



Fora Restaurant

13-15 High Street, Staines

Premises Licence Application

Additional Information

**for the
Licensing Sub-Committee**

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Background and Purpose

The purpose of this document is to provide the Sub-Committee with an overview of the applicant, Mr Sadettin Guler, his business, and the steps leading up to this hearing.

13-15 High Street, **Fora Staines**, is the latest addition to the exclusive Fora restaurant collection, accompanying Fora City, located in the City of London, and Fora St John's Wood.

Fora restaurants specialise in food largely the heritage of Ottoman cuisine; a fusion and refinement of Central Asian, Middle Eastern, Mediterranean and Balkan dishes.

The restaurant interior design echoes ancient Ottoman traditions; sophisticated and luxurious; reflective of both the style and ambience within the restaurant, and the type of clientele the restaurant aims to attract.

Mr Guler is a restauranteur with vast experience and Fora is a very special dining experience indeed, offering all-day eating and authentic cooking at an exceptional price.

As such, Fora restaurants quickly gain a reputation for providing exceptional food, service and experience, with VIP treatment afforded to customers as standard.

Fora Staines is no exception, and in the short time it has been operating Mr Guler has already taken bookings from customers wishing to book the entire restaurant for celebrations a year ahead. Further information about the customer experience and feedback is provided further on.

A Fora restaurant is a valuable addition to a high street, providing an attractive alternative to the common 'brand' premises that have become all too familiar a part of UK high streets and retail environments.

13-15 High Street - The Premises' History

As the Sub-Committee will likely be aware, 13-15 High Street, Staines has a colourful, or some might say troubled, history.

Having previously been licensed as a nightclub, used as a karaoke bar and, regrettably, used for illegal drug activity due to the layout of the premises and multitude of corridors and exits, its licence was revoked.

Therefore, to provide the regulatory authorities with the absolute assurance that the premises can only move forward on a professional footing, this licence application was written with a detailed operating schedule, formalising high standards of practice, at the outset.

New Chapter

Dating back to the 1700s, the building was deserving of a quality makeover however, unlike other restaurants owned by Mr Guler, which already had existing licences, this premises needed licensing from scratch.

Mr Guler has never had to acquire a premises licence before and, as one might expect, had no experience of the legislative processes. However, he considered this very special building, with all its architecture, history and potential, to be worth the time, effort and investment so he undertook to develop the premises.

So far Mr Guler has invested around £165,000 in a high-quality refurbishment of the premises and the launch of the business.

The development and launch of the Fora Restaurant has drawn a line under the previous negative history of the building and paved the way for a positive future for both the building and business in the High Street of Staines.

Application Process

The application before the Sub-Committee is the second such application to be submitted for this premises in recent months.

As an experienced restaurateur, Mr Guler's talents lie in providing exceptional food and customer service, so in October 2019 he appointed a professional planning and licensing consultant to manage the process of obtaining all the necessary authorisations.

Mr Guler may have no experience of licensing processes, but he understands the importance of succession planning and developing future managers. So, being a dedicated family man and wanting to develop the business to include his nephew, a talented chef, he afforded his nephew, Gurhan Cetin, the honour of being the applicant for the restaurant's premises licence.

Mr Guler believed he was engaging the services of a reliable and professional individual as Mr Halit Ertas had a wealth of experience of making licensing applications in other areas of the UK.

Mr Guler paid Mr Ertas the fees he required and trusted that the process was being undertaken correctly. He had no reason to doubt the skills and abilities of the consultant.

The original application was submitted on 19 October 2019, but for reasons that are unknown, only became valid on 28 November 2019. The last day for representations was 26 December 2019.

On 3 January 2020, having received no representations opposing the application, the Licensing Team contacted Mr Ertas and confirmed that the licence was granted.

As the grant of a premises licence under the Licensing Act is 'tacit' if no representations are received, and the Licensing Team had confirmed the licence was granted, the restaurant confidently commenced selling alcohol while awaiting receipt of the licence.

The Licensing Team also confirmed that there would be a delay with the grant of the licence due to an ongoing IT issue within the Council. This meant the absence of the licence in the coming days did not cause any concern for the restaurant staff or applicant.

Also on 3 January 2020, the Licensing Team confirmed they would be unavailable for a period of 10 days and would not be back in the office until 13 January 2020. This did not present a problem as, having been advised that their licence was granted they could commence trading while awaiting the licence.

Following the telephone conversation on 3 January 2020, after confirming that the licence was granted, the Licensing Team then emailed the consultant to request a copy of the newspaper advert – a prescribed requirement of the application procedure.

Unlicensed Activities

On returning to the office on 13 January 2020, and having received no copy of the advert from the consultant, the Licensing Team then sent messages, via a mobile phone app called ‘WhatsApp’ to the agent.

On 14 January 2020, 19 days after the end of the consultation period and 11 days after confirming that the licence was granted, the Licensing Team identified a mistake with the application process, dating back to 8 December 2019, that had resulted in the application being invalid.

The unlicensed sale of alcohol between 3 and 14 January 2020 had occurred due to the Licensing Team failing to check that the prescribed process had been complied with and prematurely confirming, by telephone on 3 January 2020, that the licence was granted.

Following this discovery, on 14 January 2020, a telephone call was made to Mr Gurhan Cetin, the applicant, advising him that the original application was invalid, and that the restaurant had no licence to sell alcohol.

A timeline of events is provided below:

The 28th, and final, day of the consultation period was 26 December 2019.

The application was invalid on day 10 of the consultation period – 8 December 2019 – as the newspaper notice had failed to be published within the first 10 days of the consultation period.

In summary:

- a) If the last day for representations was 26 December 2019, then it stands to reason, with the consultation period being 28 days, that the application must have been declared valid on 28 November, with the consultation period commencing on 29 November 2019.

It is unclear why the application, dated 19 October 2019, was not valid until 28 November, but one must assume from the information in the representation that was the case.

- b) **8 December 2019** – the deadline for publication of newspaper public notice, by day 10 of the consultation period;

As the newspaper advert was not published by day 10, from 8 December 2019 the original application was invalid.

- c) **12 December 2019** (4 days after the application was invalid) the Licensing Office query details in operating schedule/conditions;
- d) **3 January 2020** – Licensing Office requested a copy of the advert (8 days after the consultation period had ended and 26 days after the application was invalid);
- e) **14 January 2020** – Licensing Office contacted the applicant to confirm the application was invalid - 37 days after the application had become invalid.

You will see in the representation (paragraph 1 on page 2) that having failed to successfully comply with the application process – an administrative failing – the applicant was then advised (threatened) that he would face representations if he made any further application.

Having invested £165,000 on the business and a full refurbishment of the premises, for the Licensing Authority to make such a threat with no evidence of any offences, caused considerable alarm. Given that the consultant had been trusted to manage the process and this news came like a bolt out of nowhere.

In fact it is not clear why the Licensing Team stated that making a further application would result in the Licensing Office submitting a representation, as the natural course of events when an administrative failure occurs, one might expect, would be to assist the applicant to learn from their mistake and submit a correct application.

Neither the original applicant, Mr Cetin, or the current applicant, Mr Guler, had committed any offences at this time; nor had they knowingly breached the provisions of the Licensing Act. Surely where there is a failure to achieve the required level of compliance, the correct course of action is to review, learn, apply lessons to improve and raise standards, and achieve the desired standard.

Threatening an applicant with the promise of a representation, after a catalogue of confusion and errors arising from a previous application, in a different person's name altogether, does not seem to be in the spirit of the Licensing Act, where the intention should be to encourage safe, legal and compliant operation.

It had become clear that, at Mr Guler's considerable expense, that despite paying all requested fees, the consultant had failed to comply with the legal prescribed process, without bringing this to the applicant's attention, and had therefore failed to obtain the licence, leaving the restaurant unable to operate fully.

It had also become clear that, due to the threats of the Licensing Office, a representation was to be expected if Mr Cetin re-applied, therefore the submission of a further application would need not to be in Mr Cetin's name.

In the letter to Sadettin Guler that followed, provided as an appendix, in the second bullet point you will see that the Licensing Officer stated they had acted '*in good faith*' in trusting that the advert had been correctly placed.

As the Licensing Act 2003 does not make provision for exercising 'good faith' in respect of compliance with the prescribed legal process, and as the consultant had not provided evidence of the advert publication, it would seem that the telephone call confirming that the licence was granted was made prematurely and added further confusion to the situation.

Offences

After the failure of the appointed consultant to obtain the licence, it then came to light that after a meeting at the restaurant with Licensing Officers on 15 January 2020, the restaurant manager at that time, Mr Mulayim, had failed to comply with the instruction of the Licensing Officers and Police and had sold alcohol to customers at a time when a licence was not in force.

This occurred on 15 January 2020, after the meeting had concluded.

For clarification, Mr Mulayim was present, with Mr Guler, at the meeting with Licensing and Police, so Mr Guler had no reason to doubt that Mr Mulayim understood the instruction to cease selling alcohol. The instruction had been received first hand from the Licensing Authority and Surrey Police and should, therefore, have needed no further reinforcement.

After the disappointment of being let down by the consultant, this was a further devastating blow, both to Mr Guler and the entire team at the restaurant. Mr Guler had appointed a Manager, Mr Soner Mulayim, whom he believed would be an asset in building and developing the restaurant to be a

safe, legal and compliant premises, however it transpired that Mr Mulayim's actions on 15 January 2020 had undermined and risked the entire business.

The Licensing Team will provide full details of the offences committed on 15 January 2020, which we do not wish to prejudice. However it is worth confirming that the sales made on 15 January 2020 were made in the same manner and to the same legal standard as all the sales between 3 January and 14 January 2020, the time the Licensing Team had confirmed that the licence was granted.

The two occurrences of unlicensed activity that took place were 11 days trading under the assurance of the Licensing Officers that the licence was granted would be sent when the ICT fault had been fixed, and the sales that took place by Mr Mulayim on 15 January 2020.

