

## Simmi Yesmin

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**From:** Jack Spiegler <[REDACTED]>  
**Sent:** 17 August 2015 11:54  
**To:** Gurwinder Olive; Simmi Yesmin; 'mark.j.perry@met.pnn.police.uk'  
**Cc:** Janet Grant; Amy Catlin; Kathy Driver; Ian Wareing  
**Subject:** RE: Representations re Truck Stop, West India Quay, Hertsmere Road, London, E14 4AE  
**Attachments:** London Union Indicative Operational Procedures.pdf; WIQ Photos.pdf; West India Quay Premises Licence Schedule.docx; Amended conditions 14.08.15.docx

Dear All

I understand tomorrow's hearing is scheduled at 2pm based on PC Perry's letter dated 29 May alone.

Without prejudice to the position set out in my previous correspondence, please see attached the following documents, which I hope will assist members of the Licensing Sub Committee:

1. Final consolidated conditions agreed with Mr Wareing.
2. Indicative operational procedures (previously attached to my email dated 13 August).
3. Schedule of West India Quay Licences.
4. Site photographs.

I would be most grateful if copies of these documents could please be distributed to the Licensing Sub-Committee. I can bring additional copies tomorrow if that assists.

Thank you and kind regards

Jack

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## Truck Stop West India Quay

### Premises Licence Application Summary:

Address	Truck Stop West India Quay Hertsmere Road London E14 4AE As more particularly shown on the plans
Applicant	Big Eater Ltd
DPS	Jonathan Cowley
Licence period	Permanent

### Licensable Activities & Hours:

	Sale of alcohol for consumption on and off the premises	Opening Hours
Monday to Sunday	10:00 to 22:00	10:00 to 22:30

### Conditions proposed with the application:

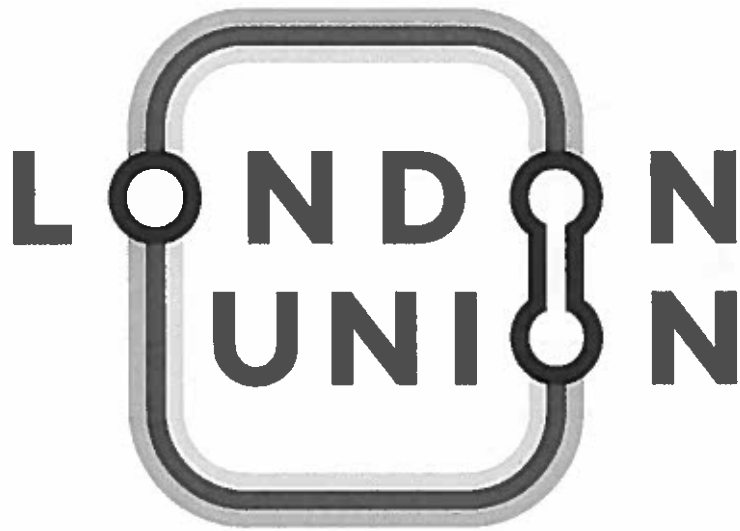
1. Stewards and/or SIA registered supervisors shall be employed on an operational risk assessment basis.
2. A telephone number to the duty manager shall be available to local residents.
3. There shall be a written dispersal policy, a copy of which shall be kept on the premises and produced to police or an authorised officer upon request.
4. The premises shall operate a dispersal policy and all staff shall be trained in its implementation.
5. Customers shall be supervised when leaving the premises and shall be asked to leave quietly.
6. Signs will be prominently displayed at all exit points reminding customers to leave quietly and respect local residents.
7. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as driving licence or passport.

8. An incident log shall be kept at the premises, and made available on request to an authorised officer of the council or the police, which will record the following:
  - (a) All crimes reported;
  - (b) All ejections of patrons;
  - (c) Any incidents of disorder;
  - (d) Seizure of drugs or offensive weapons;
  - (e) Any refusal of the sale of alcohol;
  - (f) Any visit by a relevant authority or emergency service.

