

Licensing Act 2003 Responsible Authority representation

This representation is made by a responsible Authority for the London Borough of Havering concerning an application for a premises licence variation for the premises as detailed below.

Premises Name and address: Boka By Palms, Palms Hotel, Southend Arterial Rd, Hornchurch, RM11 3UJ

Your Name: Oisin Daly

Organisation name/name of body you represent: London Borough of Havering/Licensing

Your Address: C/O, Town Hall, Main Road, Romford, Essex, RM1 3BD

Email: Oisin.daly@haverling.gov.uk

Contact telephone number: 01708 433661

Summary of Objection: Objection to an application for a premises licence as if granted in full as applied for likely to undermine the licensing objectives of the prevention of crime and disorder and public nuisance.

Policy Considerations:

12. Licensing Hours

12.1 When dealing with new and variation applications the Licensing Authority may give more favourable consideration to applications with the following closing times: Public Houses and Bars 23:00 hours Sunday to Thursday Midnight Friday and Saturday Nightclubs 01:00 hours Sunday to Thursday 02:00 hours Friday and Saturday Restaurants and Cafes 23:00 hours Sunday to Thursday Midnight- Friday and Saturday Off licences 23:00 Monday to Sundays Hot food and drink supplied by takeaways, fast food premises Midnight- Sunday to Thursdays 01:00 Friday and Saturday Hotel residents only 24 hours sale of alcohol for on sales only

12.2 Consideration will also be given to the type of area that the premises is located in with regulated activities normally being permitted until 23.30 in residential areas and 00.30 in mixed use areas.

12.3 The above hours are a guide and each application will be considered on it's own merits.

12.4 The above hours are intended to guide applicants on the Licensing Authority's expectations when preparing their operating schedules.

12.5 For applications within the above hours there is no presumption that the application will automatically be granted in all cases where a relevant representation has been made.

If no representations are received, the application will be granted by the licensing authority under delegated powers.

12.6 Applicants who wish to provide licensable activities outside the hours specified above should ensure where relevant the operating schedule specifies detailed measures to militate against crime, disorder and public nuisance etc. taking into account:

- The location of the premises and the character of the area in which they are situated
- The proposed hours during which licensable activities will take place
- The adequacy of the applicant's proposals to prevent crime and disorder and prevent public nuisance
- Whether customers have access to public transport when arriving at or leaving the premises
- The proximity of the premises to other licensed premises in the vicinity and the hours of operation of those other premises policies and proposals for the orderly dispersal of customers.

17. Noise

17.1 The Licensing Authority is committed to protecting the amenity of residents and businesses in the vicinity of licenced premises, particularly when late hours have been sought. Where relevant representations are received, the Licensing Authority will request appropriate restrictions or controls on the licence to support the prevention of undue noise disturbance from licensed premises.

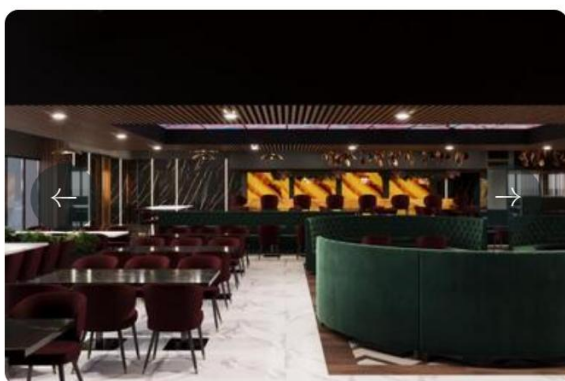
17.2 The Licensing Authority will seek to balance the protection of residents from undue disturbance against noise and the activity that is the natural by-product of people going about their business, entertainment or leisure.

17.3 The Licensing Authority expects that premises intended for the provision of noise-generating licensable activities are acoustically controlled and engineered to a degree where the noise from the premises when compared to the ambient noise level will not cause undue disturbance. The Licensing Authority recognises specific difficulties associated with premises structurally linked to would be licensed premises and the limit of sound insulation performance that can be achieved. In some circumstances licensed premises adjoining residential properties may not be appropriate.

Representation

This representation against the application is concentrated on the issue that whilst this is an application for a single premises licence, there are two distinct areas which the application seeks to licence: The restaurant area and the external seating/smoking area.

