



Havering

LONDON BOROUGH

Public Protection

London Borough of Havering
Mercury House, Mercury Gardens
Romford RM1 3SL

Mr Keith Anthony Roach
54a Hanover Gate Mansions
Park Road
London
NW1 4SN

Telephone: 01708 433585
Fax: 01708 432554
email: arthur.hunt@havering.gov.uk
Textphone ☎: 01708 433175

Date: 27 September 2013

My Reference: AGH//SR 030147

Dear Mr Roach

Hush, 82-84 Market Place, Romford, RM1 3ER

In relation to the visit I made to the above premises on 26 September 2013 the following items need to be addressed :-

- **Annex 2 Condition 7** *A fully trained first aider will be present at all times wherever possible and Annex 3 PS23 At least one trained first-aider shall be on duty when the public are present. We discussed this matter and it would appear that you are relying on your SIA staff to be trained. I would suggest that you should keep a note of the trained first aider in the premises daily register.*
- **Annex 2 Condition 8** *The capacity must not exceed the limit set for the building. You did not appear to know for sure what the capacity is for the building. Please establish what that capacity is and establish a way of monitoring it during your open hours.*
- **Annex 3** *That staff will receive Drug awareness training from the Havering DAAT team. As discussed last night I am attending a meeting with the Drug and alcohol Action Team (DAAT) in the next couple of weeks. I will establish what is required for you to comply with this condition.*
- **Annex 3 PNGPG1** *The Licence Holder shall implement a written queue management policy. All queuing outside the premises shall be managed in such a way that prevents noisy or rowdy behaviour and therefore minimises disturbance or nuisance to neighbours. The policy shall be approved in writing by the Licensing Authority. Although you state that you do have a policy, it needs to be written and ratified by the Licensing Authority.*

Public Protection Bringing together Environmental Health & Trading Standards

- **Annex 3 PNGPG2** *The Licence Holder shall implement a written dispersal policy, to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour, crime and disorder. The policy shall be approved in writing by the Licensing Authority. Once again you state that you have a policy, but it is required to be in writing and ratified by the Licensing Authority.*
- **Annex 3 PS24** *Notices detailing the availability of first aid equipment shall be prominently displayed & shall be protected from damage or deterioration. There were no signs on display in the premises.*
- **Annex 3 CD21** *The Designated Premises Supervisor shall hold a National Certificate of Drugs Awareness qualification, run by the BII or similar accredited body. As discussed previously I will speak with Havering's DAAT.*

My next visit will be in 12 - 24 months (this may be sooner if circumstances dictate) on that occasion I will need to inspect the following items to check compliance :-

- Premises Licence
- Part "B" of the licence correctly displayed
- Record of any Temporary Event Notice used or applied for
- Door supervisors record book
- Record book of incidents
- Record book of complaints
- Records that need to be kept in accordance with the Premises Licence
- Any refuse to serve book / record
- Designated Premises Supervisors Personal Licence

If you need any help or assistance please contact me at the above.

Yours faithfully

Arthur Hunt
Licensing Officer

Public Protection Bringing together Environmental Health & Trading Standards