

Fu Manchu Additional Correspondence between Police,
Licensing Authority and Applicant's Agent

Thomas Dunn

From: Bina Patel
Sent: 06 November 2020 19:14
To: Matthew Phipps
Cc: Ola Owojori; Thomas Dunn; Sarah G Williams; Constable Mike - AS-CU
Subject: Fu Manchu - new application 15-16 Lendal Terrace
Attachments: Fu Manchu proposed condition 06.11.20.doc

Dear Matthew

Hope your well

Further to our telephone conversation earlier this week, I have proposed conditions which in my view are suitable and appropriate to promote the licensing objectives and have attached a document in respect of these for your clients consideration.

You will note that I have proposed conditions in relation to SIA and confirmation of the actual numbers for SIA requirements, which will be reviewed as appropriate by the Police. There may be further conditions which may be proposed by Mike and other parties for consideration in respect of this application.

Unfortunately, I have not been able to speak with Mike Constable this week but have included him in this email so he is aware of my proposed conditions.

As I mentioned, whilst we may agree conditions, the hours sought are outside policy and my representation maintains. I would also request the withdrawal of the non-standard timings sought under this application.

I will be away for a couple of weeks, Ola Owojori will be dealing with this matter in my absence and has been copied into this email

Can I please request that any emails are copied to both Thomas Dunn (case officer) and Sarah Williams (substitute case officer) who are also copied into this email.

regards

Miss Bina Patel
Licensing Manager
London Borough of Lambeth
Public Protection and Regulatory Services
Resident Services
Lambeth Council
3rd Floor Civic Centre
6 Brixton Hill
London, SW2 1EG

Phone: 020 7926 4103

Mobile: 07548 148 102

Email: bpatel@lambeth.gov.uk

<http://www.lambeth.gov.uk/licensing/>

Items by post should be sent to:

London Borough of Lambeth, Community Safety, PO Box 734, Winchester SO23 5DG

Items for courier or hand delivery should be delivered to:

London Borough of Lambeth, Community Safety, Civic Centre, 6 Brixton Hill, LONDON, SW2 1EG



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Lambeth

Fu Manchu - 20/00311/PRMNEW – 06/11/2020

Licensing Authority proposed conditions to replace all conditions proposed within application form & operating scheduled submitted

1. The maximum number of persons accommodated at the premises shall not exceed 200 persons (including staff)
2. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of Public Protection, to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from Public Protection and access shall only be by persons authorised by the Premises Licence holder. The limiter shall not be altered without prior agreement with Public Protection. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised Officer of Public Protection. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device
3. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance
4. All windows and external doors shall be kept closed after 21:00 hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons
5. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly
6. The premises licence holder shall ensure that a suitable fire risk assessment and emergency plan is in place at all times
7. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided
8. The certificates listed below shall be submitted to the Licensing Authority upon written request.
 - a) Any emergency lighting battery or system
 - b) Any electrical installation
 - c) Any emergency warning system
9. All fabrics, curtains, drapes and similar features including materials used in finishing and furnishing shall be either non-combustible or be durably or inherently flame-retarded fabric. Any fabrics used in escape routes (other than foyers), entertainment areas or function rooms, shall be non-combustible

10. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment
11. All exit doors on designated escape routes shall be available at all material times without the use of a key, code, card or similar means
12. The premises licence holder or designated premises supervisor shall ensure that all emergency lighting batteries are fully charged before the admission of the public, members or guests into the premises and shall ensure that in the event of a failure of normal lighting, where the emergency lighting battery has a capacity of one hour, arrangements are in place to ensure that the public, members or guests leave the premises within 20 minutes unless within that time normal lighting has been restored and the batteries are being re-charged. If the emergency lighting battery has a capacity of 3 hours, the premises should be vacated within 1 hour.
13. A minimum of **(TBC)** SIA licensed door supervisors shall be on duty at the premises from 21:00 until the premises closes and until 30 minutes after the premises closes
14. At least **(TBC)** SIA licensed door supervisors shall be on duty at the entrance of the premises at all times whilst it is open for licensable activities
15. The premises licence holder or designated premises supervisor shall provide at least one female door supervisor - if female customers are to be subjected to body searches
16. All staff engaged outside the entrance of the premises, or supervising or controlling queues, shall wear high visibility jackets or vests
17. The licensee shall only use door supervisors, registered by the Security Industry Agency
18. All SIA staff must sign a register detailing the information stated below. This register must be kept on the premises and made available immediately upon the request of Police or authorised officer of Lambeth Council.
 - (a) start and end of shift times
 - (b) SIA badge registered number
 - (c) Full names
19. All persons entering or re-entering the premises shall be searched by a SIA licensed member of staff and monitored by the premises CCTV system
20. The shutter in front of the emergency exit on to Lendal Terrace must be locked in the open position at all times the premises is in use and open to the public
21. The adjacent Arch 634 is not licenced for licensable activities under this licence and must not be used for storage except within the designated storage area and must kept clear at all times.

22. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer of Lambeth Council
23. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request
24. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV, and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority or UK Border Agency without difficulty, delay or charge.
25. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request
26. Notices shall be prominently displayed within the premises stating that CCTV is in operation
27. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Lambeth Council or the Police. It must be completed within 24 hours of the incident and will record the following:
 - a) all crimes reported to the venue
 - b) all ejections of patrons
 - c) any complaints received concerning crime and disorder
 - d) any incidents of disorder
 - e) all seizures of drugs or offensive weapons
 - f) any faults in the CCTV system, searching equipment or scanning equipment
 - g) any refusal of the sale of alcohol including date, time and name of staff member
 - h) any visit by a relevant authority or emergency service.
28. A direct telephone number for the Licence Holder/DPS/manager of the premises shall be publicly available at all times that the premises is open. The number is to be made available to residents and businesses in the vicinity. Any complaints shall be remedied within 48 hours and details to be recorded in the incident book including the action taken by the Licence Holder/DPS/manager
29. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

30. All staff member should be checked to ensure they have the right to work in the UK. These checks should be made available upon requests to all responsible authorities. All associated '*entitlement to work*' documents:
 - a) must be logged and kept on the premises for the duration of the employment; and
 - b) must be retained for a minimum of 12 months after employment has ceased.

31. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram

32. Signage advertising the aforementioned proof of age scheme shall be prominently displayed throughout the premises with a particular emphasis on the alcohol display area and service area

33. All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. This shall take place every 6 months

34. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of Lambeth Council

35. Any person entering the premises who appears to be under the influence of alcohol or drugs shall in the interests of other members of the public using the premises be requested to leave the premises

36. The premises licence holder shall uphold a zero tolerance policy in relation to illegal drugs

37. Children under the age of 18 shall not be allowed onto the premises at any time.

Thomas Dunn

Subject: FW: Fu Manchu - new application 15-16 Lendal Terrace

From: Mike.Constable@met.police.uk <Mike.Constable@met.police.uk>

Sent: 06 November 2020 19:20

To: Bina Patel <BPatel@lambeth.gov.uk>; [REDACTED]

Cc: Ola Owojori <OOwojori@lambeth.gov.uk>; Thomas Dunn <TDunn@lambeth.gov.uk>; Sarah G Williams <sgwilliams@lambeth.gov.uk>; Pam Riley <PRiley@lambeth.gov.uk>

Subject: RE: Fu Manchu - new application 15-16 Lendal Terrace

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Good evening all.

Apologies for delay, I lot has been going on

I could propose some conditions, however my concern would still not be addressed. The only way I would be satisfied is agreement on conditions and reduction in hours.

Kind regards,

Mike Constable | PC 1596 AS

**MPS Central South BOCU
Neighbourhoods Policing- Partnership & Prevention**

Lambeth Licensing & Night Time Economy

Mobile 07500 835 155

Team Email ASMailbox.LambethLicensing@met.police.uk

Address Civic Centre, 3rd Floor, 6 Brixton Hill, SW2 1EG

Thomas Dunn

From: Matthew Phipps [REDACTED]
Sent: 11 November 2020 15:01
To: Thomas Dunn
Cc: Ola Owojori; Constable Mike - AS-CU
Subject: Conditions - Fu Manchu
Attachments: Fu Manchu - Conditions.DOCX

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Tom,

Please find attached a schedule of conditions for the licensing hearing next week.

These are a slightly revised version of those first mooted by Bina Patel in her email of Friday evening.

I will endeavour to pick up with the officers later in the week.

