

Twigs & Grass LTD Alcohol Licence Hearing

9th June 2020

Please find attached in this document supporting information in regards to the alcohol licence hearing for Twigs & Grass LTD.

Premises Address:

Unity Diner
60 Wentworth Street
London
E1 7AL

Please find outlined below the actions taken to mitigate concerns surrounding the objection regarding the *prevention of public nuisance*:

- 1. There is a sign displayed near the door reminding patrons to leave the premises quietly. (see attached images on page 9)***
- 2. The premises shall operate a Dispersal Policy to be approved by the council and police to ensure that patrons leave the immediate area quietly without causing a disturbance, or other anti-social behaviour. (see page 6)***
- 3. Doors to the premises to be kept shut at all times, save when patrons enter or leave the premises.***
- 4. The premises has a designated door supervisor during all shifts who deals with customers coming in and out who, in the event of a patron being loud, asks them to be quiet upon leaving and ensures that the doors are closed behind them. The designated door supervisor also asks patrons who are congregating around the door to either be quiet, or to move away from the residential area.***
- 5. The landlord for the premises is also the same landlord for the residents in the apartments above the premises, and to date there have been no complaints from the residents, nor from the landlords. It is also worth noting that the landlords office is facing the back entrance to the premises, meaning that the landlords are available in person every weekday during office hours.***
- 6. Most patrons book their tables in advance, which prevents public nuisance in a number of ways.***
 - It deters crime as the patrons have their details logged for their reservation.***
 - It allows the premises to control how many people are in the premises at any one time.***
 - It allows the premises to stagger arrivals and also people leaving, as the premises is able to control how many patrons are allowed to book in each allocated 15 minute slot.***
 - It stops queues at the door.***
- 7. Waiters/waitresses operate in their own sections. As a result, they know how many drinks each patron in their section has had and can also build a rapport with the patron, meaning the waiter/waitress is able to decline the patron another drink without fear of causing disgruntlement. Waiters/Waitresses can also control the staggering of patrons leaving to ensure that multiple tables are not leaving at the same time and reduce any risk of public nuisance.***

8. *There is CCTV throughout the premises and signage alerting patrons to this. (see page 10)*

9. *The premises shall have the telephone number of local taxi firms which patrons may use when leaving the premises.*

10. *All deliveries are scheduled for reasonable times.*

11. *The building is sound proofed and windows double glazed to ensure that there is no noise disturbance to the surrounding area.*

Please find outlined below information regarding the application of the licence in regards to the premises being located within the **Brick Lane Cumulative Impact Zone**:

On page 151 of the Agenda Document, under nearest licences, Chicago Rib Shack is listed as an active licence. However, we have taken over the Chicago Rib Shack premises, as they stopped trading in December 2018. Therefore, we are not asking for an additional license to be granted for the Cumulative Impact Zone, as we have taken over their premises.

60 Wentworth Street used to be referred to as Retail Unit D, which we took over in September 2019.

(Chicago Rib Shack) Retail Unit D City Scape Wentworth Street London E1 7AL	On sale of alcohol: Monday to Thursday from 09:00 hrs to 23:00 hrs Friday and Saturday from 09:00 hrs to 23:30 hrs Sunday from 09:00hrs to 22:00 hrs Provision of late night refreshment: Monday to Thursday until 23.30 hrs Friday and Saturday until midnight	Monday to Thursday from 06:00 hrs to 23:30 hrs Friday and Saturday from 06:00 hrs to midnight Sunday from 06:00 hrs to 22:30 hrs
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Additionally it is notable that the licence that is being requested reduces the potential for public nuisance, because the licence that is being requested is asking to start from noon, rather than 9am, as is listed with the previous tenants. The tenants also used their venue for screening live sports events, where they actively encouraged drinking. This can also be shown through the offers the previous company used to run such as, '£15 for a meal and bottomless mimosa or bloody mary' and 'midweek 2-for-1 cocktails'. We are not an alcohol focussed venue, but instead a food focussed restaurant with the option of drinks available. Our drinks menu has half the number of alcoholic drinks available to purchase, compared to the drinks menu that Chicago Rib Shack were operating with, when they were still the tenants.

