



Mr S Aiken  
20 Rosewood Avenue  
Hornchurch  
RM12 5LH

22<sup>nd</sup> August 2024

Our Ref: MAL005-1

Conciliation statement – Re Premises licence application

**STATION PARADE LOUNGE, 1 STATION PARADE, HORNCHURCH, RM12 5AB**

Dear Mr Aiken,

As way of introduction, we write to you as we are solicitors acting on behalf of the applicant who has applied for a premises licence at the above address. We understand you have made an objection to the application and would like to contact you regarding this matter.

We had representations from two responsible authorities: The Police and Environmental Health. These bodies are the main source of advice on crime and disorder, public nuisance and safety relating to licensed premises, and they asked for certain conditions to be added to the licence application before they would agree to approve the licence.

We have agreed these conditions, and the Responsible Authorities are now content with the premises and its operating schedule and hours as applied for and as such, they have both withdrawn their representations. However, your representation is still outstanding and, unless a position is agreed, we will all have to attend a hearing at Havering Council.

The licensing authority suggest that, to avoid this, we advise you of the agreement made with Police and Environmental Health and the conditions which, if granted, will be placed on the licence. These conditions assist the premises licence holder to ensure they fully promote the licensing objectives and that the premises is run within the legislation. A copy is attached to this letter.

In addition, we note that your objection mentions the possibility of a 'glazed conservatory to the front with a rectangle awning'. You may be aware that this planning application was refused, and our client does not intend to appeal this decision. Instead, all licensable activity will be within the existing footprint of the building.

We hope that we can come to an agreement with you regarding this matter and you may be willing to withdraw your representation to the application.

**Dadds Solicitors**

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All concerns are taken seriously by our client, and should you have further questions we would be happy to address them with you. Please contact our office by telephone on 01277 631811 or email [office@dadds.co.uk](mailto:office@dadds.co.uk) to arrange a meeting or if you just wish to have a conversation with us and/or the new operator and we will gladly organise this with you.

We thank you for your time considering this and we look forward to hearing from you.

Yours sincerely  
*David Dadds*

The following conditions were agreed with the Met Police Licensing Unit during the consultation period:

- Alcohol shall only be sold to a person sitting down eating a meal and for consumption with that meal.
- Alcohol shall be sold to customers by waiter/waitress service only.

And the following conditions were also agreed with the Licensing Authority:

CCTV:

a) The CCTV system at the premises shall be maintained in working condition and shall record 24 hours every day.

Recordings shall be retained for a minimum of 31 days and shall be made available to Police or Local Authority officers on request and shall be capable of identification and of evidential quality in any light conditions.

b) Staff working at the premises shall be trained in the use of the equipment and a log will be kept to verify this. At least one member of staff, so trained, shall be present at the premises at all times when it is open for licensable activities.

c) There shall be signs displayed in the customer area to advise that CCTV is in operation.

d) CCTV cameras shall monitor all areas of the premises that are accessible to members of the public including the area immediately outside the premises to monitor numbers and prevent crime and disorder.

e) Should the CCTV become non-functional this shall be reported immediately to the Licensing Authority and the problem rectified as soon as practicable.

2. The Challenge 25 proof of age policy will be operated and only a photographic driving licence, a valid passport, a valid UK Armed Forces / MOD photographic identity card with the bearer`s photograph on it or a Home Office approved proof of age card with the bearer`s photograph and the PASS logo / hologram on it will be accepted as proof of age.

3. Staff Competence and Training:

a) The Licensee shall keep a written record of all staff authorised to sell alcohol.

The staff record shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

b) The Licensee shall ensure that each member of staff authorised to sell alcohol has received appropriate training on the law with regard to age-restricted products,

proxy sales, and the licensable hours and conditions attached to the licence, including refresher training every six months, and that this is properly documented and training records kept. The training record (either written or electronic) shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

#### Fire Safety:

- c) Install and maintain smoke detectors, fire alarms, and fire extinguishers throughout the premises. Ensure that these devices are regularly tested and serviced.
- d) Develop and implement a comprehensive fire safety plan, which includes detailed evacuation procedures.

#### Emergency Procedures:

Ensure all emergency exit routes are clearly marked, unobstructed, and easily accessible. Train all staff in emergency response procedures, including fire evacuation protocols.

4. A written refusals record will be kept as part of the Incident Book and made available to Police or Authorised Officers on request. The refusals record shall contain details of date & time, description of the person attempting to buy the age restricted products & the products that they were attempting to purchase, reasons why the sale was refused and the name and signature of the person refusing the sale. All staff are to be examined in the use of the refusal books. The refusals book is to be examined on a weekly basis by the premises licence holder / DPS and the date and time of each examination is to be endorsed in the book. Analysis of staff refusals and data such as the time / day is to be carried out by the premises licence holder / DPS on a weekly basis in order to predict trends and identify staff training and compliance issues. The premises licence holder or DPS shall sign and date their record of inspection.

5. An Incident Book shall be kept at the premises and made available to the Police or Authorised Officers, which will record the following:

- All crimes reported;
- Lost property;
- All ejections of customers;
- Any complaints received and the outcome;
- Any incidents of disorder;
- Any faults in the CCTV;
- Any refusal or challenges of the sale of alcohol;
- Any visit by a relevant authority or emergency service. Whenever Police are called a CAD shall be obtained and recorded in the Incident Book

6. Prominent, clear and legible notices are displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and the area quietly.

7. All reasonable steps shall be taken by a dedicated member of staff to stop patrons congregating outside the premises.

8. Ensure that the noise of music does not disturb neighbours. Ensure that music and other potentially disruptive activities are conducted within designated hours, adhering to local noise ordinances and licensing conditions. For outdoor areas, such as the proposed glass conservatory, music will be kept at a low volume to ensure it does not disturb neighbours. Speakers will be positioned to direct sound inward. Staff will be instructed on how to operate volume limiters and handle any noise-related issues promptly.

Maintain open lines of communication with neighbours, informing them of any planned events that might generate noise and providing a contact number for any concerns.

9. Display clear and visible signs at all entrances and relevant areas indicating age restrictions for specific events or areas where appropriate and ID Verification. Ensure that children on the premises are always supervised by a responsible adult.

Unaccompanied minors will not be allowed entry.

Provide comprehensive training for all staff on child protection policies, including how to identify and respond to signs of abuse or neglect.

Hazard Identification:

Regularly conduct risk assessments to identify and mitigate any potential hazards that could harm children. Ensure that all equipment and facilities are child safe. Maintain an incident book to record any issues or incidents involving children, including accidents, injuries