

LICENSING SUB-COMMITTEE SUPPLEMENTARY AGENDA

17 January 2024

The following report is attached for consideration and is submitted with the agreement of the Chairman as an urgent matter pursuant to Section 100B (4) of the Local Government Act 1972

5 APPLICATION FOR A PREMISES LICENCE - LAKERS CHICKEN, UNIT 2A, 2-4 EASTERN ROAD, ROMFORM RM1 3PJ (Pages 3 - 18)

Application for a premises licence is made by Littlemore Foods Ltd under section 17 of the Licensing Act 2003.

Additional papers supplied by the applicant.

**Zena Smith
Head of Committee & Election
Services**

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Lakers Chicken, Unit 2A, 2-4 Eastern Road, Romford, Essex, RM1 3PJ

Revised Hours, CIZ Statement & Proposed Conditions

1) Revised Hours Requested for the Provision of Late Night Refreshment

23.00 to 01.00 FD Sunday to Wednesday.

23.00 to 03.00 FD Thursday, Friday & Saturday.

Non-Standard Timings 23.00 to 03.00 FD Sundays before Bank Holidays, Christmas Eve & New Years Eve.

The other festive nights mentioned on the application form are withdrawn.

2) CIZ Statement

The Applicant is aware that Lakers Chicken Unit 2A, 2 – 4 Eastern Road lies within Havering`s Romford Town Centre Cumulative Impact Zone (CIZ), what this means, the reasons behind the CIZ, the issues of alcohol related, often, late night crime and anti-social behaviour arising in the Town Centre and of the measures required to address the problems that arise.

The Applicant`s Director and his brother have years of previous experience in management. The Company has successfully operated another late night take away restaurant open until 04.00 Friday & Saturday in Manor Park within one of LB Newhams CIZ`s for a considerable period and has successfully operated another similar restaurant until 01.00 the following day in Chadwell Heath within LB Barking & Dagenham.

The Applicant has reduced their requested licensed hours as at 1) above and has now proposed a comprehensive list of robust enforceable conditions to ensure both that Lakers Chicken fully promotes the four Licensing Objectives and will not increase the negative cumulative impact within the vicinity and wider CIZ.

The conditions proposed include comprehensive CCTV, an SIA Licensed Door Supervisor on duty Thursday to Saturday and Non-Standard Timing nights, a Dispersal Policy, the closure of the dine in tables and chairs within the restaurant to prevent customers remaining in the CIZ rather than getting their food and then heading straight to the nearby bus stops and cabs to go home.

The Applicant considers it will be beneficial to have another late night restaurant open until the now reduced times when the nearby public houses close and while Attik is still open as those people looking to buy food after a night out will have a second nearby late night restaurant to attend to buy their food and then go home rather than

linger in the Town Centre queueing at the other local venue. The Applicant considers that this will reduce the risk of confrontation, possible violent behaviour and crime.

The Applicant suggests that taking everything into account the presumption to refuse the application is rebutted and that the application could safely be approved.

3) Proposed Conditions

a) Prevention of Crime & Disorder

1) a) The premises licence holder shall ensure that a CCTV system is installed in the premises of a standard acceptable to the Metropolitan Police Service. The system shall be maintained in good working order & fully operational covering all internal areas to which the public have access and the immediate outside of the restaurant. All entry and exit points shall be covered enabling frontal identification (full head and shoulders images), of every person entering the premises in any light condition to an evidential standard.

b) All staff shall be fully trained in the operation of the CCTV system including the ability to download screenshots and images for Police or Authorised Officers on request. A minimum of one such member of staff fully trained in the operation of the CCTV system shall be on duty at all times that the premises are open to the public.

c) The CCTV system shall have the capability to either download footage onto a disk or memory stick. The footage of the CCTV system shall be retained for a minimum period of 31 days before re-writing itself with the correct date and time showing. Screenshots and CCTV footage shall be made available to Police or Authorised Officers immediately upon request provided that it is requested further to the prevention or detection of crime and disorder.