Mr Guler has not, at any time, attempted to play-down the fact that the sales took place, and he has made every conceivable effort to take personal responsibility for every aspect of correcting the situation and ensuring the safe, legal and compliant operation of business.

Further developments

At this stage, we are concerned solely with providing a full account of the actions that Mr Guler has taken, following the aforementioned unfortunate sequence of events, to rectify the damage to the restaurant, restore the trust of the authorities, rebuild his reputation and restore the morale of the team.

Recognising the seriousness of the circumstances, he immediately sought the advice of a highly recommended Licensing specialist who he was assured he could trust to provide solid, correct and accurate advice. The specialist advising Mr Guler and managing this application process is Reba Danson, former Licensing Officer of this and a number of other UK Licensing Authorities and former Group Licensing Manager for the largest late night entertainment operator in the UK.

Mr Guler also engaged the services of his business consultant, upon whom he knew he could rely, Mr Marcos Sebastien, to support him in his efforts to work through the issues that both he and the business faced.

Reba Danson set out her expectations at the outset and made clear that her philosophy is to educate, motivate and inspire operators to achieve the highest level of compliance to create safe, legal and compliant businesses. Her approach goes far beyond simply obtaining a licence.

In addition to providing practical administrative support with the licensing application, Reba has worked holistically with Sadettin and Marcos, with the focus being to resolve any compliance issues by implementing a comprehensive overhaul of the licensing regime to achieve compliance levels that are second to none.

Some examples of the bespoke operating documentation Reba wrote to support licence holders is appended to this document for information.

Crime and Disorder – Surrey Police

The authority responsible for enforcing the act in relation to the Licensing Objective of “the prevention of crime and disorder” is the Police.

During the consultation period Reba communicated with the Surrey Police Licensing Officer through the Licensing Team, however, toward the latter end of the consultation, after it became clear that the Licensing Authority had made its mind up that a representation would be submitted and improvement was of no consequence, she liaised directly with the Police Licensing Officer on Mr Guler’s behalf.

We are delighted to confirm that Surrey Police have made clear that they are entirely satisfied with the licence, the operating schedule and the measures taken to remedy any failings and that the Police Licensing Officer stated that any further actions would be disproportionate.

Surrey Police were satisfied that Mr Guler, the owner of the company, taking personal responsibility for the licensable activities by appointing himself as DPS, was as much as could be expected or requested to ensure that further offences would not be committed.

The Surrey Police Licensing Officer also went as far as saying that the licence application and operating schedule goes over and above what would normally be expected on a restaurant licence and the transformation that has been achieved is impressive. Surrey Police therefore recognise the improvements that have been made and no longer have any doubts about the levels of compliance at the premises.

This means the owner of the company, and operator of two other highly successful restaurants, personally managed the premises until a new full-time manager/DPS could be found.

In respect of Mr Guler's other restaurants, it may be an appropriate juncture to advise the Sub-Committee that Mr Guler has an exemplary record of compliance with both and has received no complaints regarding any aspect of the operations.

New Manager

Mr Guler confirmed that his appointment as DPS was a temporary arrangement while a full-time manager could be recruited and no time has been wasted in delivering on that commitment.

We are delighted to inform the Sub-Committee that a manager has now been appointed and a DPS consent form is available to be submitted to the Licensing Team for the appointment of Mr Sahin Koc as DPS, should the Sub-Committee be persuaded by the information presented and minded to grant the licence.

Mr Koc is an experienced restaurant manager with a proven record of accomplishment of leading and motivating teams and operating restaurants to the highest standards of service, compliance and experience.

Surrey Police will of course screen Mr Koc prior to his appointment, but Mr Guler and Mr Sebastien can assure the Sub-Committee that they have appointed Mr Koc as they have every confidence that he is able to take the restaurant forward on the surest of footings.

Interventions

The measures taken since the submission of the application include, but are not limited to:

DPS

Mr Guler has removed Mr Cetin from being DPS and appointed himself as DPS on the licence.

While he was keen to involve his nephew in the business it became clear that until a manager was appointed, the right thing for Mr Guler to do was make himself the responsible person; responsible for staff appointments, for staff training and for overseeing licensed activities operated under the authorisation of Temporary Event Notices.

Staff Training

Every member of the team with responsibility for being in the front of house area/restaurant has completed one-to-one training in a supportive and conversational manner to ensure they fully appreciate and understand the requirements of the Licensing Act 2003 and their responsibilities under it.

The staff training proforma is provided as an Appendix to this document.

Once the staff training proforma is completed and signed by the member of staff being trained and the person delivering the training/information, crucially, the member of staff receives a copy of their signed training form to keep so they are able to refresh and review the information at their leisure.

They also have an opportunity to discuss the requirements and ask questions to ensure they fully understand how the regulations apply within the restaurant.

This training will be completed prior to any delegation of authority by a Personal Licence Holder and refreshed at regulated intervals thereafter.

Personal Licence Holders

Following the meeting with Licensing Officers and Surrey Police, a proposed condition was voluntarily added to the application to require at least one personal licence holder to be on the premises at all times that licensable activities are taking place.

On 31 January 2020, in an email to the Licensing Team sent by Reba Danson, Mr Guler did not hesitate to offer this condition as a way of reassuring the Police and Council that a trained and authorised person would be on the premises at all times to oversee all sales of alcohol.

Although the Personal Licence holder's authority may still be delegated, it means a qualified person is on the premises to take responsibility and, importantly, support junior or less experienced members of staff by taking key decisions – such as refusing sales.

Since this amendment, Mr Guler has already employed two further personal licence holders, a restaurant manager, and has identified two existing members of his full time staff who will be attending a Level II BIIAB Personal Licence Course and obtaining their own personal licences.

This will increase the resilience of the restaurant staff and ensure an almost unprecedented level of knowledge and qualification within the restaurant, with there being 6-7 personal licence holders on the full-time staff.

Removal of Manager

Investigations revealed that the unlicensed activity that occurred on 15 January 2020 was due entirely to the actions of the restaurant manager, Mr Soner Mulayim.

One could of course take the view that Mr Guler, the owner, appointed Mr Mulayim into the role of Manager and therefore he is ultimately responsible for the instances of non-compliance.

However, if we look at the structure of the Licensing Act 2003 we see mechanisms of the Act itself are designed to operate on the basis of trust.

For example:

- A) The authority of the Personal Licence Holder may be delegated to a non-personal licence holder on the basis of trust; that the non-personal licence holder is trusted to comply with the requirements of the Act.

Of course, there are, unfortunately, circumstances all the time where a personal licence holders' trust is abused and they have to fire individual who ignores or flouts the legislation.

- B) The Temporary Event Notice system works on the basis that a person with no qualification, no experience and no licensing history may submit a notice and conduct licensable activities using basic common sense and good judgement.

The vast majority of events will pass without drama, but Police and Licensing Officers encounter instances where Temporary Events go wrong through inexperience, ignorance or disregard for the legislation.

The appropriate response of the authorities would not be to ban further events entirely, but rather to work with the event organiser to support them in learning from the experience and rectifying their failings to operate safe, legal and compliant events in future.

While Mr Guler fully appreciates the seriousness of the breaches that occurred on the 15th January, we would like to suggest that a realistic or reasonable approach would be to consider the restaurant activities through a similar lens.

There are many high risk, high responsibility roles in life and people have to be trusted and given the opportunity to perform to the expected level.

Selling alcohol is a high risk activity and must of course be conducted, at all times, in accordance with the law, but where a mistake is made or non-compliance is found, the Licensing Act promotes licensees and regulated authorities working together to resolve issues and achieve high levels of compliance and create safe, legal and compliant premises.

Where the licensee demonstrates their clear commitment and determination to improve and achieve desired compliance levels, which Mr Guler has done repeatedly in both words and actions taken to increase the rigour of his application, we would have expected the Licensing Authority to recognise the significant steps taken and provide such an opportunity with the grant of the licence.

Mr Mulayim had never presented any reason for Mr Guler not to trust him in the past, and his experience gave Mr Guler every reason to believe that he would be a successful manager. It is a tremendous shame for all involved that that didn't prove to be the case but, the trust Mr Guler placed in Mr Mulayim is not dissimilar to the trust (good faith) that the Licensing Team placed in the original consultant – having assumed he placed the advert correctly.

In response to the unfortunate circumstances, Mr Guler removed Mr Mulayim from the restaurant and ended all association. To demonstrate that this is a permanent and sincere decision, upon which the authorities can rely, on 31 January 2020 Mr Guler also proposed, by email from Reba Danson to the Licensing Authority, to formalise the requirement in a licence condition.

CCTV

There was initially some uncertainty about the operation of the CCTV system at the restaurant and so full CCTV training has been conducted to ensure that:

- a) the system is operated and maintained in accordance with the proposed licence condition;
- b) there is always a fully competent member of staff on the premises able to operate the system; and
- c) the staff understand the importance of making footage available to Police of Licensing Officers on request.

Operating under Temporary Event Notices

To limit the considerable financial damage to the business, during the 28-day consultation period Mr Guler has made use of Temporary Event Notices to conduct licensable activities on a limited number of days each week.

Referring to the email thread attached as an appendix, the Sub-Committee will see, highlighted in yellow, that on 28 November 2019 Principal Licensing Officer Rob Thomas stated:

"In terms of your point about the TEN relating to a Premises Licence application – yes the two forms are considered separately. But obviously any repercussions from one (or the general operation at the site) will have a bearing on the determination of the other."

Therefore, operating under Temporary Events Notices should have provided an opportunity to demonstrate to the authorities that, under Mr Guler and his associate Mr Sebastien's leadership, the restaurant is, and will continue to be, operated to an exceptional standard of compliance.

The entire Team was trained to operate to the same level of compliance denoted in the premises licence application, even though the authorisations were Temporary Event Notices.

This standard of compliance was achieved, despite the licence not being in force, as a clear demonstration to the Licensing Office and Police that lessons had been learned, action had been taken and all failings had not only been

corrected, but the requirements of the Licensing Act had been fully embraced and incorporated into the business at every level.