**Additional conditions to address responsible authority concerns:**

1. The premises licence will only take effect from 1 May to 31 October each calendar year.
2. The licence holder will engage with the management of adjacent licence holders and Canary Wharf central security.
3. All drinking vessels shall be polycarbonate, non-glass or other shatter proof containers.
4. SIA registered door supervisors shall be employed from 6pm until close on Thursday to Saturday evenings . At all other times stewards and/or SIA registered supervisors shall be employed on an operational risk assessment basis *(to replace original proposed condition 1 above)*
5. Stewards or SIA registered door supervisors will be responsible for ensuring that any queue is orderly and noise kept to a minimum.
6. All staff will be given regular training on the legislation relating to the sales of alcohol to underage persons and drunken persons.
7. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers, and that the area shall be swept and or washed, and litter and sweepings collected and stored in accordance with approved refuse storage arrangements by close of business.
8. No music other than background to be played during hours of operation.

# London Union Operational Procedures



August 2015



## London Union Operational Procedures

### Introduction

London Union was founded by Leon's Henry Dimbleby MBE and Street Feast's Jonathan Downey – food and drink entrepreneurs on a mission to transform London's food landscape.

London Union turns underused and derelict corners of the city into vibrant street food markets. They bring communities together, create employment and provide opportunities for new food entrepreneurs to establish themselves without requiring large amounts of capital.

In 2014, Street Feast ran markets in Dalston Yard EB, at Model Market in Lewisham, at Riverside Feast by Battersea Power Station and at Hawker House in Bethnal Green. Between them, these markets were visited by over 200,000 people.

London Union is now backed by some of Britain's most successful restaurateurs, food writers, broadcasters and entrepreneurs, including:

**Stef Calcraft** – Chairman. Co-founder of Mother advertising agency.

**Petra Barran** – Founder of KERB.

**Rosle Boycott** – Chair, The London Food Board.

**Giles Coren** – Writer, broadcaster and restaurant critic, The Times.

**Gizzi Erskine** – Chef and food writer, Sunday Times.

**Bill Granger** – Founder of Bill's (Australia/Japan) and Granger & Co.

**Nick Jones** – Founder and CEO of Soho House Group.

**Nigella Lawson** – Food writer and broadcaster.

**Thomasina Miers** – Co-founder/director of Wahaca and writer, Guardian.

**Russell Norman, Richard Beatty** – Owners of the Polpo Group.

**Jamie Oliver** – Chef, broadcaster and restaurateur.



## **1 ADMISSION AND AGE VERIFICATION POLICY**

- 1.1 London Union provides family friendly street markets. To ensure the promotion of the Licensing Objectives the London Union operates a Challenge 25 scheme. This scheme encourages anyone who is over 18 but looks under 25 to carry acceptable ID if they wish to purchase alcohol. The scheme takes account of a higher margin of error in challenging customers for proof of age.
- 1.2 It is illegal for any staff to sell alcohol to anyone under the age of 18. Any member of staff who sells alcohol to a person under the age of 18 may be guilty of an offence, which may result in a fine of up to £5,000 and they may be dismissed.
- 1.3 Staff shall follow all standards set by Challenge 25:
  - 1.3.1 Staff are required to ask for a valid form of identification for anyone attempting to purchase alcohol who appears to be under 25;
  - 1.3.2 Staff will only accept the following forms of ID:
    - 1.3.2.1 UK/EU passport.
    - 1.3.2.2 UK/EU driving licence – photo licence.
    - 1.3.2.3 Proof of age scheme cards – with PASS accredited hologram logo.
  - 1.3.3 When checking ID staff will:
    - 1.3.3.1 Check the 3D effect hologram is not stuck on.
    - 1.3.3.2 Check photo – right person.
    - 1.3.3.3 Check date of birth.
    - 1.3.3.4 Check card has not been tampered with.
    - 1.3.3.5 If staff are still unsure about a person’s age, service shall be refused.