d) If the CCTV system is broken the premises licence holder shall notify the Licensing Authority and Police Licensing Team as soon as possible and get the fault rectified as soon as practicable.

e) The premises licence holder shall ensure that a log is kept with the details & the dates of all work / repairs carried out on the CCTV system including the name and phone number of the engineer.

f) On a minimum daily basis, the premises licence holder / DPS shall check that the CCTV system is operational and the date and time stamp are correctly set and on a minimum of a weekly basis, check that the CCTV system is also correctly recording images for a minimum of 31 days and that screenshots and footage can be correctly downloaded. Details of these checks shall be recorded in the appropriate section of the Incident Book.

2) An incident log shall be kept at the premises for at least 12 months, and made available on request to Police Officers or Authorised Officers which will record the following:

- (a) all crimes reported to the premises, or by the premises to Police;
- (b) all ejections of patrons;
- (c) any incidents of disorder;
- (d) complaints received and the outcome;
- (e) any seizure of drugs or offensive weapons;
- (f) any failures or faults with the CCTV system;
- g) Any visits by Police or other Emergency Services. Where Police are called the CAD number shall be obtained and recorded in the Incident Book.

3) Notices shall also be prominently displayed by the entry/ exit door and servery (as appropriate) advising customers:

- a) That CCTV is in operation;
- b) Of the permitted hours for licensable activities, last order times & the opening times of the premises;
- c) That no glass bottles or glasses shall be removed from the premises;
- d) To respect residents and leave the premises & vicinity quietly and quickly, not to loiter outside the premises, not to talk loudly when outside smoking and to dispose of litter legally;
- e) That no more than four (4) customers at a time shall be permitted in the smoking area outside the premises.

4) All staff shall be trained on induction and given refresher training at six monthly intervals for their role and in the operation of the CCTV system & downloading images and footage. Training shall also include serving customers in turn, explaining cooking times and any delays to customers, monitoring customer conduct within the restaurant and outside, avoiding conflict, ensuring customers do not bring alcohol into or consume alcohol on the premises and safeguarding children, vulnerable people, girls & women. Written training records shall be kept for each member of staff.

5) Customers shall not be permitted to bring alcohol into or consume it in the restaurant. Any customer who is intoxicated shall be asked to leave the premises.

6) No glass bottles or glasses shall be removed from the premises.

7) The last order for dine in service shall be taken at 22.45 daily and the tables and chairs inside the restaurant closed to the public at 23.15 daily.

8) The last order for collection or home delivery shall be taken fifteen (15) minutes before the terminal hour on any night.

9) An SIA Licensed Door Supervisor shall be on duty at the restaurant from 23.00 to fifteen (15) minutes after close on Thursday, Friday & Saturday nights and on all nights when Non-Standard Timings apply. The Door Supervisor shall wear a high vis vest with the business name on it and clearly display their SIA Licence or a copy of it while on duty. The SIA Licensed Door Supervisor shall record their name and phone number, SIA Licence number, dates and times of attendance, if employed by a Security Company the name & phone number of the Company and their initials.

10) From the end of permitted licensed hours and until all customers have left the premises / frontage, the member of staff tasked for the purpose, or SIA Licensed Door Supervisor when on duty, shall take a proactive role and stand on the exit door asking customers to leave the premises and area quietly and as quickly as possible. The nominated Staff Member shall ensure that customers do not take any glass bottles, or glasses from the premises when departing and monitor the frontage to ensure people do not loiter outside.

11) The premises licence holder shall undertake an ongoing daily risk assessment, taking into account any local events taking place or advice received from The Metropolitan Police Service to identify adequate staffing levels & any additional need for SIA Licensed Door Supervisors to be in attendance.

b) Public Safety

A Fire Risk Assessment and Emergency Plan shall be prepared and regularly reviewed. All staff shall receive appropriate fire safety training.

c) Prevention of Public Nuisance

1) A Dispersal Policy shall be prepared and regularly reviewed. The Dispersal Policy shall be included in staff training including the SIA Licensed Door Supervisor and all staff shall be tasked to implement its provisions. A copy of the Dispersal Policy shall be sent to the Licensing Authority and Police Licensing Team.