Mr Guler and Mr Sebastien have fully embraced the advice and guidance of Reba Danson, taken and acted upon every recommendation, and dedicated themselves to working with the Fora Staines Team to completely review and overhaul all practices.

On, 28 November 2019, the Principal Licensing Officer stated in the email that ***the operation at the site under Temporary Event Notices WILL have a bearing on the determination of the premises licence***, however, since the submission of this application, on 22 January 2020, the applicant has completely overhauled all operations at the premises and operated to the highest possible standard of compliance, yet this appears to have been completely ignored and disregarded.

In this instance, it appears the manner operation under TENs has had no bearing at all.

Conversely, the level of improvement and impressive standard of compliance – as stated by the Surrey Police Licensing Officer – has been noted by Surrey Police, hence no objection to the application being received.

Fora, Staines

 Clark, Jacquie 9143 <Jacquie.Clark@surrey.pnn.police.uk>
To 'Licensing'; 'Reba Danson'
(i) You replied to this message on 26/02/2020 11:39.

Reply Reply All Forward ...
Wed 26/02/2020 10:4

Hi,

For information yesterday I had a member of police staff enquire as to why you can only get alcohol with your meals sometimes (weekends) in this premises, but that during the week you can bring your own alcohol to the location, but are not able to purchase any in the restaurant. He was informed of this by a regular customer who lives in the Staines area.

I explained the position to him re their TENS, but thought I would let you both know as it demonstrates, that the staff are complying with their restrictions.

Kind Regards

Jacquie Clark 9143
Licensing Enforcement Officer
Community Safety Team Northern
Tel: 01483 631146
Address: Surrey Police, PO Box 101, Guildford GU1 9PE

If the Sub-Committee could have regard to email above, we would like to elaborate and explain that Mrs Clark sent this email to provide positive feedback, because during the consultation period, and thereafter, the restaurant has operated using Temporary Event Notices for a few days at weekends, but the remainder of the time have invited customers to bring their own alcoholic drinks to enjoy with their meals.

The process of managing this arrangement has been faultless, with an alcohol register being kept, and the fridge storage and labelling system being employed to ensure people received the correct drinks and were able to take home anything that remained at the end of their evening.

Quite understandably, the local Police Officers were confused by hearing rumours of the sale of alcohol on some days and not others and contacted the Licensing Officer to question the arrangement.

This was of course extremely welcome feedback, as it demonstrated that the premises was complying fully with the temporary event notices and that word of this arrangement was spreading.

Mr Guler and his staff have been managing the situation this way to limit the detrimental effect on the premises and its reputation.

It may be worth noting, that despite all the improved practices, additional conditions, removal of staff and exemplary level of compliance, the Licensing Authority has neither conducted an inspection nor submitted counter-notices to object to any of the 6 TENs submitted since 15 January.

If the Licensing Authority believes Mr Guler presents such a serious risk of the licensing objectives being undermined, it seems baffling that the same person selling alcohol at the same business, for the same hours and under the same conditions as proposed in the licence application, but under a temporary authorisation, has not received any objection or inspection at all.

Working with the authorities

By e-mail on 31 January 2020, as well as offering to formalise some additional requirements in licence conditions, we also asked for any further recommendations that the Licensing Officers or Police might consider appropriate.

By 17 February 2020 the restaurant had operated for 12 trading sessions under Temporary Event Notices and had not been notified of any complaints or compliance issues during that time.

One visit had been conducted, during which the newly implemented processes outlined in this document, were not subject to inspection or review and the sole purpose of the visit appeared to be to collect CCTV of the offences taking place on 15 January 2020.

Having not received a response to the request of 31 January 2020, on 10 February, a further request was emailed, asking again for any recommendations that the Police or Licensing Team considered would be appropriate for the restaurant to reach the desired level of compliance.

The response received on 17 February 2020 made clear that the Licensing Authority would entertain no further negotiation or discussion, which prevented the remainder of the consultation period being used to find a satisfactory outcome.

Openness, accountability and transparency

While not a point anyone wishes to labour, we would like to draw the Sub-Committee's attention to something we believe to be an important and indicative factor in this application process.

No one is excusing the actions of Mr Mulayim for a moment, however it is important to explain that as the licence, and therefore the conditions of the

licence, were not in force on 15 January, Mr Guler was under no obligation to provide the CCTV and receipts to the Licensing Authority or Police.

The fact is that Mr Guler maintains a positive and professional relationship with the authorities and respects that licensing compliance and safety is of paramount importance in civilised society.

As a businessman, employer and restaurant operator, that respect for standards of operation permeates everything he does and it is testament to his character and general standards of good business, that he co-operated fully with the Police and Licensing Officers.

He provided all the evidence requested to the Licensing Authority and Police and made no attempt to deny or hide any aspect of what had to have occurred.

He has fully accepted that there were lessons to learn, he has embraced the process of getting systems and procedures in place to ensure all the licensing and legal requirements are fully met and has co-operated in every respect with the authorities.

His honesty and accountability has led to this hearing, but, in doing so, it has also provided the Sub Committee with an opportunity to meet Mr Guler and see that he is keen to bring his business to Staines and contribute positively to the local economy and environment.

We hope that this co-operation and determination to work closely with the authorities to correct any failing and achieve high levels of compliance will be something the Sub-Committee will appreciate and welcome in Staines.

Food Standards Agency Hygiene Rating

The search returned 1 items.

Name	Rating	Last inspection
Fora 13 - 15 High Street Staines-upon-Thames TW18 4QY		02 January 2020

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RESULTS PER PAGE:

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Four-Star Rating

The restaurant opened just after Christmas and within the first week of operation was inspected by the Council's Environmental Health Food Team.

It may be worth explaining that the layout of the restaurant is open plan and designed to be an entertaining and engaging customer experience. As such, the activities of the brigade of chefs at work, preparing food, may be observed by customers on two sides during the entire service.

Anyone watching the staff can see that excellent hygiene and best food practices are the norm. One simply cannot make their chefs and kitchen the centrepiece of the restaurant unless they are exemplary in every way.

The reason the restaurant failed to achieve the top star rating at the first inspection was that, in the disarray of the first week of opening, the staff were unable to lay their hands on a required Health and Safety record book.

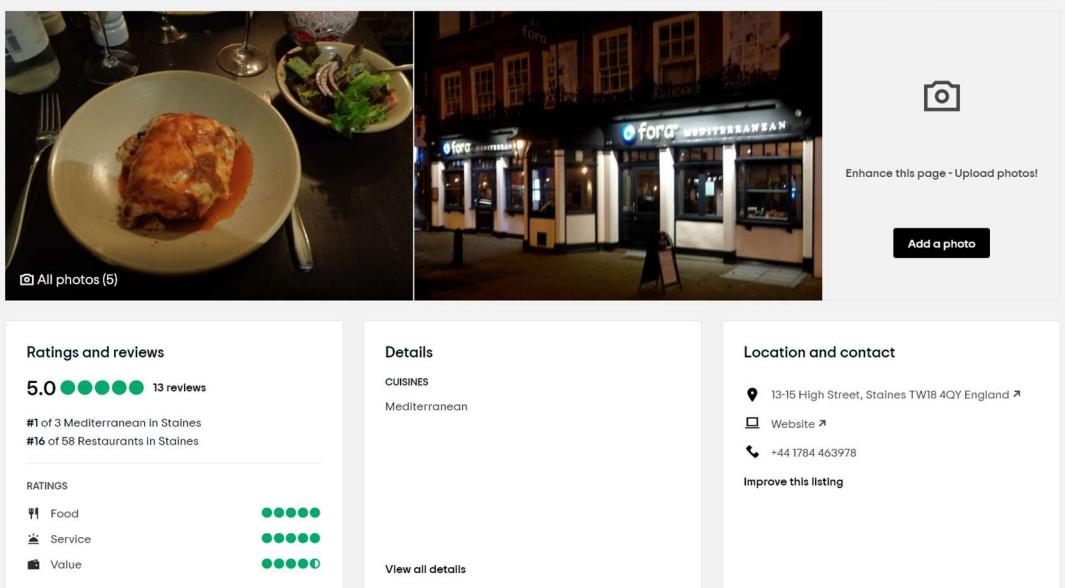
This has of course been corrected, however an increase in the hygiene rating can only be achieved upon re-inspection.

Social Media and Customer Feedback

The Sub-Committee may find it useful to see some of the reviews by visitors of the restaurant and the congratulatory comments at the arrival of our restaurant in Staines. We are nothing without our customers, so looking after them is of paramount importance.

Please see a selection of comments posted publicly on social media and online review sites below:

Trip Advisor

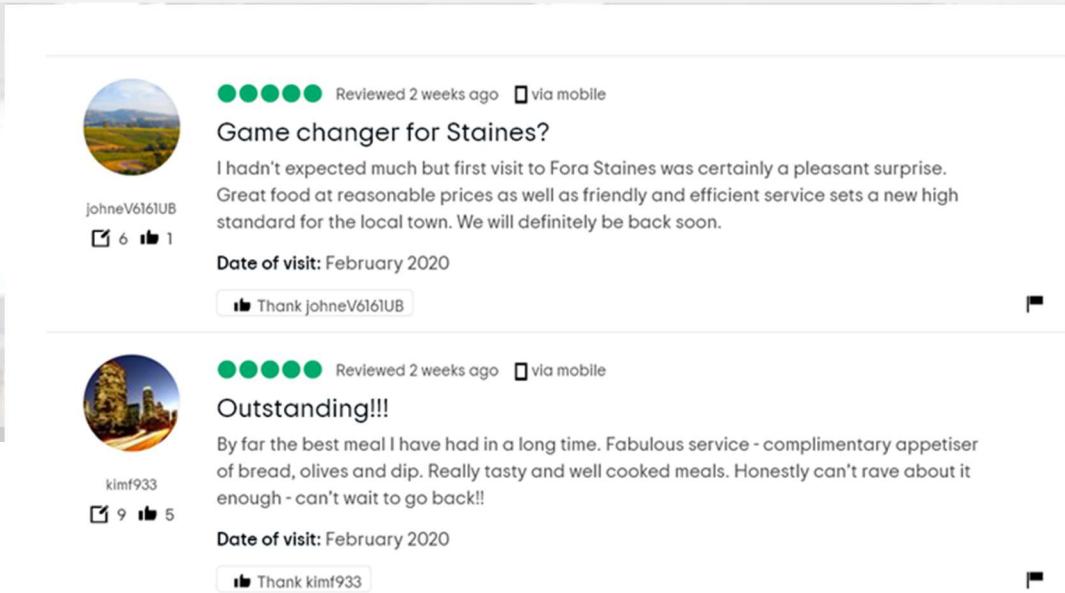


The screenshot shows the Trip Advisor listing for Fora Mediterranean restaurant in Staines. It includes a photo of a dish, the restaurant's exterior at night, and sections for ratings and reviews, details, and location/contact information.

