

Havering Council – Decisions taken by the Licensing Sub-Committee on Friday, 23 January 2026

Agenda Item No	Topic	Decision
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Note: this decision list is for guidance only. The text of the minutes, which may be different, is definitive.

Part A – Items considered in public

<p>A1</p>	<p>APPLICATION FOR A PREMISES LICENCE - THE PALMS HOTEL (BOKA BY PALMS) SOUTHEND ARTERIAL ROAD, HORNCHURCH, RM11 3UJ</p>	<p align="right">Licensing Act 2003 Notice of Decision</p> <p>PREMISES The Palms Hotel (Boka By Palms) Southend Arterial Road Hornchurch RM11 3UJ</p> <p>APPLICANT Boka By Palms Ltd</p> <p>Details of requested licensable activities</p> <p>The application for a premises licence is made by Boka By Palms Ltd under section 17 of the Licensing Act 2003. The application was received by Havering’s Licensing Authority on 19th November 2025.</p> <p>Details of the application</p> <p>The licensable activities sought in this application are as follows.</p> <p>Films, live music and recorded music*</p> <ul style="list-style-type: none"> • Monday to Wednesday – 10:00 to 00:00 • Thursday – 10:00 to 01:00 • Friday & Saturday – 10:00 to 02:00 • Sunday – 12:00 to 22:30
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		<p>Late night refreshment*</p> <ul style="list-style-type: none"> • Monday to Wednesday – 23:00 to 00:00 • Thursday – 23:00 to 01:00 • Friday & Saturday – 23:00 to 02:00 • Sunday – 23:00 to 22:30 <p>* These licensable activities are to be provided indoors only, i.e. not in the external area.</p> <p>Supply of alcohol for consumption on and off premises</p> <ul style="list-style-type: none"> • Monday to Wednesday – 10:00 to 00:00 • Thursday – 10:00 to 01:00 • Friday & Saturday – 10:00 to 02:00 • Sunday & Good Friday – 12:00 to 22:30 • Christmas Day – 12:00 to 15:00 & 19:00 to 22:30 • New Year’s Eve – from the end of permitted hours to the start of permitted hours on the following day <p>Hours premises open to the public</p> <ul style="list-style-type: none"> • Monday to Wednesday – 10:00 to 00:20 • Thursday – 10:00 to 01:20 • Friday & Saturday – 10:00 to 02:20 • Sunday & Good Friday – 12:00 to 22:50 • Christmas Day – 12:00 to 15:00 & 19:00 to 22:50 • New Year’s Eve – from the end of permitted hours to the start of permitted hours on the following day

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		<p>Section 5 of the application describes the premises in the following terms:</p> <ul style="list-style-type: none"> • “The Premises is a restaurant with a capacity of over 200 people inside and about 70 people outside.” <p>Section 12 of Havering’s licensing policy indicates the following terminal hours may be given more favourable consideration further to the application type.</p> <p>Restaurants, cafés, public houses and bars</p> <ul style="list-style-type: none"> • Sunday to Thursday – 23:00 • Friday & Saturday – 00:00 <p>Nightclubs</p> <ul style="list-style-type: none"> • Sunday to Thursday – 01:00 • Friday & Saturday – 02:00 <p>Summary</p> <p>There were no representations against this application from residents or businesses in the vicinity of the premises.</p> <p>There were three representations against this application from responsible authorities, namely the Licensing Authority, the Police and Havering’s Environmental Health team.</p> <p>Determination of application for a premises licence</p>

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		<p>1. The Sub-Committee have considered an application for a premises licence for The Palms Hotel (Boka by Palms), situated at Southend Arterial Road, Hornchurch, RM11 3UJ, E7 8B and representations against the application have been received from:</p> <p>a. The Council’s Licensing Team on the grounds of the prevention of the crime and disorder and the prevention of public nuisance,</p> <p>b. The Council’s Environmental Health team on the grounds of the prevention of public nuisance, and</p> <p>c. The Metropolitan Police on the grounds of the prevention of the crime and disorder and the prevention of public nuisance.</p> <p>2. There were no representations against this application from residents or businesses during the consultation period.</p> <p>3. The Sub-Committee must promote the licensing objectives and must have regard to the Secretary of State’s National Guidance created under S182 of the Licensing Act when determining an application for a new premises licence. Where relevant representations are made, the authority must hold a hearing and then take such steps, as it considers necessary for the promotion of the licensing objectives. These steps may include rejecting the application or modifying the conditions to the extent that the authority considers necessary for the promotion of the licensing objectives or granting the application.</p> <p>Decision: granted;</p> <p>1. The Sub-Committee noted that the applicant had responded to the representations of the</p>

