

## CONSENT TO PLACE AMENITIES ON THE PUBLIC HIGHWAY

The Council of the London Borough of Camden under the provisions of the Highways Act 1980, hereby authorises the person(s) or company named below to place tables and chairs on the public highway for a period of one year from the date of this licence.

Full name of Licencee **STONEGATE PUB COMPANY**

Name/ Address of Premises **The Argyle,**

**1 Greville Street, London, EC1N 8PQ**

Nature and number of amenities **10 TABLES AND 40 CHAIRS**

Days/Times to be placed on the highway **Monday to Sunday 08:00 - 21:30**

This consent is granted subject to the Council's Standard Conditions and to any special condition(s) given below. This licence is not transferable.

The amenities must not be placed on the Public Highway before the start of the time specified.

This consent must be displayed in a prominent position in the window of the premises.

In the event of any complaint about the amenities placed on the public highway under the grant of the consent, please contact London Borough of Camden.

Name **Barry May**

Telephone Number **020 7974 4444**

Signed



Date **16/03/2017**

For Director, Environment Department  
Duly authorised by the Council for this purpose)

**This consent is valid from 18 February 2017 to 18 February 2018**

## CONDITIONS OF CONSENT

1. Except with the previous written consent of the Council, only the amenities detailed on the consent are to be placed on the public highway, and the amenities detailed are only to be placed on the public highway between the times detailed on the consent.
2. It is intended that the Council will mark a defined area on the public highway. When these markings are provided the amenities must be sited within them but, in any event, a minimum clear footway width of 1.8 metres is to be provided at all times for through pedestrian movement.
3. The applicant shall indemnify the Council from and against any claim in respect of any injury damage or loss arising directly or indirectly out of the grant of this consent and the use by the public of the amenities.
4. The applicant shall be responsible for cleaning the public highway used under consent at the end of each day and, if requested to do so by the Council, provide mobile litter bins on the public highway, in such positions and for such time periods as the Council may specify.
5. The applicant shall remove the amenities from the public highway immediately if requested to do so by the Council, its agents or contractors or licensees or by a statutory undertaker, its agents or contractor, or by a Police officer. If unimpeded access to the surface of the public highway is required to enable the Council, the Statutory Undertaker or the Police to carry out any of their statutory duties or to enable a licensee of the Council to put into effect the terms of the license. The applicant shall not reposition the amenities on the public highway until notified by the Council, the Statutory Undertaker, or the Police, that he/she may do so.
6. If the Council serves a Notice on the applicant requiring him/her to take such steps as are necessary to remedy any breach of the terms of this consent, and the applicant fails to comply with the Notice, the Council may itself take the steps required by the Notice and recover from the applicant any expenses incurred.
7. The Council may withdraw this consent at any time upon giving the applicant seven days notice in writing. Upon withdrawal of the consent the applicant shall remove the amenities from the public highway and, in default, the Council may remove the amenities and recover from the applicant its costs in so doing.
8. Any Notice to be given to the applicant shall be deemed to be sufficiently served if addressed to the applicant and sent by post or left at the premises.
9. The consent hereby granted is for a period of one year from the date of the decision letter. At the end of the one year period, an application for renewal of the consent must be made.
10. This license must be displayed in a prominent position in the window of the premises, so that users of the amenities may see it. Failure to do so will result in the withdrawal of the license by the Council.
11. The amenities must be removed from the public highway at the end of the permitted period each day. (To be used in all cases, except where consent for picnic tables is granted).
12. The applicant shall ensure that the level of noise created by use of these facilities shall not reach a level that will cause a nuisance.
13. Uniform tables and chairs must be used.
14. No items may be placed in front of any adjoining property
15. This consent excludes A boards and any other amenities that are not specified on the license.
16. The footway must not be obstructed by patrons standing between tables, chairs and the kerb.
17. The applicant shall not in any way interfere with the surface of the public highway.

### STANDARD INFORMATIVE

This consent is without prejudice to, and shall not be construed as derogating from, any of the rights, powers and duties of the Council pursuant to any of its statutory functions or in any other capacity and, in particular, shall not restrict the Council from exercising any of its powers and duties under the Highways Act 1980 (as amended).