## **2 The Role & Responsibilities of London Union's Supervisors**

### **Role and responsibilities**

- 2.1 The purpose of this section is to outline the role and responsibilities of a London Union supervisor.
- 2.2 Guest supervision is an essential part of the London Union operation. When managed correctly it ensures not only the safety and enjoyment of our customers, but also peace of mind for our neighbours. Our supervisors have a much wider and more involved role to play in supporting the management and his/her team.

### **Qualities**

- 2.3 The supervisor should possess certain qualities essential to running the kind of operation we have. You should be:
  - 2.3.1 Articulate and friendly – able to talk to people on all sorts of levels, in a friendly, positive and professional manner. Diplomatic.
  - 2.3.2 Helpful and willing - prepared to do what is needed to ensure an excellent overall customer experience. Part of the team.
  - 2.3.3 Pleasant and polite – happy, positive and polite to all customers and staff.
  - 2.3.4 Conscientious and thorough – diligent, involved, interested and focused on all aspects of your role and responsibilities.
  - 2.3.5 Smart – takes pride in a professional appearance and approach to your job.

### **Supervision**

- 2.4 We have SIA registered supervisors and marshalls. They are posted at the entrances, and within the licensed area, and others patrolling all areas including toilets to make sure everything is as it should be throughout. The entrance areas are key areas of responsibility and brings with it three important roles: monitoring and managing people getting in, monitoring and managing any queues, exit and re-entry, and managing the safe and quiet exit of people leaving the site.



## London Union Operational Procedures

### Leaving the site

- 2.11 The other most important part of your job is managing people as they leave the site. It is vital that you take the lead responsibility for ensuring the quick, quiet and safe exit of guests from the site and from the immediate surrounding area. This does not mean just saying 'goodbye' to guests. It does not mean that once they have left the building they are no longer our problem. They might be. We have neighbours and responsibilities towards them. Please try and move people along and make sure they do not congregate outside. We want people to leave in a quiet orderly fashion. This issue is of most importance the later people leave.
- 2.12 You should also have a very good idea (and a paternal interest in) how everyone is getting home – walking, DLR, tube, over-ground train, bus, taxi or driving?
- 2.12.1 **Walking** – please ensure that anyone leaving the site exits not only the site but also the immediate area as quickly and quietly as possible. Please check that anyone leaving alone (especially women) know what they are doing and where they are going. If they do not, bring them quietly back inside, sit them down and contact the manager on duty to provide assistance; he or she will know what to do and you should then return to your duties.
- 2.12.2 **DLR** – please ensure you are able to advise guests on the location of the nearest DLR stations.
- 2.12.3 **Tube** – please ensure you are able to advise guests on the location of the nearest tube stations.
- 2.12.4 **Bus** - you should be familiar with the numbers, routes and approximate running times of all of the buses that run in the area. Knowing this information is an important part of your job.
- 2.12.5 **Taxis** – you should be on hand to order taxis for guests. We do not allow unlicensed mini cab ranking outside our site.
- 2.12.6 **Driving** – whilst not technically our responsibility, you should offer advice and assistance to anyone you spot leaving the site with car keys that clearly should not be driving. It is your job to advise them, and whoever they are with, that they look like they should not be driving. You should have some knowledge of the local parking restrictions to





### **3 Search Policy**

- 3.1 Only SIA registered security staff (Door Supervisors) will conduct searches.
- 3.2 London Union will display notices in areas used for searches informing customers that searches may be a requirement of entry.
- 3.3 Consent will always be sought before a search is carried out.
- 3.4 If a person refuses a search they will be denied entry.
- 3.5 Details of any person refusing a search should be recorded in a designated incident or log book.
- 3.6 Door Supervisors will never conduct body searches on someone of the opposite sex.
- 3.7 If no female Door Supervisors are available and a male Door Supervisor believes it necessary to search a woman, then the search must be restricted to bags and outside pockets.
- 3.8 Door Supervisors are not to put their hands in a handbag, or to empty it themselves, this must be done by the owner of the bag.
- 3.9 In the event of the seizure of items thought to be weapons or drugs the following information will be recorded in a designated incident or log book:
  - 3.9.1 Date and time found
  - 3.9.2 Where found
  - 3.9.3 Details of person who found the item(s)
  - 3.9.4 Description of the item
  - 3.9.5 Any action taken (person detained, police called etc.)
  - 3.9.6 Signature of person taking possession of item(s)
  - 3.9.7 Signature of a senior manager