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		<p>responsible authorities by instructing a new licensing lawyer and presenting a fresh set of licensing conditions to alleviate their concerns. The members also noted that the applicant confirmed that they would only be applying for the licensable hours stated in the application and listed on the blue notice as opposed to the licensable hours presented alongside the fresh set of conditions.</p> <ol style="list-style-type: none"> 2. The Sub-Committee noted that the responsible authorities' representations predated the discussions they had with the applicant and the applicant's subsequent submission of fresh conditions which were agreed with the responsible authorities. 3. The Sub-Committee noted that the responsible authorities did not make any further representations following the positive discussions they had with the applicant. 4. During the hearing, the Sub-Committee were told by all three responsible authorities that they welcome the fresh conditions agreed by the applicant and do not object to the application in principle but do however remain concerned that the hours applied for exceed the hours stated in the council's statement of licensing policy. No material evidence or submission was made by the responsible authorities to qualify their concerns or why they believe the additional hours, with the additional conditions, undermine any or all of the licensing objectives. 5. The Sub-Committee were told by the applicant that they seek a premises licence to operate independently from the hotel's premises licence and reminded the members that the violent incident that occurred in June 2025 had nothing to do with their business but rather the hotel's operations who are a separate entity from them. The applicant clarified that licence they are seeking for will be for entirely separate areas of the hotel and they will have exclusive control of such area. The applicant stated they wish to continue work with the responsible authorities to promote the licensing objectives, that the applicant has twenty

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		<p>years of experience in the hospitality industry and the premises will operate as a restaurant with alcohol only being served by staff ancillary to a meal. The applicant further stated that the fresh set of conditions takes into account the council's statement of licensing policy and seeks to mitigate the risks of operating beyond the council's desired hours.</p> <p>6. The primary issue for the members was therefore to consider whether to grant the application as per the licensable hours sought by the applicant. The Sub-Committee turned their attention to the council's statement of licensing policy and that the Secretary of States' statutory guidance, taking into account the representations they heard.</p> <p>7. The statutory guidance states 'the 2003 Act gives the licensing authority power to make decisions regarding licensed opening hours as part of the implementation of its licensing policy statement and licensing authorities are best placed to make such decisions based on their local knowledge and in consultation with other responsible authorities. However, licensing authorities must always consider each application and must not impose predetermined licensed opening hours, without giving individual consideration to the merits of each application'.</p> <p>8. The council's policy states 'Applicants who wish to provide licensable activities outside the hours specified...should ensure where relevant the operating schedule specifies detailed measures to militate against crime, disorder and public nuisance etc.'</p> <p>9. The Sub-Committee reconciled the statutory guidance and the council's policy with the representation heard and found that the applicant had submitted a fresh set of conditions which by in large also included conditions sought by the responsible authorities to promote the four licensing objectives. By contrast, the members were not presented with any material representations from the responsible authorities justify that the additional conditions submitted by the applicant will still undermine the licensing objectives during the</p>

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		<p>additional hours sought.</p> <p>10. The Sub-Committee were further cognisant that the revised statutory guidance states that ‘when making licensing decisions, all licensing authorities should consider the need to promote growth and deliver economic benefits’ which in this case assisted the applicant.</p> <p>11. Finally the Sub-Committee were cognisant that if the licence undermines any of the four licensing objectives, then responsible authorities and local residents are able to make an application to the licensing authority for a request to review the licence where the members can take no action, issue a warning, add, remove, or modify license conditions, suspend the licence or revoke the licence entirely.</p> <p>12. Granted as follows:</p> <p>OPENING HOURS FOR PREMISES</p> <p>Monday to Wednesday – 10:00 to 00:20 Thursday – 10:00 to 01:20 Friday & Saturday – 10:00 to 02:20 Sunday & Good Friday – 12:00 to 22:50 Christmas Day – 12:00 to 15:00 & 19:00 to 22:50 New Year’s Eve – from the end of permitted hours to the start of permitted hours on the following day</p> <p>LICENSABLE ACTIVITIES</p> <p>Films, live music and recorded music: Monday to Wednesday: 10:00 to 00:00</p>

