and a profound commitment to professionalism. We are dedicated to enhancing the community's wellness, promoting the cultural richness of Thai massage, and providing an oasis of serenity in London.

We earnestly appeal for the opportunity to contribute positively to Tower Hamlets, enriching the lives of its residents through our esteemed Thai Massage Therapy salon, Thai Garden. Granting us this license aligns with our mission of fostering well-being and preserving the ancient art of Thai healing.



Response to Objection

- ThaiGarden appears to be a “victim” of assumption and a historic situation that has no relationship or relevance to the licence application.
- ThaiGarden values the licence as an endorsement of a professionally run business that provides a competitive advantage.
- ThaiGarden is a member of the CTha (see appendix 1) and is recognised by London Local Authorities Act 1991
- Inspection carried out on 01/09/2023 by Mr.M.Ahmed did not review or inspect the ThaiGarden business for Health & Safety, the credentials of the staff or indeed the professionalism of the business operation.
- ThaiGarden has many references regarding the Therapies that have improved clients well-being – see website. Reviews on Google verify the therapeutic quality of treatments.
- ThaiGarden operate a strict screening process for appointments, the opening hours have been changed to close at 20.00 each day.
- CCTV is in operation throughout the premises and was working on September 1st when Mr.Ahmed visited.
- Artillery House, 35 Artillery Lane is owned by Mrs. Jean Richards who owns and operates several businesses from this premises. Mrs. Richards is highly respected member of the Tower Hamlets community – she is the landlord of ThaiGarden.

APPENDIX ONE



LIST OF BODIES OF HEALTH PRACTITIONERS WHERE NOTICE IN WRITING HAS BEEN RECEIVED BY THE LONDON SPECIAL TREATMENTS WORKING GROUP UNDER SECTION 4 OF THE LONDON LOCAL AUTHORITIES ACT 1991

December 2021

This list is for recommendation only. Individual authorities may if they wish still require members of these organisations to apply for a licence in their borough.

Under Section 4c of the 1991 Act anyone who is registered with the Health and Care Professionals Council does not require a licence. This includes Physiotherapists and Chiropodists. In addition Chiropractors and Osteopaths are specifically exempted under the Act.

	Name and Address	Date Granted	Exempt Treatments on notice in writing	Tel No Fax	E-mail Web
1.	Anglo Chinese Medicine Doctor Society (ACMDS) 143 Streatham High Road London SW16 6EG	Reviewed 1.7.2016	Acupuncture * Massage	T. 020 8643 4222 F. 020 8643 8885	acmdsuk@gmail.com www.acmds.org
2.	Association of Naturopathic Practitioners (ANP) Coombe Hurst Coombe Hill Road East Grinstead RH19 4LZ	Reviewed 8.6.2017	FULL MEMBERS EXEMPT ONLY Acupuncture * Holistic Massage (Naturopathy)	020 3319 9315	info@naturopathy-anp.com www.naturopathy-anp.com
3.	Association of Reflexologists	Reviewed 8.6.2017	STUDENT & FRIEND MEMBERS NOT EXEMPT	01823 364 952	info@aor.org.uk

17.	Complementary Therapists Association (CThA) 2 nd Floor Chiswick Gate 598-608 Chiswick High Road London W4 5RT	Reviewed 8.6.2017 and 12.1.2021	FULL MEMBERS ONLY (THIS EXCLUDES STUDENT AND NON-PRACTISING MEMBERS) Aromatherapy * Acupuncture * Ayurveda (with massage) * Bowen Therapy * Baby/infant massage * Cranial Sacral Therapy * Daoyin Tao Massage * Eastern Methods Massage * Full Body massage * Holistic or Swedish Massage * Indian Head Massage * Manual Lymphatic Drainage * Palliative Care Massage * Pregnancy Massage * Reflexology * Remedial Massage * Shiatsu * Reiki * Seated acupressure * Sports injury, therapeutic & holistic massage * Stone Therapy/sauna * Thai Massage *	T. 0845 202 2941 F. 0844 770 898	info@ctha.com www.ctha.com
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Thai Garden Massage Therapy mission

At Thai Garden, our mission is to be the premier destination for authentic Traditional Thai Massage Therapy in the heart of London. We are dedicated to providing our clients with a rejuvenating and holistic experience that transcends the ordinary.

Our commitment to excellence extends to every aspect of our salon, from our highly skilled and certified therapists who bring centuries-old Thai healing traditions to life, to our serene and harmonious environment that promotes relaxation and well-being.