Date: 16/03/2017  
Ref: 2017/0138/TC  
Enqs: Paru Bhudia  
Tel: 0207 974 4444

Elliot Dixon  
Porter Tun House  
500 capable Green  
Luton  
LU1 3LS

**Contact Camden**  
Corporate Services Directorate  
London Borough of Camden  
Camden Town Hall  
Judd Street  
London  
WC1H 9JE

Tel: 020 7974 4444  
Fax: 020 7974 1898

[www.camden.gov.uk](http://www.camden.gov.uk)

Dear Elliot Dixon

**Licence to Place tables and Chairs on the Public Highway**

I enclose a copy of your current consent to place 10 tables and 40 chairs outside The Argyle, 1 Greville Street, London, EC1N 8PQ.

The consent permits you to have these items on the public highway between

Monday to Sunday 08:00 - 21:30

The consent requires renewal on 18 February 2018. You will need to make an application to renew your consent a minimum of 8 weeks before your consent expires.

I would ask you to note the enclosed conditions of the consent and ensure that they are complied with at all times. Any special conditions are detailed below.

The panel has taken all considerations into when reaching the decision to grant consent, please be advised the panel would like you to put signs out for patrons to keep the noise down.

Should you wish to discuss any aspect of either the consent or the conditions, please contact Paru Bhudia on the above 4444.

Yours sincerely,

**Afshar Ahmad**  
**Customer Service Processing Manager**

Enclosure



objection - resident  
obj - resident

no obj - Transport  
no obj - Env Health

## APPLICATION TO PLACE AMENITIES ON THE PUBLIC HIGHWAY

objection  
no objection

DATE CONSULTATION ENDS: 08 FEBRUARY 2017

# PUBLIC CONSULTATION

## THIS IS YOUR OPPORTUNITY TO COMMENT

The council has received an application to place tables and chairs on the public highway under the highways act 1980 outside the premises below. The details of the application are as follows:

The Argyle  
1 Greville Street  
London  
EC1N 8PQ

**PROPOSAL: TO PLACE 10 tables and 40 chairs**  
**Monday to Sunday 08:00 - 21:30**  
**Renewal Application**  
**ON THE PUBLIC HIGHWAY**

Any consent granted would only be valid for one year. If you have any comments or objections to this application please send them before **08 FEBRUARY 2017** to:

Tables and Chairs Team  
Contact Camden  
Corporate Services Directorate  
London Borough Of Camden  
Camden Town Hall  
Judd Street  
London  
WC1H 9JE

Alternatively, you may email your comments to [ppp@camden.gov.uk](mailto:ppp@camden.gov.uk) quoting our ref: 2017/0138/TC

Due to the provisions of the Local Government (access to information) Act 1985, you cannot be assured of any confidentiality, as any correspondence received will be available for public inspection. If you wish to comment on any other issue please do so in a separate letter.



Date: 11/01/17  
Ref: 2017/0138/TC  
Enqs: Paru Bhudia  
Tel: 0207 974 4444

Elliot Dixon  
Porter Tun House  
500 capable Green  
Luton  
LU1 3LS

**Contact Camden**  
Corporate Services Directorate  
London Borough of Camden  
Camden Town Hall  
Judd Street  
London  
WC1H 9JE

Tel: 020 7974 4444  
Fax: 020 7974 1898

[www.camden.gov.uk](http://www.camden.gov.uk)

Dear Elliot Dixon

**Application for consent to put tables and chairs on the public highway**

I enclose a copy of a notice about your application to put 10 tables and 40 chairs outside The Argyle 1 Greville Street, London, EC1N 8PQ.

Please check that the details are correct and make sure that you put it in an obvious place in your window as soon as possible.

If you don't put the attached notice in your window during the 28-day public consultation period, the consultation may not be valid, which could affect your application.

**During the consultation period you are not permitted to place any amenities on the public highway without a previous valid consent.**

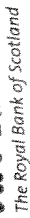
If you want to discuss this, please contact Paru Bhudia on the number above.