## 5 Drugs Awareness

- 5.1 The London Union operates a policy of zero tolerance with regards to drugs, both use and supply on our premises.
- 5.2 All references to “drugs” within this document include not only illegal substances detailed in Section 2 of the Misuse of Drugs Act 1971 but also those substances known as “Legal Highs” (psychoactive and other emerging substances not caught by UK legislation).
- 5.3 Street Feast recognises that it has a responsibility to provide a safe environment for all members of staff and customers. Such an environment could become hazardous through the behaviour of someone under the influence of drugs or someone involved in the sale of such substances.
- 5.4 All staff are given training in recognising the signs and symptoms of drug use and supply and are instructed to be vigilant at all times. Should a member of staff observe suspicious behaviour they are to report such to the Duty Manager without delay.
- 5.5 All WC facilities will be monitored on a regular basis by staff. All such monitoring will be recorded in a specified log and any drug related activity discovered as a result of such monitoring will be highlighted within that same document. If a person is suspected of dealing drugs in a venue, staff will always assess the situation before taking any action. Regard is to be paid to advice from the Police. Subject to Police advice, SIA registered security staff will either eject the suspect or hold the suspect at the premises. If a person is suspected of taking drugs on the premises staff will assess the suspect’s condition and either eject the suspect or call for medical attention. The confiscation or discovery of drugs must be witnessed, logged in the relevant incident book and the drugs handed to the Duty Manager who will secure them in a designated place such as a ‘drug safe’.

In order to promote the Licensing Objectives:

- 5.6 Upon confiscation staff will contact the Police and request that Police collect said Drugs from the venue. In the event that the Police request that confiscated drugs be delivered by London Union staff to a specified Police Station the Duty Manager will allocate a member of staff to do so. Any staff member instructed to carry confiscated drugs with the intention of delivering said drugs to



## **6 Deliveries and Collections**

- 6.1 Deliveries and collections will be arranged carefully and sympathetically to the local amenity. Where possible, multiple deliveries and/or collections will be combined to avoid high numbers of vehicles servicing the premises. Delivery and collection times will not be scheduled late at night or early in the morning to avoid disturbing local residents.
- 6.2 Refuse and recyclable waste will be stored in a designed refuse storage area until it is due to be collected. Immediately prior to collection, refuse will be taken out ready for collection. Bins should be brought back inside immediately after collection.



## **7 Summary & Effect**

- 7.1** A culmination of all these controls and safeguards, together with the type of offer, customer and purpose of visit, combine to ensure London Union sites operate without complaint and provides a valuable asset to each local area.
- 7.2** The London Union seek to provide an extremely high standard of establishment which is ranked alongside London's best places to eat and drink. It is imperative guests enjoy a first-rate experience when visiting each site.
- 7.3** The comprehensive controls set out in this document will supplement planning consent and premises licence conditions to ensure each London Union site is conducive and appropriate to the local amenity.

### West India Quay Premises Licence Schedule

Premises	Maximum Terminal Hour for Sale of Alcohol in Internal Area	Maximum Terminal Hour for Sale of Alcohol in External Area
London Union/KERB Truckstop Application	N/A	10pm
<b>Existing West India Quay Premises:</b>		
Browns	1am	10.30pm
Henry's	3am	10.30pm
La Tasca	Midnight	Midnight
Strada	Midnight	Midnight

NB. Unable to locate Rum & Sugar Licence on LBTH register. Rum & Sugar website advertises 1am terminal hour.

London Union & KERB West India Quay



London Union & KERB West India Quay