Best wishes

Matthew

Matthew Phipps
Partner
Head of Licensing England and Wales
for TLT LLP

[REDACTED]
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Applicant proposed conditions to replace all conditions proposed within application form & operating scheduled submitted

1. The maximum number of persons accommodated at the premises shall not exceed 200 persons (including staff)
2. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of Public Protection, to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from Public Protection and access shall only be by persons authorised by the Premises Licence holder. The limiter shall not be altered without prior agreement with Public Protection. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised Officer of Public Protection. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device
3. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
4. All windows and external doors shall be kept closed after 21:00 hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons
5. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly
6. The premises licence holder shall ensure that a suitable fire risk assessment and emergency plan is in place at all times
7. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided
8. The certificates listed below shall be submitted to the Licensing Authority upon written request.
 - a) Any emergency lighting battery or system
 - b) Any electrical installation
 - c) Any emergency warning system
9. All fabrics, curtains, drapes and similar features including materials used in finishing and furnishing shall be either non-combustible or be durably or inherently flame-retarded fabric. Any fabrics used in escape routes (other than foyers), entertainment areas or function rooms, shall be non-combustible
10. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment
11. All exit doors on designated escape routes shall be available at all material times without the use of a key, code, card or similar means
12. The premises licence holder or designated premises supervisor shall ensure that all emergency lighting batteries are fully charged before the admission of the public, members or guests into the premises and shall ensure that in the event of a failure of normal lighting, where the emergency lighting battery has a capacity of one hour, arrangements are in place to ensure that the public, members or guests leave the premises within 20 minutes unless within that time normal lighting has been restored and the batteries are being re-charged. If

the emergency lighting battery has a capacity of 3 hours, the premises should be vacated within 1 hour.

13. A minimum of 2 SIA licensed door supervisors shall be on duty at the premises from 22:00 until the premises closes and until 30 minutes after the premises close on Friday Saturday and the Sunday preceeding a bank holiday
14. When condition 13 above applies, at least 1 SIA licensed door supervisors shall be on duty at the entrance of the premises at all times whilst it is open for licensable activities
15. The premises licence holder or designated premises supervisor shall, as far as possible, provide at least one female door supervisor - if female customers are to be subjected to body searches
16. All staff engaged outside the entrance of the premises, or supervising or controlling queues, shall wear high visibility jackets or vests
17. The licensee shall only use door supervisors, registered by the Security Industry Agency
18. All SIA staff must sign a register detailing the information stated below. This register must be kept on the premises and made available immediately upon the request of Police or authorised officer of Lambeth Council.
 - (a) start and end of shift times
 - (b) SIA badge registered number
 - (c) Full names
19. All persons entering or re-entering the premises may be subject to search if the door staff or management determine it appropriate. Signage will be displayed accordingly. Any customer not agreeing to be searched will not be admitted.
20. ~~The shutter in front of the emergency exit on to Lendal Terrace must be locked in the open position at all times the premises is in use and open to the public.~~ **Redundant.**
21. ~~The adjacent Arch 634 is not licenced for licensable activities under this licence and must not be used for storage except within the designated storage area and must kept clear at all times.~~ **Redundant.**
22. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer of Lambeth Council
23. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request
24. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV, and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority or UK Border Agency without difficulty, delay or charge.

25. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request
26. Notices shall be prominently displayed within the premises stating that CCTV is in operation
27. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Lambeth Council or the Police. It must be completed within 24 hours of the incident and will record the following:
 - a) all crimes reported to the venue
 - b) all ejections of patrons
 - c) any complaints received concerning crime and disorder
 - d) any incidents of disorder
 - e) all seizures of drugs or offensive weapons
 - f) any faults in the CCTV system, searching equipment or scanning equipment
 - g) any refusal of the sale of alcohol including date, time and name of staff member
 - h) any visit by a relevant authority or emergency service.
28. A direct telephone number for the Licence Holder/DPS/manager of the premises shall be publicly available at all times that the premises is open. The number is to be made available to residents and businesses in the vicinity. Any complaints shall be remedied within 48 hours and details to be recorded in the incident book including the action taken by the Licence Holder/DPS/manager
29. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.
30. All staff member should be checked to ensure they have the right to work in the UK. These checks should be made available upon requests to all responsible authorities. All associated '*entitlement to work*' documents:
 - a) must be logged and kept on the premises for the duration of the employment; and
 - b) must be retained for a minimum of 12 months after employment has ceased.
31. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram
32. Signage advertising the aforementioned proof of age scheme shall be prominently displayed throughout the premises with a particular emphasis on the alcohol display area and service area
33. All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. This shall take place every 6 months
34. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of Lambeth Council
35. Any person entering the premises who appears to be under the influence of alcohol or drugs shall in the interests of other members of the public using the premises be requested to leave the premises

36. The premises licence holder shall uphold a zero tolerance policy in relation to illegal drugs

37. Children under the age of 18 shall not be allowed onto the premises after 22:00

Thomas Dunn

From: Matthew Phipps [REDACTED]
Sent: 12 November 2020 08:44
To: Thomas Dunn
Cc: Ola Owojori; Constable Mike - AS-CU
Subject: Fu Manchu - Ashley Letchford statement - [TLT-TLT.FID6912153]
Attachments: Ashley Letchford - Statement.DOCX

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Tom,

Further to the schedule of proposed conditions sent through yesterday I also attach a brief statement from the applicant, attending to a number of the issues raised.