Yours sincerely,

**Afshar Ahmad**  
**Customer Service Processing Manager**







16-26-32

For and on behalf of  
**POPPELSTON ALLEN OFFICE A/C**

**Authorised Signatory**

14187 13802

11-19-66



## Application Form to Place Tables and Chairs on the Highway

Highways Act 1980 (as amended by the Local Government Act– Miscellaneous Provisions Act 1982)

### Please read the following instructions first

Before completing this form please read the associated notes. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. Please complete all sections including the indemnity form.

You may wish to keep a copy of the completed form for your records.

Please send your completed application form to:

Customer Support Team  
Planning and Public Protection Division  
London Borough of Camden  
5<sup>th</sup> Floor Town Hall Extension  
Argyle Street  
London  
WC1H 8EQ

<b>Part One: Contact Details</b>			
Mr/ Mrs/ Miss/ Ms (please circle) Other Title (please state)		First names <i>Stonegate Pub Company Ltd</i>	
Surname <i>Stonegate Pub Company Limited</i>		Daytime contact telephone number(s)	
Current postal address if different from premises address		<i>Porter Tun House 500 Capabulby Green Luton. LU1 3LS</i>	
Post Town	<i>Luton</i>	Postcode	<i>LU1 3LS</i>
E-mail address			
Postal Address of Premises (if tables and chairs to be placed on more than one road please state name) <i>The Argyle 1 Greville Street/Leather Lane</i>			
Post Town	<i>London</i>	Postcode	<i>EC1N 8PQ</i>

## Part Two: Application Details

Please state the opening hours of your business:

*As Existing*

Days and times requested to place tables and chairs on highway:

*As Existing*

Please see maximum permitted hours on guidance notes p.1.

Items to place on highway	Number
Tables	10
Chairs	40
Barriers	0
Umbrellas	0
Picnic Tables	0
Heaters (see p.3 guidance notes)	0

Do you need to submit a seating plan? Please tick appropriate box.

1. Is this a renewal of your previous licence?

YES ☒

NO ☐

If you answered 'NO' to the above question please submit a seating plan and ignore question 2.

2. Are you requesting the same number of items as on your previous licence?

YES ☒

NO ☐

If you answered 'NO' to the above question please submit an amended seating plan

Please note: Seating plans must be detailed. Please see guidance notes p.4 for example.

## Part Three: Application Fees

The fee for processing this application is **£430.00** per new application & **£ 380.00** per renewal application  
Please note that Application fees are non refundable

An additional fee for **£45 per chair** is required - It is this part of the Application that will be refunded if the application is refused.

Please tick the appropriate box for your preferred method of payment:

I have attached a cheque made payable to 'London Borough of Camden' ☒

I would like to pay via credit/debit card. Please contact me on receipt of my application ☐

## Part Four: To be completed by Customer Support Team

Date of receipt:

Receipt no:

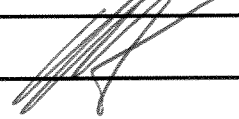
## Indemnity Form to Place Tables and Chairs on the Highway

Highways Act 1980 (as amended by the Local Government Act– Miscellaneous Provisions Act 1982)

Name:	Stonegate Pub Company Limited
Address:	Porter Tun House 500 Capabulby Green Luton LU1 3LS
Contact Number(s):	
Name and address of property at which tables and chairs are to be situated:	The Argyle 1 Greville Street, Leather Lane London EC1N 8PQ

We hereby agree to indemnify and save harmless the London Borough of Camden, their servants and agents from and against all actions in law or in equity, damages statutory or common law losses, costs, charges and expenses arising in any manner whatsoever out of the transportation, erection, dismantling and or use of tables and chairs, whether by means of defect (latent or otherwise) in the said equipment or otherwise pursuant to the authority of the London Borough of Camden above referred to arising out of works enabled by the consent.

In consideration of the London Borough of Camden authorising amenities to be placed on the highway as detailed above.

Signed:		Name:	Poppleston Allen	Date:	25/11/16
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for & on behalf of Stonegate Pub Co. Ltd

(Please note that original signatures are required-photocopies are not accepted)



objection.