This is especially relevant, as on page 141, under Statement of Cumulative Impact for Twigs & Grass LTD, it is stated that, "The premises is situated in the Brick Lane Cumulative Impact Zone, as a result of which, there is rebuttable presumption that the premises licence will be refused unless the applicant can demonstrate that granting them the application would not add to the cumulative impact in the area."

This can therefore be demonstrated, as our licence will merely replace a licence that is still considered active, even though it is not active. Furthermore, the licence that is now being requested involves around 20 hours less per week of permitted alcohol sales, and is an establishment that

places less focus on drinking, which is evident through our menu size and the fact that we don't focus on promoting deals on alcohol.

If we turn to page 159 of the document, under Appendix 5, which is the letter of objection, it is stated by the authority which submitted the objection that: "The previous application for this premises was rejected by the Licensing subcommittee on 28th January 2020. The committee decided that the applicant had not fully demonstrated how the grant of this licence would not further contribute to the existing issues within the Brick Lane CIZ."

If, as is stated, the grounds for the rejection in the previous hearing were centred around not further contributing to the Brick Lane CIZ, then I feel that it should be duly noted that the granting of the requested application would in fact not further contribute to the existing issues, as it is merely a replacement of a licence that is already registered as being active.

It is also noted on page 158 that, "On a balance of probability, this Authority is concerned by the addition of another premises selling "off sale" of alcohol, potentially adding to the existing anti-social issues in the area." This concern does not apply to our premises as we are applying for permission to sell "on-sale" alcohol.

On page 159 it is stated, "On visiting the premises it was also noted that there was a bar area. As this is a restaurant and not a bar I feel that the application should have noted a condition that did not allow for vertical drinking to take place."

As is shown in the attached images at the back of this document (page 11), there is, and always has been, seats around the bar to ensure that it is used as a strictly seated only space. There has never been vertical drinking permitted within the premise and the seating is arranged specifically to ensure this. It should also be noted that food is served to the bar seating area as well.

The objection letter then ends, by stating:

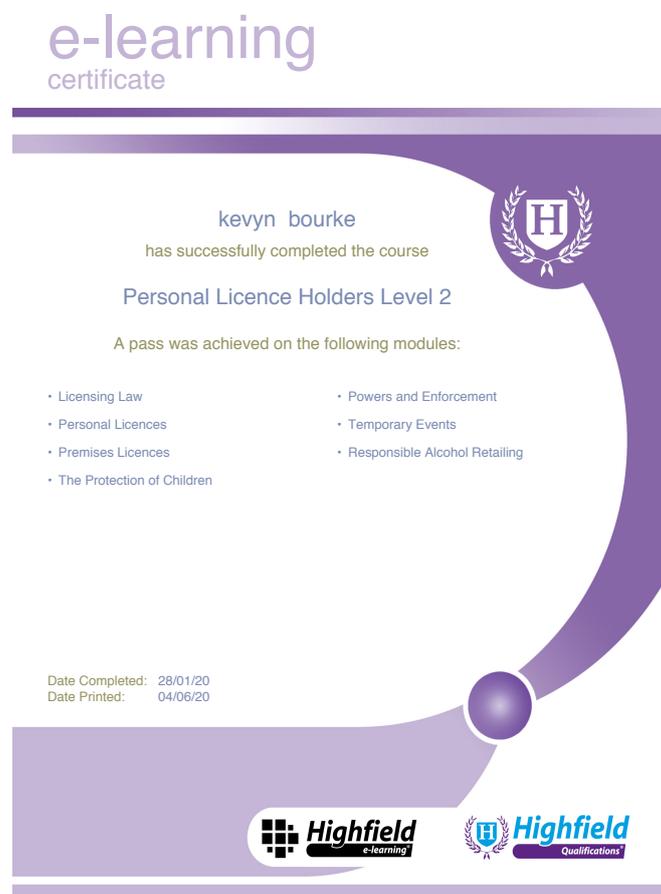
"However, if the Sub-Committee is minded to grant a licence then I would ask that the following conditions are attached:

1. The premises shall only operate as a restaurant:
 - a) in which customers are shown to their table;
 - b) where the supply of alcohol is by waiter or waitress service only;
 - c) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table using non disposable crockery;
 - d) which do not provide any take away service of food or drink for immediate consumption;
 - e) which do not provide any take away service of food or drink after 23.00, and
 - f) where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there, and provided always that the consumption of alcohol by such persons is ancillary to taking such meals."