As before both Responsible Authorities copied in, grateful if you would circulate to members etc.

Best wishes

Matthew

Matthew Phipps
Partner
Head of Licensing England and Wales
for TLT LLP

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Experience/expertise

I have been a Manager, director and shareholder in a variety of licensed businesses for more 22 years. As Managing Director of the Jam Tree business between April 2010 and August 2020, I was responsible for compliance, finance, operations and marketing. I was the DPS at Fu Manchu and I have held a personal licence for 15 years. I was a licensee under the previous licensing regime from 2003. Throughout this time, to date, I have also been a hospitality consultant advising venues on how to manage their business, generally from a marketing perspective, clients have included The Clapham Grand, Archangel and others. Whilst I have been involved there have been no difficulties of any kind with these premises, as far as I am aware.

Fu Manchu history

The premises has traded for the last 5½ years with my involvement. Although we have revised the food offer in order to stay current, the premises has traded well. We have been compliant and have responded to any issues that have, from time to time, arisen. This has also been true of my other ventures.

Circumstances of insolvency

This application for a new licence, to replace exactly the licence in force until August this year, only arises because we did not know and we were not informed by the Administrator that the liquidation of the company would cause the premises licence to lapse and no steps were taken by the Administrator to retain the licence, which could easily have been achieved by a simple transfer. The insolvency of the business arose directly as a result of the business interruption that Covid imposed and to quote the liquidators report *“unfortunately the onset of Covid-19 and the Government’s lockdown guidance in March 2020 saw the closure of the venue and cancellation of all events or mass gatherings in the UK. This has had a catastrophic effect on the company, which saw its turnover completely grind to halt with no income whatsoever”*...The report goes on to conclude that the failure of the company is attributable to *“complete cessation of trade due to the recent Covid-19 lockdown”*

Licensing authority discussion and dialogue

I have always worked with the Licensing officers in a proactive and professional manner. This has included the provision of CCTV footage, sometimes when it has been unrelated to the operation at our premises, but where our cameras have been able to help other enquiries. Officers and others have always been happy with our approach, and have confirmed as much to me in writing. This has included:

Phil White Area Crime Reduction Manager (Lambeth)...*“Thanks for your continued partnership work and minimising your impact on the local community”*. And on another occasion *“It is good to have management actually working to makes things better rather than just saying that is what they are going to do”*.

Annabel Allott (Chairman Clapham Society)...*“I commend you for your actions and hope you will be successful”*

Dom Stagg Environmental Health Officer LBHF – *“Thanks again for taking a pragmatic approach to this matter when I raised it with you”*

Councillor Nigel Haselden (Lambeth): *“I well recall working with residents, the council and yourself to address various concerns. Thanks again for your issuing your update and for keeping in contact on these subjects.”*

Sue Lilly (Chairman, Clapham Town Neighbourhood Watch): *“I think this would be a great help to residents living close to your premises.”*

Music complaint 2019

When this matter was brought to our attention we dealt with Ali Peyvandi (EHO). Having appointed an acoustic consultant we undertook remedial works to the property which attended to the concerns. We engaged with the resident directly as well. I specifically rang and spoke to Ali after I had not had an acknowledgment to my email advising on the completion of the works. He was perfectly happy with all of the measures now in place. I received email confirmation from the resident that he was happy, as follows *"Hello Ashley It is Saturday 13th of April and last night the sound coming from your club over to Cadmus Close was pretty minimal. Obviously a great improvement since you soundproofed the glass roof. I will keep you posted on any changes, positive or negative in the future. Best wishes"*.

We have written to residents inviting dialogue discussion and to meet at the premises on a couple of occasions and I would be happy to continue that moving forward. There have been no complaints or concerns about music noise made to me since.

Customer noise complaint January 2020

The first I heard of this issue was on receipt of the licensing authority representation on 12th October 2020. No-one has been in touch with me to discuss this issue, which must be attributable to the Christmas/New Year period. I attach Fu Manchu's Dispersal Policy that will be strictly enforced once we recommence trading.

Aquum

I am neither a Director nor a Shareholder in Aquum. The Jam Tree directors have separate individual business interests unrelated to one another. The extent of my knowledge of Aquum is that I have acted as a consultant offering advice on marketing strategy (as I do for a number of other premises and businesses). We changed the address of the Jam Tree business to Aquum as we stopped using our accountants, where the registered address was previously held in the run up to our selling the business to the City Pub Group PLC.