## Bhudia, Paru

---

**From:** Bhudia, Paru  
**Sent:** 07 February 2017 11:05  
**To:** Bhudia, Paru  
**Subject:** FW: The Argyle pub. One Greville Street London EC1N 8PQ

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

objection

**From:** Planning  
**Sent:** 02 February 2017 17:15  
**To:** Planning and Public protection  
**Subject:** FW: The Argyle pub. One Greville Street London EC1N 8PQ

Hi

Please find below, a comment that appears to be in response to consultation on application 2017/0138/TC.

Many thanks

Darlene Dike  
Planning Technician

Telephone: 0207 974 1029



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**From 1 October 2016 you will not receive a letter from us if your neighbour submits a planning application. You can still find out about planning applications:**

- on new improved posters on lamp posts
- by signing up to [planning e-alerts](#)
- in the planning section of the [Camden Account](#)
- through adverts in the Camden New Journal and Ham & High

**You can [sign up](#) to our new and improved planning e-alerts to let you know about new planning applications, decisions and appeals.**

**From:** andy gill [<mailto:andygill.music@gmail.com>]  
**Sent:** 31 January 2017 17:49  
**To:** Planning  
**Subject:** The Argyle pub. One Greville Street London EC1N 8PQ

Re. The Argyle pub. One Greville Street London EC1N 8PQ

Dear Tony

Thanks for the guidance .

*The Argyle pub. One Greville Street London EC1N 8PQ . Placing tables and chairs on the public footway.*

I strongly object to this application.

For approximately eight months of the year pub customers block the pedestrian footway outside the pub. On Thursdays and Fridays it's particularly bad and very hard to get through. But the main problem is the noise - the crowd outside the pub is really extremely noisy till late at night.

Your sincerely, andrew gill.

---

andy gill      1 the beauchamp building, brookes market,  
london EC1N7SX

t + (44) 7770 523314

Dear Andy

Thank you for your email.

Please send any consultation response to [planning@camden.gov.uk](mailto:planning@camden.gov.uk)

Kind regards  
Tony

Tony Young  
Planning Technician

Telephone: 020 7974 2687



Objektum



Date: 11/01/2017  
Ref: 2017/0138/TC  
Enqs: Paru Bhudia  
Tel: 0207 974 4444

**Contact Camden**  
Corporate Services Directorate  
London Borough of Camden  
Camden Town Hall  
Judd Street  
London  
WC1H 9JE

Tel: 020 7974 4444  
Fax: 020 7974 1898

[www.camden.gov.uk](http://www.camden.gov.uk)

Owner/Occupier  
Flat 7  
The Beauchamp Building Brooke's Market  
London  
EC1N 7SX

Dear Resident

## **PUBLIC CONSULTATION – THIS IS YOUR OPPORTUNITY TO COMMENT**

We have received a request for a consent to place tables and chairs on the public footway and we would like to hear your views. If we grant the consent, it would be valid for one year. The details of the application are:

**PREMISES:** The Argyle, 1 Greville Street, London, EC1N 8PQ  
**PROPOSAL:** To place 10 tables and 40 chairs  
Monday to Sunday 08:00 - 21:30  
Renewal Application  
on the public highway

Please let us have any comments by emailing your comments to [ppp@camden.gov.uk](mailto:ppp@camden.gov.uk) or alternatively write to the above address. Please ensure that you quote our ref: **2017/0138/TC** and state your **name and address**.

You can view all plans on our website [www.camden.gov.uk](http://www.camden.gov.uk) quoting our ref number.

If you are unable to comment using the email address or in writing, you may also call Contact Camden on 020 7974 4444 and give your comments over the telephone. Any comments need to be received by our team within 28 days of the date of this letter.

Unfortunately, we cannot give you a detailed answer to your reply, but we will acknowledge your reply and consider your comments before we decide whether to issue the premises with a consent.

We will send everyone who replies to this request a letter detailing the Council's decision based on the outcome of the consultation.

If you have any further enquiries relating to this consultation please contact Paru Bhudia on the number above. Thank you in advance for taking part in this consultation.