2) The ventilation and extraction system shall be regularly cleaned and maintained so as to prevent noxious odours causing a nuisance to nearby properties.

3) Adequate litter bins shall be placed inside and outside the restaurant for customer use and shall be regularly emptied.

4) The outside of the restaurant shall be kept tidy at all times and swept at close.

5) No more than four (4) customers shall be allowed outside smoking at any time.

d) Protection of Children From harm

- 1) No unaccompanied children under 16 shall be allowed to enter Lakers Chicken or remain in the premises after 23.00.
- 2) All staff shall receive training in safeguarding children.

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Lakers Chicken, Unit 2A, 2-4 Eastern Road, Romford, Essex, RM1 3PJ

Dispersal Policy

- 1) It is recognised by the Premises Licence Holder that during permitted licensed hours it is vital that the Licence hours and conditions are strictly observed. The management, staff and when on duty, the SIA Licensed Door Supervisor must work in close liaison with each other to achieve this.
- 2) An A4 size notice shall be prominently displayed by the exit door(s) reminding customers to respect nearby residents, to leave the premises and area quietly and as quickly as possible, not to take glass bottles or glasses outside Lakers Chicken at any time and not to loiter outside the premises or in the area.
- 3) During permitted licensed hours, at close and until all customers have left Lakers Chicken and the frontage, staff and when on duty, the SIA Licensed Door Supervisor shall politely encourage customers to leave Lakers Chicken (when they have finished their meal) and make their way home.
- 4) From the end of permitted licensed hours and throughout the consumption period and until all customers have left the premises, the member of staff tasked for the purpose and when on duty, the SIA Licensed Door Supervisor shall take a proactive role and stand on the exit door(s) asking customers to leave the premises quietly and as quickly as possible. The nominated Staff Member and when on duty, the SIA Licensed Door Supervisor shall ensure that customers do not take any glass bottles or glasses from the premises when departing and monitor the frontage to ensure people do not loiter outside.
- 5) Staff and when on duty, the SIA Licensed Door Supervisor shall monitor the outside of Lakers Chicken by CCTV and physical checks to ensure that customers outside smoking do not make excessive noise, that a maximum of 4 (four) smokers are allowed outside smoking at any time and to ensure that glass bottles or glasses are not permitted to be taken outside the premises at any time except as permitted by the Premises Licence.
- 6) A notice shall be displayed by the exit door(s) advising customers that no more than 4 (four) smokers shall be permitted outside at any one time
- 7) The member of staff tasked for the purpose and when on duty, the SIA Licensed Door Supervisor shall proactively implement the Dispersal Policy, aid in the dispersal of customers from the premises and area from the terminal hour until all customers have left the premises and area. They should politely ask anyone who lingers to leave the area quietly & as quickly as possible.
- 8) The nominated member of staff and when on duty, the SIA Licensed Door Supervisor should direct customers away from residential properties and towards nearby bus stops, the railway station or cab offices.

9) No new customers should be admitted to the restaurant or new orders taken from 15 minutes before the terminal hour on any night.

10) No new orders for dine in service should be taken after 22.45 on any day.

11) The indoor tables and chairs shall be closed to new customers at 22.45 daily and taken out of use by 23.15 daily.

12) Customers may not be permitted to bring alcohol into the premises or to consume alcohol in the premises at any time.

13) All staff including SIA Licensed Door Supervisors shall be trained regarding the Dispersal Policy and tasked to implement it.

Signed for Lakers Chicken.

Date 13/01/24

Drafted by Graham Hopkins

GT Licensing Consultants

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