Thai massage is a medical and spiritual tradition dating back 2,500 years. Thai Garden's dedication to authenticity, personalized care, and holistic well-being while highlighting the unique benefits it offers to our clients.

Key Benefits of Choosing Thai Garden Therapy:

- **Authentic Thai Expertise:** Our therapists are trained in the ancient art of Thai massage, ensuring you receive a traditional and effective treatment that enhances physical and mental wellness.
- **Personalized Care:** We believe that every individual is unique, and our therapists tailor each session to meet your specific needs, addressing your concerns and preferences.
- **Relaxation Oasis in London:** Escape the hustle and bustle of the city and enter a tranquil sanctuary where you can unwind, de-stress, and revitalize.
- **Holistic Well-being:** Beyond physical relief, our massages promote holistic wellness, fostering harmony between mind, body, and spirit.
- **Exceptional Service:** We are committed to delivering an unparalleled level of service, characterized by professionalism, warmth, and genuine care.
- **Ethical and Sustainable Practices:** We source our materials responsibly and prioritize eco-friendly practices, ensuring we contribute positively to our community and the planet.
- **Ongoing Education and Innovation:** We stay at the forefront of massage techniques and wellness trends, constantly improving our offerings to enhance your experience.



Thai Garden Massage Therapy range of treatments

Thai Garden Massage Therapy centre offers a range of traditional Thai massage treatments, each with its own unique benefits.

- **Traditional Thai Massage (Nuad Boran):**
This full-body massage promotes relaxation, improves flexibility, and releases tension. It can also help with stress reduction, increased energy levels, and overall well-being.
- **Thai Aromatherapy Massage:**
Combining Thai massage techniques with essential oils, this treatment offers relaxation, stress relief, improved mood, and can address specific concerns like muscle pain and headaches.
- **Thai Herbal Compress Massage (Luk Pra Kob):**
Warm herbal compresses are used to alleviate muscle soreness, reduce inflammation, and stimulate circulation. This treatment is especially useful for pain relief and relaxation.
- **Thai Foot Massage (Foot Reflexology):**
Focusing on the feet, this massage promotes balance and relaxation throughout the body. It can also alleviate foot pain, improve circulation, and aid in overall relaxation.
- **Thai Hot Stone Massage:**
Hot stones combined with Thai massage techniques provide deep relaxation, muscle tension relief, and can help with detoxification and improved circulation.
- **Thai Yoga Massage (Yoga Asana Massage):**
This dynamic massage combines passive stretching and yoga-like postures to improve flexibility, release muscle tension, and enhance energy flow. It can also promote better posture and body alignment.
- **Sen Energy Balancing Massage:**
Focusing on the body's energy meridians (Sen lines), this massage aims to balance the body's energy flow, promoting overall health and well-being. It can help with emotional release and mental clarity.
- **Prenatal Thai Massage:**
Specifically designed for pregnant women, this massage eases discomfort, reduces stress, and improves circulation. It can also help with better sleep and emotional well-being during pregnancy.
- **Thai Head and Neck Massage:**
Concentrating on the head, neck, and shoulders, this massage alleviates tension, reduces headaches, and promotes relaxation. It's ideal for stress relief.

Loose-fitting clothing is worn during the Thai massage, which we provide for you.

Thai Garden only provides authentic Thai massage treatments. Any client asking for or requesting any type of sexual service will be asked to leave our premises, without any refund.



Thai Garden Massage Therapy Centre ethics policy.

- ✚ Certified and Trained Therapists: Ensure that all therapists are properly trained, certified, and licensed to practice Thai massage. Provide ongoing training to keep their skills up-to-date.
- ✚ Informed Consent: Always obtain informed consent from clients before the massage, explaining the treatment, its benefits, and any potential risks or discomforts.
- ✚ Privacy and Confidentiality: Maintain strict client confidentiality, respecting their privacy and ensuring that personal information is securely stored.
- ✚ Hygiene and Cleanliness: Maintain a clean and hygienic environment. Regularly sanitize massage tables, linens, and equipment. Provide clean attire for clients, such as disposable clothing or fresh linens.
- ✚ Transparent Pricing: Clearly display pricing for all services and any additional charges. Avoid hidden fees or upselling clients without their consent.
- ✚ Respect for Boundaries: Respect the client's boundaries and preferences. Always ask for feedback during the massage to ensure comfort and satisfaction.
- ✚ Ethical Marketing: Represent our services accurately in marketing materials and avoid making false claims about the benefits of Thai massage. Use professional and honest advertising practices.
- ✚ Inclusivity: Welcome clients of all backgrounds, genders, and orientations, and provide an inclusive and non-discriminatory environment.
- ✚ Consent and Boundaries: Educate therapists about the importance of obtaining explicit consent before touching sensitive areas of the body. Encourage clients to communicate their boundaries and preferences.
- ✚ Safety Protocols: Have clear safety protocols in place for emergencies, including fire safety, first aid, and evacuation plans.
- ✚ Sustainability: Consider eco-friendly practices, such as using natural and non-toxic products, reducing waste, and conserving energy and water.
- ✚ Fair Employment Practices: Treat therapists and staff fairly, offering competitive wages and benefits. Provide a safe and respectful workplace free from harassment and discrimination.
- ✚ Client Feedback: Encourage clients to provide feedback, both positive and negative. Use this feedback to continuously improve services and address any concerns.
- ✚ Community Engagement: Give back to the community through charity or community service activities, promoting wellness and the benefits of Thai massage.