I was nothing to do with the operation at the time of the premise license review and I have only been a consultant for Aquum from 4th July 2020. In any event, the review of Aquum's premises licence resulted in no more than agreed changes to the conditions in circumstances where the Metropolitan Police accepted that "matters were not quite as bad as they had initially appeared.

Temporary event notices (TENS)

I have applied for and obtained a number of temporary event notices through 2019 and 2020 on occasion for 3am and also 4am. Some of these have been short notice temporary event notices, that have all necessitated Police and EHO approval. These have all been granted without exception, and no complaints or issues have arisen from them.

Continuation of pre-Covid offering

We believe that we are a valuable asset to the Clapham hospitality economy. A number of other businesses have closed as a result of the restrictions imposed to control the pandemic, some seemingly for good. We believe our offer that will help to reinvigorate the building, the business and the hospitality economy in Clapham.

Cumulative Impact

A large number of licensed premises in the vicinity have closed since Covid, with a number appearing unlikely to re-open. These include: Strada, Infernos, Chicago Rib Shack, Byron, The Dairy, Counter Culture, Oddbins, The Rose & Crown, Mosquito.

Licence application

We believed that applying for a new premises licence on a like for like basis to the lapsed licence was the appropriate procedure, as the licence had only been "lost" through administrative oversight. However we are content to reduce the hours on Monday, Tuesday and Wednesday to 11.00pm (not 12 midnight as first applied for). We are happy to engage in a dialogue with officers in

relation to updated conditions and hope to be able to present an agreed position so far as conditions are concerned at the hearing on 17th November.

I make this statement believing the contents to be true

Ashley Letchford



15-16 Lendal Terrace, SW4 7UX

DISPERSAL POLICY

1. LOCATION

1.1 The premises are situated at Fu Manchu, 15-16 Lendal Terrace, London, SW4 7UX

2. GENERAL ENTRY/EGRESS

2.1 Access to the premises is from the front door on Lendal Terrace. The entrance is supervised by staff, including SIA registered supervisors when required from Thursday to Saturday.

2.2 In the event that a queue forms then customers will be managed by staff in an orderly queue.

2.3 When leaving the premises customers will be reminded to respect the local residents and local businesses and disperse quietly and quickly. The management will not tolerate unruly or anti-social behavior from customers whether in the premises or when leaving the premises. Signage is displayed to this effect and where necessary SIA staff supervise the dispersal of customers until they have left the vicinity of the premises safely and quietly.

3. TRANSPORT

3.1 PRIVATE CAR SERVICE

3.1.1 The premises does not operate a private car service. It is our view that in doing so would cause a nuisance with additional cars with nowhere to park. There are plenty of black cabs on Clapham High Street and directing customers to the main road will assist with dispersal.

3.2 TAXI

3.2.1 Staff will provide directions to local taxi ranks.

3.3 RAIL

3.3.1 The premises are close to Clapham North underground station and Clapham High Street railway station. Many customers use these stations to catch underground and over ground trains when leaving the premises.

3.3.2 Where necessary customers will be given directions to the station and will be reminded to reach the station as quietly and as quickly, particularly at night.

3.4 BUSES

3.4.1 The premises are extremely well serviced by public buses. TFL bus services, including night buses (N155 and N345), are accessible by bus stops on Clapham High Street.

3.4.2 Staff will be familiar with the location of the bus stops. Where necessary customers will be given directions to the bus stops and will be reminded to consider the local residents and businesses when travelling to the bus stops and waiting for buses, particularly at night.

3.4.3 Staff will be familiar with the local bus services and will advise customers accordingly.

4. STAFFING

4.1 ENTRANCE

4.1.1 The entrance area is staffed on Thursday, Friday and Saturday evenings. During busier periods, more staff will be stationed in this area as appropriate.

4.1.2 SIA registered security staff will be employed to supervise the entrance if required. A minimum of 3 SIA registered staff on Fridays and Saturdays will close.

4.1.3 The management's role will include offering transport advice to customers as set out above and generally supervising the entry and exit of customers to ensure quick and quiet dispersal of customers. Customers will be prevented from leaving with open drinking vessels.

4.1.4 The management team will also be responsible for managing the area in and around the lobby area. This will include supervising any queues, in the event that they form.

5. SIGNAGE

5.1.1 Notices are displayed at the exits reminding customers to respect the premises' local residents and local businesses and to encourage customers to disperse as quickly and as quietly as possible.

6. CONCLUSION

IF THERE ARE ANY QUERIES RELATING TO THIS POLICY PLEASE CONTACT THE DESIGNATED PREMISES SUPERVISOR