Yours sincerely,

**Afshar Ahmad**  
Customer Service Processing Manager



\* I object to the proposal:



I do not object to the proposal: ☐

Please state reasons for your opinion:

The Angyle doesn't control its patrons who are extremely noisy while at the pub and when leaving it. This has been going on for years now despite previous complaints. The management of this pub is sub-standard.

Please state your name if it does not appear in the address above:

Samantha Da Soller

Date: 17 January 2017

Email address: sdaSoller@yahoo.com



*No objection*



Date: 11/01/2017  
Ref: 2017/0138/TC  
Enqs: Paru Bhudia  
Tel: 0207 974 4444

**Contact Camden**  
Corporate Services Directorate  
London Borough of Camden  
Camden Town Hall  
Judd Street  
London  
WC1H 9JE

Tel: 020 7974 4444  
Fax: 020 7974 1898

[www.camden.gov.uk](http://www.camden.gov.uk)

Owner/Occupier  
Shop And Premises At Ground Floor Front  
88 - 90 Hatton Garden  
London  
EC1N 8PN

Dear Resident

### **PUBLIC CONSULTATION – THIS IS YOUR OPPORTUNITY TO COMMENT**

We have received a request for a consent to place tables and chairs on the public footway and we would like to hear your views. If we grant the consent, it would be valid for one year. The details of the application are:

**PREMISES:** The Argyle, 1 Greville Street, London, EC1N 8PQ  
**PROPOSAL:** To place 10 tables and 40 chairs  
Monday to Sunday 08:00 - 21:30  
Renewal Application  
on the public highway

Please let us have any comments by emailing your comments to [ppp@camden.gov.uk](mailto:ppp@camden.gov.uk) or alternatively write to the above address. Please ensure that you quote our ref: **2017/0138/TC** and state your **name and address**.

You can view all plans on our website [www.camden.gov.uk](http://www.camden.gov.uk) quoting our ref number.

If you are unable to comment using the email address or in writing, you may also call Contact Camden on 020 7974 4444 and give your comments over the telephone. Any comments need to be received by our team within 28 days of the date of this letter.

Unfortunately, we cannot give you a detailed answer to your reply, but we will acknowledge your reply and consider your comments before we decide whether to issue the premises with a consent.

We will send everyone who replies to this request a letter detailing the Council's decision based on the outcome of the consultation.

If you have any further enquiries relating to this consultation please contact Paru Bhudia on the number above. Thank you in advance for taking part in this consultation.

Yours sincerely,

**Afshar Ahmad**  
Customer Service Processing Manager



I object to the proposal:

☐

I do not object to the proposal:

☒

Please state reasons for your opinion:

Nice In the Summer.

Please state your name if it does not appear in the address above:

Date: 26,01,17

Email address: Justin@benzenza.com





# MEMORANDUM

no ch

From: **Julia Peterson**

To: Afshar Ahmad/Mohammed Rahman

Ref: 2016/0138/TC

Enqs: above

Tel: 6978

Date: 16/01/2017

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## **Tables and Chairs on the public highway.**

The Council has received an application to place tables and chairs on the public highway under the Highways Act 1980. The details of the application are as follows:

**PREMISES:** The Argyle, 1 Greville Street, London, EC1N 8PQ

**PROPOSAL:** To place 10 tables and 40 chairs  
Monday to Sunday 08:00 - 21:30  
Renewal Application  
on the public highway

I have checked the Council records for the last 12 months, and there was a complaint about the public nuisance issues associated with the 1<sup>st</sup> floor balcony and external areas. The premises put some voluntary actions in place and the issues were resolved. However, as this is an activity is associated with summertime trading officers will continue to monitor the premises Summer 2017.

I have no representation to make and understand any consent granted would be for one year.



No objection

## Bhudia, Paru

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**From:** Duffy, John  
**Sent:** 13 January 2017 11:25  
**To:** Bhudia, Paru  
**Subject:** 1 Greville St re Obs  
**Attachments:** Greville St, 1, 2017-01-13, Obs.doc

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Paru,

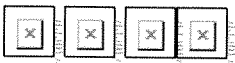
Please find attached my observations on tables and chairs application 2017/0138/TC for The Argyle, 1 Greville Street.