Thai Garden Massage Therapy Health & Safety Policy

Health and Safety at Work Act 1974

The 1974 Health and Safety at Work Act covers the full health and safety responsibilities for employers in Great Britain, and the occupational risks that should be considered.

This ensures that employers work safely and responsibly, and we are committed to adhering to this legislation.

Health and Safety at Thai Garden

We understand that health and safety is a huge part of what we do, and we are therefore wholly committed to managing the risks of our profession effectively and responsibly.

We always wish to ensure that both our therapists and our clients are taken care of with the utmost degree of sincerity and respect, minimising any health and safety concerns wherever reasonably possible.

Some key health and safety considerations with on-site massage include:

- minimising health risks for customers by performing a thorough safety check and confirming they are happy to be treated.
- checking the pressure is pleasing for the person being treated, to ensure that they are always comfortable.
- minimising risks and hazards to our therapists.
- providing information and instruction on how to assess these hazards and risks.
- ensuring that vulnerable individuals, such as minors, are not treated.
- ensuring equipment is in safe working condition.
- ensuring that the environment is safe and comfortable for both the therapist and the individual.

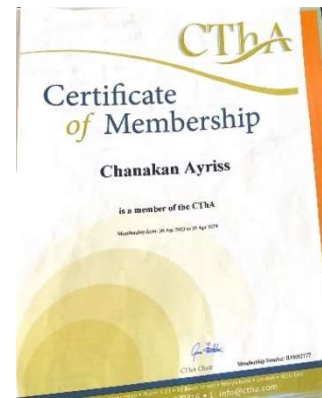
We have a risk assessment system, which covers a number of risks and potential hazards including:

- Fire risks
- Trip hazards
- Over-exertion of client or therapist
- Client fainting due to the lowering of blood pressure with massage
- Risk of injury by jewellery
- Condition and cleanliness of massage equipment



About Us

Soraya Chanakan Ayriess has been practising Massage Therapy for 20 years. She first started Well Being therapies in her homeland Thailand, where she learnt this ancient art. She set up ThaiGarden Therapy three years ago in Bishops Stortford and following the success decided to expand the business in the City of London.



Soraya is a qualified professional with VTCT level 3 NVQ Diploma and a member of the Ctha (Complementary Therapists Association). She holds a Hiscox General Liability insurance to the value of £7 million. Soraya has several professional qualifications including Advanced Thai Medical Therapies and Symptoms Relief Techniques.

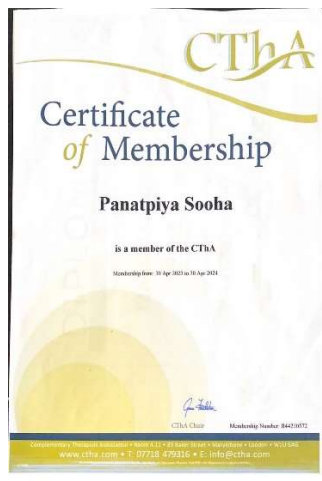




Panatpiya Sooha (Mehmet) has been practising Massage Therapy for 19 years. She qualified from the Thai Traditional Medical Services Society after completing a vocational training program.



Panatpiya is a qualified professional with VTCT level 3 NVQ Diploma awarded in 2019 and a member of the CTha (Complementary Therapists Association). She holds a Holistics Insurance Services insurance policy for public liability to the value of £5 million.



She joined Soraya in 2023 to co-own the ThaiGarden Therapy business expansion in the City of London.

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