We already fulfil each of these requested criteria and so the implementation of these proposed conditions would not be a problem.

Additional points for consideration:

- 6 members of staff have completed their Personal Licence Holder Level 2 certification, including our Manager and Bar Back. (see page 4 and 5)
- As is stated on page 141, Kirsty Adams, the original DPS, and also a director, mistakenly believed that the premises was entitled to sell alcohol by virtue of having submitted the premises licence application. Upon being told that this was not case, the premises immediately stopped the sale of alcohol and Kirsty Adams was also removed as the DPS and as a company director.
- The premises also operated with ten Temporary Events Notices, and received no complaints in relation to them.
- The premises operates on a non-profit basis, as the overall objective of the premises is to generate funds that can help set up a new animal rescue for animals who have been neglected or need re-homing.
- Due to the current COVID-19 pandemic, we, like many restaurants and businesses, are faced with a financially uncertain time ahead. In the absence of an alcohol licence our business will struggle to survive, as margins are already tight. We desperately want to stay open as we love being a part of this area and feel that our ethos fits perfectly with that of the surrounding neighbourhood. We haven't let any of our staff members go whilst we've been forced to be closed, and we strongly hope that moving forward we can survive and thrive at 60 Wentworth Street.



e-learning certificate

Thaires Vicentini
has successfully completed the course

Personal Licence Holders Level 2

A pass was achieved on the following modules:

- Licensing Law
- Personal Licences
- Premises Licences
- The Protection of Children
- Powers and Enforcement
- Temporary Events
- Responsible Alcohol Retailing

Date Completed: 04/06/20
Date Printed: 04/06/20



e-learning certificate

Alexandra Medina
has successfully completed the course

Personal Licence Holders Level 2

A pass was achieved on the following modules:

- Licensing Law
- Personal Licences
- Premises Licences
- The Protection of Children
- Powers and Enforcement
- Temporary Events
- Responsible Alcohol Retailing

Date Completed: 27/01/20
Date Printed: 04/06/20



e-learning certificate

Ali Berro
has successfully completed the course

Personal Licence Holders Level 2

A pass was achieved on the following modules:

- Licensing Law
- Personal Licences
- Premises Licences
- The Protection of Children
- Powers and Enforcement
- Temporary Events
- Responsible Alcohol Retailing

Date Completed: 28/01/20
Date Printed: 04/06/20



e-learning certificate

Ellis Georgeou
has successfully completed the course

Personal Licence Holders Level 2

A pass was achieved on the following modules:

- Licensing Law
- Personal Licences
- Premises Licences
- The Protection of Children
- Powers and Enforcement
- Temporary Events
- Responsible Alcohol Retailing

Date Completed: 22/01/20
Date Printed: 04/06/20



Twigs & Grass LTD. Trading as Unity Diner
60 Wentworth Street
London
E1 7AL

DISPERSAL POLICY

Unity Diner is a plant-based restaurant in the Brick Lane Cumulative Impact Zone. Consequently, we are aware of the importance of ensuring as far as possible that customers leave as quietly as possible.

Unity Diner will ensure that at peak trading times, which are likely to be after 5pm on every day, a manager or supervisor, who is on duty together with sufficient staff, are able to adequately manage and control customers when arriving, during their stay and when leaving.

As is generally accepted, during the early part of the week (Monday to Thursday), it is likely that most patrons will naturally leave before closing time, as is seen with many licensed premises in Central London. However, if the space is still busy, then 15 minutes before closing, gradual dispersal will be encouraged in the following ways.

