

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