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		<p>Thursday: 10:00 to 01:00am Friday and Saturday: 10:00 to 02:00 Sunday: 10:00 to 22:30</p> <p>Late Night Refreshment: Monday to Wednesday: 10:00 to 00:00 Thursday: 10:00 to 01:00am Friday and Saturday: 10:00 to 02:00 Sunday: 10:00 to 22:30</p> <p>Supply of alcohol: Monday to Wednesday: 10:00 to 00:00 Thursday: 10:00 to 01:00am Friday and Saturday: 10:00 to 02:00 Sunday & Good Friday: 10:00 to 22:30 Christmas Day: 12:00 to 15:00 & 19:00 to 22:30 New Year's Eve: from the end of permitted hours to the start of permitted hours on the following day.</p> <p>Conditions:</p> <p>1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises will be covered, enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public, and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be available to show recordings of the previous two days to responsible authorities when requested subject to data protection law requirements.</p>

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		<p>2. An incident log shall be kept at the premises and made available on request to the Police or other authorised officers. The log will record the following details:</p> <ul style="list-style-type: none"> • All crimes reported to the venue • All ejections of customers and all refusals of alcohol • Any incidents of disorder and any seizures of items • Any faults in the CCTV system and the actions taken to remedy such faults <p>3. A written dispersal Policy shall be in place and implemented at the premises to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to the neighbours.</p> <p>4. Prominent signage shall be displayed at all exits from the premises requesting that customers leave quietly.</p> <p>5. There shall be no sale of alcohol in unsealed containers for consumption off the premises, except for consumption by hotel residents in hotel bedrooms.</p> <p>6. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide proof of age in a form approved in legislation.</p> <p>7. Persons under the age of 18 years shall not be allowed on the premises after 21:00 hours where licensable activities are taking place unless accompanied by an adult. No person under the age of 18 shall be allowed on the premises after 23:00.</p> <p>8. The Licence holder shall keep a written record of all staff authorised to sell alcohol. This</p>

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		<p>record shall include the full name, home address, and date of birth of each authorised person. The staff record to be kept on the licensed premises and made available for inspection by the Police and other authorised officers in accordance with data protection requirements.</p> <p>9. All staff engaged in the provision of licensable activities, including the sale of alcohol, shall receive appropriate training. The training shall include the responsible sale of alcohol, drug awareness, conflict management, safeguarding of children and vulnerable persons.</p> <p>10. Staff training records shall be kept on the premises for a minimum of 1 year and be made available for inspection by Police and other authorised officers upon reasonable request. Refresher training shall be undertaken at intervals of no more than 6 months.</p> <p>11. The Licence holder shall ensure that each member of staff authorised to sell alcohol is fully aware of his/her responsibilities in verifying a customer’s age and able to effectively question purchasers and check evidence of proof of age.</p> <p>12. The Licence holder shall ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge persons under 18 years of age attempting to purchase alcohol.</p> <p>13. The premises licence holder shall implement a written drugs policy. This shall detail the strategies to minimise the use and supply of illegal drugs within the premises.</p> <p>14. No alcohol shall be supplied to a patron drinking at the premises without an associated provision of food to the table. There shall be no vertical drinking at the premises, all consumption of alcohol on site shall be whilst seated.</p>

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		<p>15. Alcohol shall be supplied to customers by waiter/waitress service only.</p> <p>16. There shall be no separate bar area in the outdoor area.</p> <p>17. An appropriate automatic noise control device must be used for any licensable amplified sound. The device should be set so that the volume of any licensable amplified sound emanating from the premises does not cause a public nuisance.</p> <p>18. Doors and windows to the premises shall remain closed (save for entrance and egress) at all times when regulated entertainment is occurring.</p> <p>19. No regulated entertainment shall occur in the outside area.</p> <p>20. The outdoor area shall be continuously monitored whenever it is in use for licensable activities. One SIA licensed door supervisor shall be on duty outdoors at the premises whenever the premises are in use for licensable activities from midnight until the premises are closed to the public.</p> <p>21. A register shall be maintained at the premises including all details of SIA licensed personnel and made available for inspection.</p> <p>22. Clear written instructions shall be provided to SIA personnel regarding:</p> <ul style="list-style-type: none"> (a) Ensuring that no alcoholic drinks leave the licensed premises; (b) Conducting age verification checks (as appropriate) (c) Refusing entry to any person who appears to be intoxicated; (d) Conducting searches of customers as considered necessary; (e) Monitoring and controlling maximum occupancy levels; and (f) Ensuring compliance with any specific conditions attached to the premises licence.

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		<p>Right of Appeal</p> <p>Any party who has made a relevant representation may appeal to the Magistrates' Court within 21 days of notification of the decision.</p> <p>On appeal, the Magistrates' Court may:</p> <ol style="list-style-type: none"> 1. Dismiss the appeal; or 2. Substitute the decision for another decision which could have been made by the Sub Committee; or 3. Remit the case to the Sub Committee to dispose of it in accordance with the direction of the Court; and 4. Make an order for costs as it sees fit.
A1		
A2		