Ratings and reviews
5.0  13 reviews
#1 of 3 Mediterranean in Staines
#16 of 58 Restaurants in Staines

Details
CUISINES
Mediterranean

Location and contact
13-15 High Street, Staines TW18 4QY England 
 Website  +44 1784 463978
[Improve this listing](#)



Two reviews are shown:

johnEV6161UB  Reviewed 2 weeks ago  via mobile
Game changer for Staines?
I hadn't expected much but first visit to Fora Staines was certainly a pleasant surprise. Great food at reasonable prices as well as friendly and efficient service sets a new high standard for the local town. We will definitely be back soon.
Date of visit: February 2020
 Thank johnEV6161UB

kimf933  Reviewed 2 weeks ago  via mobile
Outstanding!!!
By far the best meal I have had in a long time. Fabulous service - complimentary appetiser of bread, olives and dip. Really tasty and well cooked meals. Honestly can't rave about it enough - can't wait to go back!!
Date of visit: February 2020
 Thank kimf933



Reviewed 1 week ago

I'll be back

What a great place - I don't often do reviews but Fora certainly deserve a good one. Fora is quite a new addition to Staines so thought I'd give it a try and so pleased that I did. The food was wonderful, hot, fresh, very... [More](#)

Date of visit: February 2020

Thank chrisv5377



Reviewed 2 weeks ago via mobile

Brilliant additional to Staines

As other reviews have stated, the food is awesome here. Definitely a great add for Staines. Great service and great food. Will be back

Date of visit: February 2020

Thank tailspintaz

1-10 of 13 reviews



Reviewed 4 days ago

Birthday meal - superb

Went there last night with husband, being from a Turkish background I had high expectations and wasn't disappointed, the whitebait just like my Nan used to make, the lamb skewers were so succulent, service wasn't rushed and they made sure we had all we needed... [More](#)

Date of visit: February 2020

Thank sureyam2016



Reviewed 5 days ago via mobile

Brilliant venue for Staines

From the friendly welcome to the delicious food this restaurant is fabulous. Best falafel I've ever had. All the food was delicious. Can't wait to go back.

Date of visit: February 2020

Thank Liz G



Reviewed 1 week ago

Brilliant

So wish this restaurant .. with their staff and this Owner.. were near us .. One of the Best meals .. we have had.. and we just happened to be just walking by.. Atmosphere is lovely.. We had the Finest Turkish Wine.. We cannot say... [More](#)

Date of visit: December 2019





Reviewed 20 January 2020

Classy Place

The Fora is very nicely decorated, comfy chairs. The food is very tasty with generous portions. Service was great, smiling staff Not too expensive. Will be returning soon Very Soon

Date of visit: December 2019

Thank Mealey



Reviewed 17 January 2020

Lovely new restaurant in Staines - definitely worth a try.

We tried this new restaurant in December just after it opened on the recommendation of a friend. We were not left disappointed.... On entering the restaurant, the transformation from the old grotty pub was unrecognizable and had a WOW factor. We were shown to a... [More](#)

Date of visit: December 2019

Thank SJBerkshire



Reviewed 14 January 2020

Post cinema stop

Stopped here after cinema trip absolutely lovely great food attentive staff will definitely visit again! about time Staines had a decent restaurant.

Date of visit: January 2020

Thank danielbU6483RB



Reviewed 3 weeks ago

A real treat!

Always on the lookout for new restaurants in the area and this is just the ticket - hidden away from the bog standard chain restaurants in the High Street, this is a real gem. The whole experience from start to finish was a delight, lovely... [More](#)

Date of visit: January 2020

Thank JOB



Reviewed 4 weeks ago

Superb Mediterranean Restaurant

Fora offers a wide range of mainly Turkish dishes. It has become popular very quickly and is lively and well decorated. The quality of the food is excellent and the friendliness and welcome from the staff adds to the experience. It's nice to have some more... [More](#)

Date of visit: January 2020

Thank vinyljeff



Reviewed 4 weeks ago

The friendliest staff

Had lunch at Fora Staines and it was one of the nicest and welcoming restaurants I have been to for ages. Very good food (the monk fish was wonderful) and interesting menu.

Date of visit: January 2020

Thank Bernie S

Facebook

The screenshot shows the Facebook page for 'fora_staines'. The page features a logo with a blue circle and the word 'fora'. A large image of the restaurant's exterior at night is displayed. The page has 5.0 stars based on 8 reviews. A recommendation from 'Sheetal Khatri' is visible, stating: 'Love the food and the service! The best Mediterranean food in town, definitely worth the visit.' Below the recommendation, there is a section for reviews.

A single Facebook post by 'Sheetal Khatri' recommending the restaurant. The post includes a profile picture, the name 'Sheetal Khatri', a star icon, and the text: 'recommends [fora_staines](#)'. It is dated '24 December 2019'. Below the post, there is a comment from 'Eve Lindsay' and a section for likes and shares.

A second Facebook post by 'Sheetal Khatri' recommending the restaurant. The post includes a profile picture, the name 'Sheetal Khatri', a star icon, and the text: 'recommends [fora_staines](#)'. It is dated '24 December 2019'. Below the post, there is a comment from 'Eve Lindsay' and a section for likes and shares.



Eve Lindsay recommends **fora_staines**.

13 February at 08:58 ·

...

Fabulous food last night, service was excellent even though they were busy, we will definitely come again!!!

1 Comment

Like

Comment

Share



fora_staines Thank you very much for such great review! We work really hard to offer the best food in the best possible environment.
Hope to see you again soon!

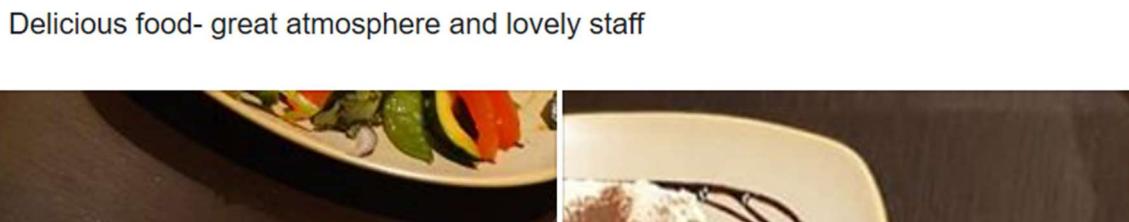
Like · Reply · 1w



Gloria Jones recommends **fora_staines**.

11 January ·

...



Google

The screenshot shows a Google Maps interface with a red marker indicating the location of Fora Restaurant. The map displays the River Thames, A30, A308, and various local roads like Hollyhock Island, Gloucester Rd, and London Rd. A tooltip from Google recommends using Chrome, with options to 'NO THANKS' or 'YES'. On the left, there's a sidebar with a review summary (4.8 stars from 42 reviews), recent reviews (e.g., "Food and service very nice, friendly staff."), and a 'Write a review' button. At the bottom, there's a search bar and a taskbar with icons for File, Home, Start, Task View, Edge, File Explorer, Mail, Photos, and Task Manager.



Yvonne Glenister

53 reviews

⋮

★★★★★ 3 weeks ago

About time Staines had a great place to eat. Food Excellent, Service wonderful. Great atmosphere and great value for money. Couldn't fault just hope you make a success of it and stay,

Like

Share



Paul Merrick

Local Guide · 32 reviews

⋮

★★★★★ a month ago

Had a lovely dinner here tonight. Didn't know about this restaurant in advanced. Turned up with no booking. Staff were very friendly. Great service. Great food. Best we've had in the area. Looking forward to visiting again.

Like

Share



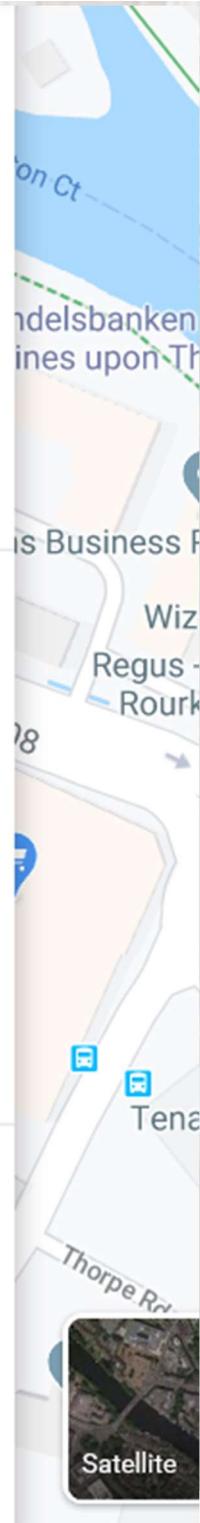
Ana P

9 reviews

⋮

★★★★★ a month ago

Had a pleasant dinner on Saturday at Fora Staines. Everyone was very polite and friendly, food was excellent and at reasonable prices. We'll go back again since is so close to us.