Dealing with the restaurant first, the applicant has proposed conditions for this area which are agreeable and include that alcohol will be sold ancillary to food. The hours requested do exceed the Licensing Policy guidelines, 2am is late for anyone to be out for a meal. Whilst a website can be misleading, there is an indication on the Palms website which details late night DJs in the restaurant area.



BOKA Restaurant

Welcome to BOKA by Palms. Formerly known as The Piano Bar, this fully refurbished restaurant and bar has re-launched to offer you and your guests a truly luxurious dining experience.

At BOKA by Palms, bold flavours and warm hospitality come together. We specialise in premium steaks and vibrant Mediterranean cuisine—blending the finest cuts of meat with fresh herbs, olive oil, and sun-kissed ingredients. Whether you're joining us for a perfectly grilled ribeye or a colourful mezze platter, every dish is crafted with care and inspired by the coastal kitchens of the Mediterranean.

Our set-themed nights, live entertainment, and late-night DJ sets are sure to bring back beautiful memories and create new ones.

The applicants response to later hours is that customers in the hotel may wish to order food late at night. This has not been clarified fully at the time of making this representation, but the committee may wish to consider that a condition relating to managing this may be relevant.

Such as – “Late Night Refreshment may only be served to hotel residents in their rooms from 00:00hrs onwards”. This would bring the public dining element of the application in line with the councils policy. The hours for the sale of alcohol and regulated entertainment may also be considered and brought in line with policy hours.

The Authority recognises that the premises is unique and that each application must be judged on it's own merits, however, there have been issues in the past with intoxicated patrons at events committing violent offences. This has taken place under the current premises licence which contains a number of archaic unenforceable conditions,

The application raises concerns regarding the external area and how it may come to be used. Without adequate restrictions by way of conditions there is a concern that the licensing objectives, specifically crime and disorder and public nuisance, may be undermined.

It is still not clear how the applicant intends to use this external area, if granted as applied for there only very basic conditions offered which do not mitigate potential risks. To have an external area, licensed for the sale of alcohol until 2am and without adequate door supervision is likely to create a high-risk environment for patrons and staff.



The Garden Arena

The newest addition to The Palms collection of event spaces, will be The Garden Arena. A contemporary air conditioned super structure with glazed frontage and overlooking beautiful landscaped gardens, The Gardens Arena is set to wow all your guests. Internally, luxurious finishes and bespoke décor set the stage for any occasion.

Why not pair your civil wedding up to take place in The Pagoda? A stunning intimate structure, set in the landscaped grounds of The Arena.

With dedicated event co-ordinators allocated to you from the onset, The Garden Arena is the ideal event space for your large gathering.

Capacity Chart

Banquet style without dance floor: 100

Banquet style with dance floor: 80

Theatre setting: 150

Considering the risk of undermining the crime and disorder licensing objective, with increased hours of the sale of alcohol comes higher levels of intoxication. This can impact on an individual's decision-making abilities and become a risk factor in issues of anti-social behaviour and violence. From the website there is an indication that there may also be a dance floor area in this space and a capacity of 100 persons.

Given the nature of the area being away from the main building, the licensing authority consider that SIA door staff may be required at a ratio of 1:100 persons plus 1 (so if 80 patrons on site then the venue would require 2 SIA staff) to monitor patrons behaviour at any time the premises is open beyond 23:00hrs. The hours requested are also excessive given the nature of the area and location and the licensing authority may consider it appropriate to limit these in line with the policy also.

This representation is made on the 12th December 2025, there is a meeting due to take place on the 16th December at the venue with the applicant. Accordingly, I reserve the right to amend or adapt this representation based on the outcome of that meeting or should any further information be made available in the interim period.

Conclusion

The Licensing Authority respectfully requests that the licensing sub-committee consider partially granting the licence with reduced hours and additional conditions suggested above, in addition to the operating schedule offered by the applicant in negotiations during the consultation period (08th December 2025).

Complaint and Inspection History (if applicable)

Following a serious incident at the premises in summer 2025 negotiations between the police, council and the venue owners took place to seek to modernise and update the existing premises licence to minimise the risk of the licensing objectives being undermined. The majority of conditions were agreed, however, one condition seeking to limit the premises from being available for “dry-hires” was not agreed and the minor variation was refused. Attached are the proposed conditions by the applicant at the time, condition number 25 was the contentious condition.

Other documents attached

APP1 Operating Schedule offered on 08/12/2025

APP2 Conditions offered during MV

Signed

Oisin Daly

Dated: 12th December 2025