1. Letting customers know that the kitchen and bar is closed.
2. A gradual brightening of the main lights and reduction in volume of the music.
3. Waiters/waitresses will begin their packing down routine to further signal that it is closing time.
4. As each waiter/waitress is assigned to their own section, they will begin visiting each table in their section and informing the patrons of the fact that it will soon be closing time.

Patrons will be directed by staff to the main entrance on Wentworth Street. At that point, staff will encourage customers to disperse towards the public transport links as quickly and quietly as possible.

Staff and Door Supervisors roles will include the following:

1. To encourage customers to leave the premises in a quiet and orderly manner.
2. Not to allow any drinks to be taken outside the building.
3. If a group of customers are found to be loitering near the building then they will be politely asked to move on as quickly as possible.

It is ultimately the responsibility of the manager or supervisor on duty to ensure that:

1. Door supervisors and other managers and staff act effectively and responsibly to comply with this policy and are aware of the importance of customers leaving as safely and quietly as possible.
2. Customers do not cause any disturbance or nuisance to any local residents within the vicinity of the premises.
3. To prioritise and assist wherever possible in ensuring that customers leave as safely, quietly and in as much of an orderly manner as possible.

CHALLENGE 25

IF YOU ARE LUCKY ENOUGH TO LOOK UNDER YOU WILL BE ASKED TO PROVE YOU ARE **OVER 18** WHEN YOU BUY ALCOHOL

IF YOU ARE UNDER 18, IT IS AN OFFENCE TO BUY OR ATTEMPT TO BUY ALCOHOL

ACCEPTABLE FORMS OF ID:

- CARDS BEARING THE PASS HOLOGRAM
- PHOTO CARD
- DRIVING LICENCE
- PASSPORT
- MILITARY ID



Weights & Measures Act 1985
 Unless supplied pre-packed

GIN VODKA WHISKY RUM

Are offered for sale or served on these premises in quantities of **TWENTY-FIVE MILLILITRES** or multiples thereof



Wine By The Glass

In accordance with the revised legislation for Capacity Measures (Intoxicating Liquor) Regulations, this establishment now sells Wine by the Glass in quantities of **125ml, 175ml & 250ml**



CHALLENGE 25 POLICY STAFF DECLARATION

Under the Licensing Act 2003 it is a legal requirement to operate a Challenge 25 policy.
The sale of alcohol to a child or young person is an offence which may lead to a fine of up to £5000 and/or term of imprisonment not exceeding three months. Such a sale will also lead to a review of the premises licence and could result in the licence being suspended or revoked.

ANY CUSTOMER WHO APPEARS TO BE UNDER THE AGE OF 25 MUST BE ASKED TO PROVE THEIR AGE BEFORE THEY ARE SOLD ALCOHOL.

If a steward is on duty at the front door, any customer who appears to be younger than 25 **MUST** be asked for proof of age prior to entering the premises.

If there are no stewards on duty, the customer **MUST** be asked for identification prior to the sale of alcohol.

All members of staff must be diligent whilst supervising and monitoring all customers drinking alcohol on the premises. If you suspect a customer is drinking on the premises, who looks younger than 25 and has not been asked to prove their age, you must ask them to do so immediately.

Failure to adhere to this policy could result in a breach of the premises' mandatory licensing conditions.

This policy must be adhered to at all times.

The only forms of ID which can be accepted are:

- A passport
- A European Union photocard driving licence
- A card issued under the PASS scheme bearing a hologram

Declaration:

I have read and understood this policy. I understand that failure to comply with its terms will be treated as gross misconduct and may lead to my dismissal from my employment.

NAME	SIGNATURE	DATE	MANAGER
AJE REPRO	[REDACTED]	25.1.2020	Sofia Medina

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NAME	SIGNATURE	DATE	MANAGER
Travis	[REDACTED]	25/01/2020	Sofia Medina

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NAME	SIGNATURE	DATE	MANAGER
Ellis	[REDACTED]	25.1.2020	Sofia

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NAME	SIGNATURE	DATE	MANAGER
Kevin Bourke	[REDACTED]	26/01/20	Sofia Medina