Lesley Clark

4 reviews

⋮

★★★☆☆ a month ago

Having been here for lunch a couple of weeks ago we were so impressed we decided to come with friends for a meal on Saturday evening. Booked a table, then had a call from the restaurant advising there was a licence issue so they weren't

...

[More](#)

Like

Share



Rob Watts

Local Guide • 4 reviews

⋮

★★★★★ a month ago

Truly great restaurant. Food is both authentic and superbly tasty. Great menu that accounts for all tastes. Service is top drawer and the decor/ambience are perfect.

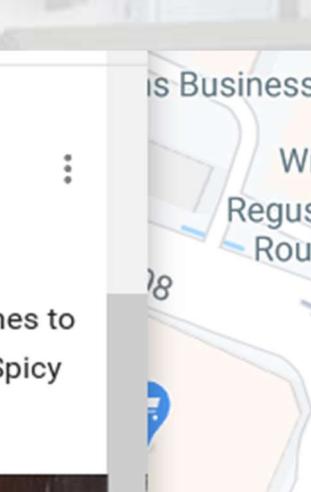
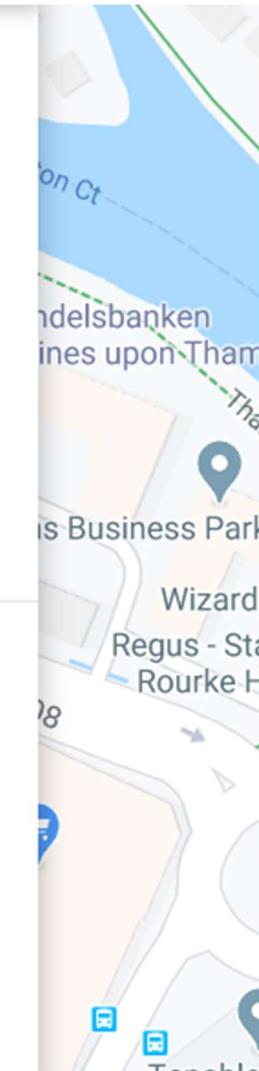
Like

Share



Susie Hall

Local Guide • 17 reviews



★★★★★ a month ago

Food is so fresh and tasty, well presented and many dishes to choose from. You would not be disappointed. I had the Spicy Fish Pot which was delicious. 5/5*



Closing Comments

This document is intended to give the Sub-Committee a detailed overview of the circumstances surrounding this application, and a full picture of the efforts taken to comply with the requirements of the Licensing Act 2003 and secure the authorisation to fully operate the business.

Mr Guler and Mr Sebastien will be very happy to answer any questions and expand further upon any aspect of the business to assist the Sub-Committee in determining the premises licence application.



Letter to Sadettin Guler

Sadettin Guler

Contact: Lucy Catlyn
Service: Environmental Health
Direct line: 01784 444295
Fax: 01784 446437
E-mail: l.catlyn@spelthorne.gov.uk
Our ref: Fora Restaurant

Date: 17 January 2020

Dear Sirs

LICENSING ACT 2003

FORA RESTAURANT, 13-15 HIGH STREET, STAINES UPON THAMES, TW18 4QY

I write further to the above premises and outline the timeline of events for ease of reference:

- The last day for representations is 26 December 2020.
- I advise Halit the agent from Northpoint via email on 3 January 2020 that I was going to issue the premises licence however I was having an ICT issue and would be back in the office on 13 January 2020. I asked him in the meantime to send me the newspaper article. I advised the licence was granted in good faith that they had advertised the application.
- On 13 January 2020 I chased Hallit via email at 17.41 as I had received no reply. I also sent him two whatsapp messages advising I need to speak to him and that I need the newspaper advert.
- I spoke to Trinity Newspaper Group on 14 January 2020 who advised me that an advert was cancelled and no advert has been made in their newspaper as far as they could tell.
- Halit advised me on 14 January 2020 that the newspaper advert was not submitted for your Premises Licence application because allegedly the client did not pay for it. Apparently this only came to his attention that day. Halit is advised on 14 January 2020 via telephone and email that licensable activities must cease with immediate effect.
- I speak to Gurhan Cetin on the telephone at 17.02 on 14 January 2020 and advise that the licence application he made (form is dated 19.10.2019) is void because the statutory requirements to advertise in the local newspaper have not been complied with. I advised he needs to submit a new application form and pay again. I advised him to remove all alcohol from display and that he is not allowed to sell alcohol. I also advised that if they submit a new application then we will be putting a representation in.
- I met on 15 January 2020 at the premises: Saaettin Guler (Director for Fora), Gurhan Cetin and Soher Mulougin (Manager of Staines For a). Mr Guler advised he is just as surprised as I am that the newspaper advert was not put in the newspaper and he states he paid Hallit £443 on 24 October 2019. I advised he needs to apply for a new licence and pay again. It is apparent that there is miscommunication between Fora and Halit and I recommend they put in writing what has gone wrong with them not putting the application in the newspaper.

- I noted at the above meeting there was wine glasses on the tables and alcohol in the two fridges behind the bar, spirits in the bar by the sink and more bottles of alcohol under the counter (these ones were out of sight for the customer). I explained that it needs to be removed from display. I advised them to let people know who have bookings that they have no licence.
- I was advised that they have not sold alcohol since 31 January 2019.
- On 16 January 2020 I explain to Halit on the phone that they need to apply for a new premises licence.

So there is no confusion please take note of the below offences under the Licensing Act 2003 (both of which have unlimited fines):

136 Unauthorised licensable activities

(1)A person commits an offence if—

(a)he carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation, or

(b)he knowingly allows a licensable activity to be so carried on.

(2)Where the licensable activity in question is the provision of regulated entertainment, a person does not commit an offence under this section if his only involvement in the provision of the entertainment is that he—

(a)performs in a play,

(b)participates as a sportsman in an indoor sporting event,

(c)boxes or wrestles in a boxing or wrestling entertainment,

(d)performs live music,

(e)plays recorded music,

(f)performs dance, or

(g)does something coming within paragraph 2(1)(h) of Schedule 1 (entertainment similar to music, dance, etc.).

(3)Subsection (2) is to be construed in accordance with Part 3 of Schedule 1.

(4)A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to [F1a fine], or to both.

(5)In this Part “authorisation” means—

(a)a premises licence,

(b)a club premises certificate, or

(c)a temporary event notice in respect of which the conditions of section 98(2) to (4) are satisfied.

137 Exposing alcohol for unauthorised sale

(1)A person commits an offence if, on any premises, he exposes for sale by retail any alcohol in circumstances where the sale by retail of that alcohol on those premises would be an unauthorised licensable activity.

(2)For that purpose a licensable activity is unauthorised unless it is under and in accordance with an authorisation.

(3)A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to [F2a fine], or to both.

(4)The court by which a person is convicted of an offence under this section may order the alcohol in question, and any container for it, to be forfeited and either destroyed or dealt with in such other manner as the court may order.

You have now been formally told in writing as well as the above that you have no premises licence and therefore no licence to sell alcohol at Fora Restaurant Staines (address above). Should we find that alcohol is sold or exposed for sale then we may consider prosecuting you and will put a representation against any application you make for a premises licence at the above premises.

I trust this is clear but please contact me if you need clarification.

Yours faithfully

Lucy Catlyn
Licensing Enforcement Officer

The Licensing Spelthorne Privacy Notice can be read at:
<https://www.spelthorne.gov.uk/article/15990/Privacy-Notice---Licensing>



Staff Licensing Training

The Police focus on offences related to alcohol is higher than ever and our only legal defence, of due diligence, rests upon us being able to prove that every member of staff responsible for selling or serving alcohol has received training on their responsibilities under the Licensing Act 2003.

In order to prove that the licence holder has fulfilled their responsibilities staff must receive training in respect of the sale and supply of alcohol, the 'Challenge 25 Age Verification Policy', the legal requirement for refusing to sell alcohol to a person, incident recording and compliance with the licence conditions.

Authorised Sales of Alcohol

You can only sell alcohol during the hours permitted by the licence. In this establishment the licence is from 11am to 11pm.

NEVER, under any circumstances, make a sale of alcohol outside those hours.

The licence only authorises the sale of alcohol to customers purchasing a table meal, or waiting for a table in the bar area, for consumption by such a person as ancillary to their meal.

Alcohol can never be served to someone who is not eating in the restaurant.

Sale of alcohol - deliveries

When taking an order for delivery, you must advise the customer that alcohol can only be delivered to a person over 18 yrs of age and they may be required to produce ID to prove they are over 18 years of age.

Breaching any of these puts the premises licence at risk and is a criminal offence for which the penalty is an unlimited fine and up to six months in prison.

Drunkenness

Section 141(1) – Offence – selling alcohol to a person who is drunk

- It's an offence to sell alcohol, or attempt to sell alcohol, to a person who is drunk
- It's also an offence to knowingly allow alcohol to be sold to someone who is drunk. This means if you witness another member of staff selling alcohol to someone who is drunk you also commit an offence.

You are liable for conviction if you are:

- A. The person who served the drink
- B. The person who witness the sale of the drink
- C. The designated premises supervisor
- D. The premises licence holder (i.e. The Deltic Group Ltd)

The Penalties

- A fixed penalty notice of £90 can be issued on the spot, to any or all of the above people
- The sentence on conviction of this offence is a fine of up to £1,000

Signs of Drunkenness

Someone who is deemed drunk can show some or all of the following symptoms:

- Slow or slurred speech
- Lack of co-ordination
- Slow mannerisms
- Unsteady on their feet
- Loud and/or rowdy behaviour
- Aggression
- Glazed eyes

Never serve alcohol to a person who appears drunk.

Underage Drinking

Section 148(1)(2)(3) – selling alcohol to a person who is under 18 years of age.

It's against the law to sell alcohol to a person who is under 18.

- It's an offence to sell alcohol, or attempt to sell alcohol, to a person who is under 18

It's also an offence for:

- An adult to buy or attempt to buy alcohol on behalf of someone who is under 18.
- For someone who is under 18 to buy alcohol, attempt to buy alcohol or to be sold alcohol in any circumstances.
- For someone who is under 18 to consume alcohol in licensed premises unless they are accompanied by an adult and it is for consumption with a table meal.