Please let me know if you have any comments or queries.

Kind regards,

John Duffy  
Transport Planner  
Regeneration and Planning  
Supporting Communities  
London Borough of Camden

Telephone: 020 7974 3343  
Web: [camden.gov.uk](http://camden.gov.uk)  
5th Floor  
5 Pancras Square  
5 Pancras Square  
London N1C 4AG



Please consider the environment before printing this email.



<b>To:</b>	Paru Bhudia
<b>From:</b>	John Duffy
<b>Date:</b>	13 January 2017
<b>Re:</b>	<b>The Argyle</b> <b>1 Greville Street</b> <b>London</b> <b>EC1N 8PQ</b>
<b>Proposal:</b>	<i>10 tables and 40 chairs</i> <i>Monday to Sunday 08:00 to 21:30</i> <i>Renewal Application</i>
<b>Reference:</b>	<b>2017/0138/TC</b>

I've assessed the documents submitted in support of tables and chairs application 2017/0138/TC.

This is a renewal application for the placing of 10 tables and 40 chairs on Greville Street and Leather Lane outside The Argyle public house at 1 Greville Street.

There is an effective footway width of at least 1.8m past the tables and chairs on both sides, which is sufficient for pedestrians to pass. Therefore I do not have any objections in terms of transport.



Suppmy Richard

**Rahman, Mohammed**

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**From:** Rahman, Mohammed  
**Sent:** 07 March 2017 10:29  
**To:** Rahman, Mohammed  
**Subject:** FW: The Argyle, Greville Street, London - Renewal of Pavement Permit  
**Attachments:** SKMBT\_C454e17030315260.pdf; OUTSIDE AREAS POLICY.doc

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**From:** Michelle Peach [mailto:[M.Peach@popall.co.uk](mailto:M.Peach@popall.co.uk)]  
**Sent:** 03 March 2017 2:24 PM  
**To:** Planning and Public protection  
**Subject:** The Argyle, Greville Street, London - Renewal of Pavement Permit

Hi Mohammed

Further to your previous correspondence, I attach a letter in support of our above renewal application which I should be grateful if this could be put before the Licensing Panel meeting on 15 March 2017.

I trust this is satisfactory and should be grateful if you could kindly acknowledge safe receipt.

Many thanks

Michelle Peach | Paralegal

**Poppleston Allen**

E: [M.Peach@popall.co.uk](mailto:M.Peach@popall.co.uk) | T: 0115 9538 509 | W: [www.popall.co.uk](http://www.popall.co.uk)

Nottingham Office: 37 Stoney Street, The Lace Market, Nottingham, NG1 1LS



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**FAO Mohammed Rahman**  
Licensing Department  
London Borough of Camden  
5 Pancras Square  
Town Hall  
Judd Street  
London  
WC1H 9JE

Date: 01 March 2017  
Our ref: MLP/MLP/L10666-13891  
Doc Ref: 2145368789  
Your ref:  
E-mail: m.peach@popall.co.uk  
Direct line: 0115 953 8509

**Via email only**  
[ppp@camden.gov.uk](mailto:ppp@camden.gov.uk)

Dear Sir

**The Argyle, 1 Greville Street, London**  
**Renewal of Pavement Permit- Expiry 18 February 2017**  
**Hearing: 15 March 2017**

The Argyle currently has a license for 10 tables and 40 chairs at the front of the premises which remain adjacent to the building from 8am to 9.30pm Mondays to Sundays. The application is merely to renew their existing permissions for a further period of 12 months.