Penalties

- A fixed penalty notice of £90 can be issued on the spot, to any or all of the above people
- The sentence on conviction of this offence is a fine of up to £1,000

If you are selling alcohol, **you are solely responsible** for making the appropriate age-related ID checks.

It is not acceptable, and cannot be used as a legal defence, to assume that someone else has checked a customer's ID. If in doubt, always check or refuse.

Ask yourself ... do they look over 25?

The current age verification policy, enforced by Police and Trading Standards is '**Challenge 25**'. This requires you to establish whether the person you are about to serve alcohol to looks as if they could be under 25 years of age. NOT 18. They must be over 18, but you must challenge them and ask for ID if they appear to be under 25. This is because so many young people look so much older than they actually are.

If you think they look like they could be under 25, ask them for one of the following forms of valid photographic ID:

- Photo card driving licence
- Passport; or
- Identification card with the PASS hologram on it.

Make sure that you:

- Check that the date of birth displayed on the ID makes the customer over 18 yrs of age
- Check that the likeness of the photograph and the customer match

Never serve alcohol if they look under 25 years of age and they cannot provide proof of their age.

Refusal Record Book

Any alcohol refusal must be recorded at, or soon after, the time of the refusal.

The refusal book must be endorsed with the reason (e.g No ID, fake ID, underage, drunk) and the member of staff making the refusal.

Incident Log

An incident book must be used record any incidents of disorder or unusual incidents that could come back to haunt you if they result in a report to the Police.

This would include lost handbags, mobile phones, theft, turning away drunk or rowdy customers at the door, any aggressive behaviour on the premises, Police visits, licensing visits, any drugs or drug related items found on the premises.

The entry must include:

- Time and date
- nature of incident
- name of staff members involved
- name of any offender (if known)
- action taken as a result of the incident
- CAD reference number where police called.

Drug prevention

Staff are expected to be vigilant when conducting routine checks of toilet areas or any susceptible areas of the premises and ensure that any suspicious behaviour or items of suspected drug related paraphernalia found on the premises is reported to the Manager, who will make a record in the incident and ensure the items are properly disposed of.

NEVER put yourself at risk where substances or needles are found. Alert a manager and prevent the area being accessed by customers until the risk is removed.

CCTV

The licence requires that there is at least one member of staff able to operate the CCTV at all times, to ensure that in an emergency footage could be retrieved and displayed at the request of a Police Officer immediately.

If you are asked by Police always refer them to the DPS or a Manager.

We must always assist the Police in crime prevention, especially in emergency circumstances.

Show the member of staff where the emergency instructions are kept in case they ever need to access them in an emergency.

Declaration

I understand that the above requirements are conditions of the premises licence and that breaching an one of them could put the licence, and therefore the business, at risk.

I have received a copy of this document so I can refer to it in my own time.

Signed: _____

Print Name: _____
(Name of member of staff receiving training)

Job Title: _____

Date: _____

One copy of this document, signed by the member of staff after the training is complete, must be kept on the premises.

One copy must be given to the member of staff for their reference.

Operating under the authorisation of a TEN

Under any other circumstances operating under a TEN is quite a relaxed affair, however, as this is the consultation period for your premises licence application you will be expected to demonstrate the high standards you intend to operate to once the licence is granted.

The aim is to achieve the levels of compliance you have included in the premises licence application to show that you will not be undermining any of the licensing objectives and will be complying fully with the provisions of the Licensing Act 2003.

If you follow these instructions it will put you on the right side of licensing legislation and instil legal and compliant practices – there is a checklist at the end for you to use so you miss nothing out.

1) Display the TEN

You will not receive the signed temporary event notice until the three-day consultation period has passed. When you receive it, print it and display it somewhere in a public area – behind the bar is usual.

It must be displayed at all times while licensable activities are authorised.

You can only sell alcohol till 11pm – on the dot. Do not sell, display or expose for sale, any alcohol outside of those hours under any circumstances.

I recommend your staff do not even sit and have a beer after shift until this is over. There must be no room for doubt at all.

**Action: print off and display the TEN during the times and dates you are using it to sell alcohol.
Failure to display it is an offence.**

2) Sadettin is the authorised person

Although Sadettin doesn't have to be on the premises all the time, it would be advisable to be there on nights when alcohol is for sale.

Action: Sadettin to be present on all days TENs are valid if at all possible – only exception is an emergency.

3) Licence Conditions

The Police and Licensing will be expecting you to operate to the level that you intend to achieve with your full licence.

The conditions that will be on your premises licence are these:

Staff Training

All staff (paid or unpaid) shall be trained in respect of their responsibilities under the Licensing Act 2003, specifically including:

- The sale of alcohol
- Acceptable forms of ID
- Challenge 25
- The procedure on handling and recording refusals

Written staff training records must be kept to document that all staff have had training. All staff must receive refresher training on all these aspects every six months. Training documentation to be made available to Responsible Authorities on request.

Action: complete the attached training document with all members of staff involved in selling alcohol, serving alcohol, taking orders or waiting tables.

Refusal Log

A refusal log shall be kept at the premises detailing all refused sales of alcohol and the reason for the refusal i.e. intoxication, false ID, no ID, underage.

The log shall include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall remain on the premises at all times and be made available for inspection on request by an authorised officer.

This is a key licensing requirement in all premises and it absolutely must be in place, available, and the staff must know when and how to use it.

Action: You must do one of these options:

- a) activate the refusal button on the till so every sale of alcohol requires the staff member to confirm that the person is clearly over 18 or confirm that they have asked for ID;
or,
- b) get a page-per-day A4 diary to use as a combination Refusal AND Incident Log. Clearly label it 'REFUSAL AND INCIDENT LOG'. Keep it behind the bar.

Incident Log

An incident book must be kept to record all/any incidents of disorder. The Designated Premises Supervisor (DPS) must sign off each entry. The incident register must remain on the premises at all times and records kept for a minimum of one year and must detail the following;

- Time and date
- nature of incident
- name of staff members involved
- name of any offender (if known)
- action taken as a result of the incident
- CAD reference number where police called.

Action: If you decide to use the till button for refusals, then get a page-per-day A4 diary to use as an Incident Book. Clearly label it 'INCIDENT BOOK'.

Sale of Alcohol

The sale of alcohol for consumption on the premises shall only be made to customers purchasing a table meal, or waiting for a table in the bar area, for consumption by such a person as ancillary to their meal.

The sale of alcohol for consumption off the premises may only be made to customers ordering food for delivery and must form part of the delivery order. The person accepting a delivery order including alcohol must advise the customer that ID may be required by the person receiving the order to prove they are over 18 years of age.

Action: No one can walk in off the street and purchase an alcoholic drink if they are not ordering food or waiting for a table to become free.

Drug prevention

As a high class establishment, a zero-tolerance policy will be implemented regarding the use of illegal drugs on the premises. For staff training will include drug awareness and the actions to take if a customer is suspected to have taken or be in possession of an illegal substance; this includes refusing entry and making a record in the refusal/incident book at the time.

Staff will be trained to be vigilant when conducting routine checks of toilet areas or any susceptible areas of the premises and ensure that any suspicious behaviour or items of suspected drug related paraphernalia found on the premises is reported to the Manager, who will make a record in the incident and ensure the items are properly disposed of.

Action: staff training will cover this. No action required other than staff being vigilant and knowing what to do if any drug related behaviour or paraphernalia is found or seen.

CCTV

A CCTV system must be installed and maintained with cameras situated to capture clear, evidential quality images of all public areas, including all entrance and exit areas. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be retained for 30 days and shall be provided to a Police or authorised officer upon reasonable request. All recordings will display the correct date and time of the recording.

There must be at least one member of staff able to operate the CCTV at all times, to ensure that in an emergency footage could be retrieved and displayed at the request of a Police Officer immediately.

Action: Write a simple guide to operating the system and make sure every day you're selling alcohol that there is someone on the premises who can operate it – without needing to make phone calls or guess. Make sure they have practised doing it so they look confident when the Police ask.

Noise prevention

Prominent, clear and legible notices will be displayed at the exit requesting the public to respect the needs of nearby residents and to leave the premises and the area quietly.

Action: Display a clear but polite notice at the exit where it can clearly be seen by customers.

Age Verification Policy

The premises shall operate a Challenge 25 policy with regard to age related sales of alcohol. Challenge 25 signs will be displayed at the entrance and at the bar to notify members of the public of this policy.

For the purpose of age verification, acceptable forms of ID will include passport, driving licence, a card bearing the PASS Home Office ID logo or any official Government issued ID card bearing the holders' photograph, name and date of birth.

Action:

- 1) print off the Challenge 25 poster attached to this email and display it behind the bar. You also need to print off the small logo and display it on the front of the premises so it can be seen by a person entering. This is a key Trading Standards requirement.
- 2) staff training must cover Challenge 25.

Checklist

To be completed before 30 Jan 2020

Print off and display each TEN during the times and dates you are using it to sell alcohol.	<input type="checkbox"/>
Sadettin to be present on all days TENs are valid if at all possible, save for an unexpected or unavoidable emergency.	<input type="checkbox"/>
Complete the attached training document with all members of staff involved in selling alcohol, serving alcohol, taking orders or waiting tables.	<input type="checkbox"/>
Action: You must do one of these options: a) activate the refusal button on the till so every sale of alcohol requires the staff member to confirm that the person is clearly over 18 or confirm that they have asked for ID; or, b) get a page-per-day A4 diary to use as a combination Refusal AND Incident Log. Clearly label it 'REFUSAL AND INCIDENT LOG'. Keep it behind the bar.	<input type="checkbox"/> or <input type="checkbox"/>
If you decide to use the till button for refusals, then get a page-per-day A4 diary to use as an Incident Book. Clearly label it 'INCIDENT BOOK'.	<input type="checkbox"/>
Write a simple guide to operating the system and make sure every day you're selling alcohol that there is someone on the premises who can operate it – without needing to make phone calls or guess. Make sure they have practised doing it so they look confident when the Police ask.	<input type="checkbox"/>
Display a clear but polite notice at the exit.	<input type="checkbox"/>
Print off the Challenge 25 poster emailed by Reba and display it behind the bar.	<input type="checkbox"/>
You also need to print off the small logo and display it on the front of the premises so it can be seen by a person entering. This is a key Trading Standards requirement.	<input type="checkbox"/>

Email thread

CAUTION: This email originated from outside of the council. Do not click links or open attachments unless you are sure the content is safe.