In response to the objections, my Client has a number of measures that are currently used to reduce noise levels and disturbance to residents in the evenings; which have been put in place of their own accord and are not conditions of the licence. These include:-

- First floor Terrace closing at 9:30pm. This will continue to be the case going forward
- Notices displayed to customers referring to it being a residential area, requesting customer to respect that fact and for them to leave quietly
- Staff are trained to ensure that customers respect neighbours and minimise noise levels, especially in the outside areas

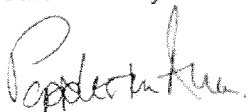
We would also clarify the following points:-

- This application is only to renew what is already permitted under the existing licence;
- New signage is to be introduced regarding respect for the neighbours
- The new General Manager is highly experienced in dealing with premises in a residential area and understands the issues of noise prevention and wishes to work with the residents moving forward
- Our client believes that this is well- managed business, and one in which they strive to ensure there is a minimal impact on local residents. Our client has a number of policies and procedures in place to ensure they operate their business in harmony

with the community within which they trade including noise management measures and in particular we attach the Outside Area Management Policy for reference.

We should be grateful if this letter could be brought to the attention of the Committee members at the panel meeting on 15 March 2017.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Poppleston Allen', written in a cursive style.

**Poppleston Allen**



# OUTSIDE AREAS POLICY

This Policy details the actions and processes which must be followed by employees of Stonegate Pub Company Limited with regard to management and control of all outside areas. The Policy sets out the steps which should be taken to minimise the potential for disorder and disturbance as customers increasingly use outside areas. This includes measures to control potential issues such as noise and litter, maintain customer and staff safety and minimise any impact on the local environment.

It is recognised that whilst the Company has no direct jurisdiction outside of the boundaries of Company premises, we must continue to use our best endeavours to encourage customers in these areas to behave appropriately. The creation of proper boundaries is key to being able to effectively control all of the following issues so you must therefore ensure that you know the extent of your area of responsibility and manage it in accordance with this Policy.

## Key Control Measures for All Sites

- Ensure relevant licence conditions on both Premises Licences and any relevant Pavement Permits are strictly adhered to and outside areas are not used outside the specified times. You may also have conditions on the lease of the building which you must comply with.
- Where licence conditions exist with regard to entry and re-entry conditions, these must be complied with at all times.
- All outside areas must be fully risk assessed in line with normal Company procedure.
- Regular checks of outside areas must be undertaken and recorded in accordance with the schedule in the Incident and Due Diligence Logs.
- These outside checks must cover the following control aspects:

### **1. Noise Issues**

In all instances the playing of music (which includes both live music and DJ music, as well as music played through the site internal system) must not be permitted to cause a nuisance to neighbouring properties.

Entrances to all outside areas must be by self closing doors and must not remain open unnecessarily. It is the ultimate responsibility of the General Manager to ensure that doors do not remain held open other than for access and egress purposes.

Moving furniture will make noise - consider the effect on neighbours of taking in the furniture and putting it out, and adhere to any Premises Licence conditions or hours.

Increased customer numbers will create extra noise. It is the responsibility of the General/ Duty Manager and Team to monitor noise levels in outside areas to ensure no nuisance is caused. It may be necessary to place a team member or member of door staff at relevant exits to ensure this.

## **2. Signage**

Ensure appropriate signage is in place, requesting customers to respect the local residents.

Where licence conditions dictate, signage must also be in place to remind customers that they are not permitted to take alcohol/glasses outside at any time.

## **3. Litter**

Ashtrays will be provided for the benefit of customers using the outside areas. These must be regularly emptied to ensure that litter is minimised.

Collection of flammable materials must be carried out in compliance with the relevant fire risk assessment and appropriate precautions taken. Ensure no obstruction takes place where these ashtrays are placed on the highway.

It is the responsibility of the General/ Duty Manager to ensure that, at the end of trading hours, the outside areas are left clear of litter, including smoking debris, and that no nuisance is caused to neighbours by litter being allowed to accumulate.

## **4. Other**

A robust procedure must be in place to manage the capacity issues potentially created by the flow of customers to and from any outside areas. It is the responsibility of the General Manager to implement and maintain this process.

Consider stationing a door supervisor or member of management in the outside area at busy times to monitor customers in this area and prevent any problems from escalating.

Where the outside area is covered by CCTV, the General Manager must ensure the system is in full working order and is set to record at all times that the outside area is in use. Where this area is not currently covered by CCTV consideration is to be given to providing this coverage.

Appropriate clothing is to be worn at all times. Customers are not permitted to remove shirts, t-shirts or equivalent items to expose their bodies.