From: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk> **On Behalf Of** Licensing
Sent: 29 November 2019 15:40
To: 'info@northpointuk.co.uk' <info@northpointuk.co.uk>; Licensing
<licensing@spelthorne.gov.uk>; Thomas, Robert <R.Thomas2@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Halit

Nice to speak to you just now

Please get a TEN over to me asap today. I am leaving at 4.15pm and I will look over it before I go

Thanks 😊

Lucy Catlyn
Licensing Enforcement Officer
Environmental Health and Licensing

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 444295

For information on how Spelthorne Borough Council handles your data, please read our privacy notices ([Licensing](#) / [Taxi Licensing](#)).

From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 29 November 2019 14:16
To: Licensing <licensing@spelthorne.gov.uk>; Thomas, Robert <R.Thomas2@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Dear Mr. Thomas,

Thank you for your e-mail. I have made two separate application one for the TEN which has been made 15/09/2019. The otherone is Premises Licence application. This e-mail is seeking answers only for the TEN application (REF: 19/00935/LATEMP)

- 1) I was seeking the outcome of this application several times by e-mail/phone call. What is the outcome of this application? (19/00935/LATEMP)
- 2) If this TEN licence issued why we have been told to not open the premises. And why the Licensing Team is not sending us the Licence.
- 3) If this application is not issued. How can we process it? I really need an answer.

During this time It is quite common to serve temporary event notice and I have applied similar application to other London boroughs even later this application and all have been already Issued.

I am having difficulties to explain to my client why we are not receiving our TEN license and they are seeking legal advice at this stage. Please advise.

Again I would like to underline this e-mail is only for the TEN Notice which has been served (15/11/2019).

I would be grateful if you can call me on 07886442304.

Kind Regards
Halit Ertas
Planning Consultant

M:07886 442304
T: [\(0208\) 014 7364](tel:(0208)0147364)
Web: www.northpointuk.co.uk
e-mail: info@northpointuk.co.uk



NorthPointUK Planning & Licensing----11 Gatward Close, Wincmore Hill N21 1AS----- Phone: 0044 7886 442 304

www.northpointuk.co.uk

From: Licensing <licensing@spelthorne.gov.uk>
Sent: 28 November 2019 14:46
To: 'info@northpointuk.co.uk' <info@northpointuk.co.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Halit, thanks for the update.

Sorry to hear you've had no luck with Surrey Police, I've just received correspondence from their Police Licensing Officer confirming they had actually logged the amendments to the last TEN on their system – but for some reason they didn't let us or yourself know. So I'm afraid I can only apologise that the lack of communication from them has ended up being to the detriment of your plans.

In terms of their input on TENs, yes it's necessary to give them due time to serve a Counter TEN. The statutory timescale for them to do so is three working days after the date of receipt for a TEN. In the example given above, this was confused by your amendments to the times applied for – typically if working according to the legislation we should have rejected your TEN in the first instance, but we wanted to avoid doing so in an attempt to exercise a little flexibility in allowing you to amend the dates.

I think for the avoidance of confusion down the line it's in your interests to get TENs into us sooner than later, & double-check them beforehand to ensure the dates you're applying are correct & within permitted timescales. Appreciate those are probably obvious pointers! but I'd be remiss if I didn't advise accordingly.

In terms of your point about the TEN relating to a Premises Licence application – yes the two forms are considered separately. But obviously any repercussions from one (or the general operation at the site) will have a bearing on the determination of the other. So it's good that you've been taking a holistic approach in trying to speak with the Police Licensing Officer for a general chat about the premises. It would seem they're not overly concerned by the proposed operation at the site, which bodes well for you. So let's get the ball rolling on this Premises Licence

asap – so it doesn't hold you up down the line. Once we receive a valid app we can ping back some suggestions for amendments to the Operating Schedule if need be & take things from there.

Hope that helps. Please reference Lucy's earlier e-mail about what was outstanding in terms of the Premises Licence application, this should enable you to progress forward. Obviously we'll help where we can, but our resources are limited so you're going to need to make every effort getting the paperwork sorted best you can first & foremost.

Kind regards,

Rob Thomas
Principal Licensing Officer

Spelthorne Borough Council,
Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB
Tel: 01784 446439

From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 28 November 2019 14:06
To: Licensing <licensing@spelthorne.gov.uk>; Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk>; Thomas, Robert <R.Thomas2@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Dear Rob/Lucy and Licensing Team,

I was trying to reach the Licensing police officer several times this week with no luck. Correct me if I am wrong pleased;

- **from my knowledge TEN notice is not related to the main application?**
- Licensing police officers can object to TEN notice but there is a deadline for this? Otherwise, what is the point of making TEN application? From my knowledge, those events are usually short notice events.

My question is are we legally need to wait to respond from Licensing police officer?

However, the applicant prepared a letter explaining the long term plan for For a restaurant.

Could you please call me on 07886442304

Kind Regards
Halit Ertas
Planning Consultant

M:07886 442304
T: (0208) 014 7364
Web: www.northpointuk.co.uk
e-mail: info@northpointuk.co.uk



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www.northpointuk.co.uk

From: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk> **On Behalf Of** Licensing
Sent: 25 November 2019 13:59
To: 'info@northpointuk.co.uk' <info@northpointuk.co.uk>; Licensing <licensing@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Halit

That would be great, please don't forget that your formal premises licence application is still outstanding

Kind regards

Lucy Catlyn
Licensing Enforcement Officer
Environmental Health and Licensing

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 444295

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From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 25 November 2019 11:27
To: Licensing <licensing@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Rob,

We are now preparing a letter giving detailed information on how Fora Restaurant will be managed.
Once it is ready I will e-mail you.

Regards

Halit Ertas
Planning Consultant

M:07886 442304
T: [\(0208\) 014 7364](tel:(0208)0147364)
Web: www.northpointuk.co.uk
e-mail: info@northpointuk.co.uk



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From: Licensing <licensing@spelthorne.gov.uk>
Sent: 25 November 2019 09:52
To: 'info@northpointuk.co.uk' <info@northpointuk.co.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

It wouldn't be a terrible idea, Halit. I think she's bound to have questions which you'll be better place than I to answer.

I CC'd her into the message I sent you the week before last & included her contact details for your benefit – so if you look back at e-mail of 15th you'll have her number to hand. She's not in the office today but will be back in early tomorrow.

Kind regards, Rob

From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 25 November 2019 09:38
To: Thomas, Robert <R.Thomas2@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Dear Mr. Thomas,

Thank you for your e-mail. Should I speak with Licensing police officer and explain him the nature of business.

Kind Regards,

Halit Ertas
Planning Consultant

M:07886 442304
T: [\(0208\) 014 7364](tel:(0208)0147364)
Web: www.northpointuk.co.uk
e-mail: info@northpointuk.co.uk



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From: Licensing <licensing@spelthorne.gov.uk>
Sent: 25 November 2019 09:29
To: 'info@northpointuk.co.uk' <info@northpointuk.co.uk>
Cc: Licensing <licensing@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Halit,

I understand that you spoke with my colleague Lucy on Friday, & that she advised you that we are unable to confirm the validity of your request until we have spoken to a representative from Surrey Police.

Unfortunately, we're still awaiting contact from our counterpart there. I'm uncomfortable advising you further on this matter until such a time as we receive clarification from her accordingly.

I appreciate this might be frustrating from your perspective but would point out that we have already exercised discretion in not rejecting the notice outright. It's unfortunate that the matter has dragged on, but confirmation on 22nd November that licensable activity is to begin the following day is not adequate for the authorities to comment – this is the reason for the time constraints on TENs detailed within the Act.

We will come back to you as & when we can advise further. In the meantime, I would not recommend undertaking licensable activities as doing so would like mean offences are taking place – which would be to the detriment of a Premises Licence application.

Kind regards,

Rob Thomas
Principal Licensing Officer

Spelthorne Borough Council,
Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB
Tel: 01784 446439

From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 25 November 2019 09:13
To: Thomas, Robert <R.Thomas2@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Good morning Mr. Thomas,

I look forward to discussing TEN notice that I applied last Friday with you. I am available Today between 9am and 13pm. phone number is 07886442304.

Kind Regards

Halit Ertas
Planning Consultant

M:07886 442304
T: [\(0208\) 014 7364](tel:(0208)0147364)
Web: www.northpointuk.co.uk
e-mail: info@northpointuk.co.uk

www.northpointuk.co.uk

From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 22 November 2019 11:17
To: 'Thomas, Robert' <R.Thomas2@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Thomas,

Dates are 23rd November – 29th November. 10:00-23:00.

Regards

Halit Ertas
Planning Consultant

M:07886 442304
T: [\(0208\) 014 7364](tel:(0208)0147364)
Web: www.northpointuk.co.uk
e-mail: info@northpointuk.co.uk



NorthPointUK Planning & Licensing----11 Gatward Close, Wincmore Hill N21 1AS----- Phone: 0044 7886 442 304

www.northpointuk.co.uk

From: Thomas, Robert <R.Thomas2@spelthorne.gov.uk>
Sent: 21 November 2019 20:21
To: Licensing <licensing@spelthorne.gov.uk>; 'info@northpointuk.co.uk' <info@northpointuk.co.uk>
Cc: Sokhey, Sandeep <S.Sokhey@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hi Halit,

We're awaiting for a written response to the attached e-mail, which I sent on Friday 15th, confirming that you wish for us to amend the TEN to run from 23rd November – 29th November.

Without written confirmation from you that this was your intended request we have so far been unable to process the notice further.

At this point, the authorisation of the notice at this point will depend on 2 things: -

- i) Confirmation from you of the intended times/dates, &
- ii) acceptance of this by Surrey Police.

Kind regards,

Rob Thomas

Principal Licensing Officer

Spelthorne Borough Council,
Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB
Tel: 01784 446439

From: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk> **On Behalf Of** Licensing
Sent: 21 November 2019 16:02
To: 'info@northpointuk.co.uk' <info@northpointuk.co.uk>; Licensing <licensing@spelthorne.gov.uk>
Cc: Thomas, Robert <R.Thomas2@spelthorne.gov.uk>; Sokhey, Sandeep <S.Sokhey@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

Hello

My colleagues, Sandeep and Rob were dealing with this and I have cc'd them so that they can respond to you tomorrow.

In respect of your premises licence application we have not received a reply to my email I sent you on Monday. Please ask your client to remove the blue notices they have placed up because this is causing confusion.

Many thanks
Lucy

Lucy Catlyn
Licensing Enforcement Officer
Environmental Health and Licensing

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 444295

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From: info@northpointuk.co.uk <info@northpointuk.co.uk>
Sent: 21 November 2019 15:29
To: Licensing <licensing@spelthorne.gov.uk>
Subject: RE: 13-15 High St, Staines TW18 4QY-- Temporary Events Notice

REF: FS-Case-156851779
Site: 13-15 High St, Staines TW18 4QY

Dear Licensing Team,

Can you please give me an update for this application (FS-Case-156851779)?

Regards

Halit Ertas
Planning Consultant

Reba Danson

From: Clark, Jacquie 9143 <Jacquie.Clark@surrey.pnn.police.uk>
Sent: 26 February 2020 10:42
To: 'Licensing'; 'Reba Danson'
Subject: Fora, Staines

Hi,

For information [yesterday](#) I had a member of police staff enquire as to why you can only get alcohol with your meals sometimes (weekends) [in this premises](#), but that during the week you can bring your own alcohol to the location, but [are not able to](#) purchase [any](#) in the restaurant. He was informed [of](#) this by a regular customer who lives in the Staines area.

I explained the position to him [re their TENS](#), but thought I would let you both know [as it demonstrates](#), that the staff are complying with their restrictions.

Kind Regards

Jacquie Clark 9143
Licensing Enforcement Officer
Community Safety Team Northern
Tel: 01483 631146
Address: Surrey Police, PO Box 101, Guildford GU1 9PE

www.surrey.police.uk

Did you know that Surrey Police is on Twitter, Facebook, and other social media channels? Find out more:
<http://www.surrey.police.uk/contact-us/social-media>

For non-urgent notification of a minor crime you can also use the online crime reporting facility available at:
<https://my.surrey.police.uk/reportonline/ReportIt>

Surrey Police – With You, Making Surrey Safer

The content of this email is NOT PROTECTIVELY MARKED

On 17 Feb 2020, at 18:34, Reba Danson <enquiries@benchmarklicensing.co.uk> wrote:

Hi Lucy,

Many thanks for that clarification Lucy, I must have misunderstood as I had thought we were expecting to hear back. My mistake.

I will send over the complete list of proposed conditions tomorrow first thing.

Thanks again

Reba

From: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk>

Sent: 17 February 2020 14:50

To: Licensing <licensing@spelthorne.gov.uk>; 'Reba Danson' <enquiries@benchmarklicensing.co.uk>

Subject: RE: Email re: 13 - 15 High Street, Staines

Hi Reba

Thank you for your email

I did not state that I would let you know what further measures Licensing or Surrey Police would consider necessary for the restaurant to be operated to the level of compliance required. It is for the applicant to say how they are going to promote the licensing objectives in all licensing applications.

Please can you send me one document detailing all of the conditions that are being offered by your client (please include everything offered in the app form) so that I have these in one document.

I am unable to advise what measures are necessary for your client to achieve the level of compliance before you submit the next TENS as it is for your client to submit TENs and it is for the Police and/or Environmental Health to consider whether they object or not.

Kind regards

Lucy

Lucy Catlyn
Principal Licensing Officer
Environmental Health and Licensing

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 444295

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From: Reba Danson <enquiries@benchmarklicensing.co.uk>
Sent: 10 February 2020 22:35

To: Licensing <licensing@spelthorne.gov.uk>
Subject: Email re: 13 - 15 High Street, Staines

Dear Lucy/Licensing Team,

Many thanks for the conversation earlier this evening Lucy, it is helpful to know that the timescale will now include the application being determined by the Sub-Committee.

I have explained the situation to Mr Guler and we will submit the remaining TENs in the next day or two.

Before we do though, following my email – below – you said you would respond to clarify whether there are any further measures you or Jacquie Clark would consider necessary for the restaurant to be operated to the level of compliance required, and I would really appreciate a reply please.

Mr Guler has implemented a wide range of interventions since I was appointed to assist and advise him, and the proposed conditions below demonstrate his sincerity in reviewing and overhauling the operation of the premises to elevate compliance levels.

He is determined to ensure that the present, and future, compliance levels entirely meet the requirements of the Licensing Act and the expectations of the Licensing Team and Police so, in advance of submitting further TENs, this is an appropriate juncture at which to ask the question again.

Recent interventions include:

- All the proposed conditions contained within the premises licence application were fully complied and evidenced before the first date of operating under the authorisation of the TENs;
- Additional conditions, below, have since been proposed to reassure the authorities that the measures taken recently are permanent and can be relied upon;
- A personal licence holder will be on the premises at all times licensable activities are taking place to oversee alcohol sales;
- Every staff member has been trained, understands their role and responsibility, and is committed to Mr Guler, the team and the business; and
- The restaurant manager responsible for compliance failures was immediately, completely and permanently removed from the business in every respect.

We would be very grateful to know of any further measures that you consider necessary to achieve the desired level of compliance before we submit the next TENS please.

I look forward to hearing from you and thank you, in advance.

Kind regards

Reba

From: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk> **On Behalf Of** Licensing
Sent: 31 January 2020 14:21
To: 'Reba Danson' <enquiries@benchmarklicensing.co.uk>
Cc: Lisowski, Alexander <A.Lisowski@spelthorne.gov.uk>; Licensing <licensing@spelthorne.gov.uk>
Subject: RE: Replacement email - 13 - 15 High Street, Staines

Thanks Reba, we will send over to Jacquie and **will come back to you further in the next couple of weeks**

Kind regards

**Lucy Catlyn
Principal Licensing Officer
Environmental Health and Licensing**

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 444295

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Dear Lucy,

Following the events of recent days, Mr Sadettin Guler and I have fully discussed and reviewed direction of the business in respect of compliance and licensing. He fully understands the seriousness of the instances of non-compliance identified before the submission of his current application, and appreciates why they are of such concern to the Police and Licensing Authority.

In the last few days he has fully re-evaluated the business and implemented some significant and comprehensive changes to completely and permanently address the failings and the concerns of the authorities and develop a fully compliant licensing regime within his restaurant business.

In addition to the requirements stated in his application, he feels the measures outlined below both address current issues and also provide reassurance that he and his team are sincerely dedicated to developing a fully safe, legal and compliant business in every respect.

Mr Guler has asked me to contact you on his behalf to provide written confirmation – upon which you can rely – to explain the measures that have been taken and propose two conditions that he would be very happy to add to the licence to formalise the requirements.

Staff Training

All staff have undergone training to ensure they fully understand the requirements of the Licensing Act 2003 and their responsibilities in relation to it.

Although the condition requires this on the premises licence application , the training was in fact completed in advance of operating under the authorisation of the Temporary Event Notices as Mr Guler wanted to ensure that all alcohol sales, no matter what the authorisation, are conducted to the highest standard of responsibility and accountability. The signed individual training forms will remain on the premises.

Mr Soner Mulayim

Mr Guler acknowledges that, through a catalogue of failings, Mr Mulayim's actions have significantly undermined and risked his whole business. In recent weeks, to his sincere regret, the extent of Mr Mulayim's failings has become clear and he can fully appreciate the reservations and concerns of the Council and Police.

He believes the responsible and necessary course of action, at this point, is to draw a line under recent events and focus on learning from these harsh lessons to improve the business. To that end, Mr Mulayim has now been completely removed from the business. He is no longer employed in any capacity and will not be involved at any time in the future. In order to provide the reassurance the authorities can rely on Mr Guler is very happy to propose the following condition be added to the licence.

Proposed condition: Mr Sonar Mulayim is prohibited from being involved, in any capacity, within the business operated at 13-15 High Street, Staines, TW18 4QY.

CCTV

The CCTV system has now been reviewed and programmed to match the requirements outlined in the operating schedule and staff have now been fully trained to operate the CCTV upon request.

Mr Guler appreciates that the level of knowledge was insufficient and this has now been prioritised so there is always someone competent and available to operate the CCTV.

Personal Licence Holders

To ensure that all alcohol activities on the premises take place under the supervision of a personal licence holder at all times, he would also like to propose the addition of the condition below:

Proposed condition: A personal licence holder must be on the premises at all times that the premises is open to the public and/or licensable activities are taking place.

Although there was a series of failings, these all resulted from poor management and were directly attributable to Mr Mulayim.

Mr Guler is now taking personal responsibility for Managing the premises until a new Manager can be appointed and I hope it is clear from this email that Mr Guler and his team are entirely dedicated to working with the authorities to ensure all licensing and regulation requirements are fully met.

I would be grateful if you could please give careful consideration to the proposals outlined above and forward this email to Jacquie Clarke for her information.

Please let me know if there are any remaining concerns that the above proposal does not address as we would appreciate the opportunity to discuss and consider any further modifications that you may consider appropriate or necessary to ensure the premises is operated to the high standard that both he, and you, expect.

I will await hearing from you.

With regards

Reba Danson