

**Premises Licence Application
Documents lodged on behalf of
- Royale Grill & Desserts Ltd**

Licensing Sub-Committee - 27 April 2023 1000 hrs

Documents lodged on behalf of Applicant.

Acting for the Premises Licence Holder, I have given full regard to:

- The licensing objectives set out in the Licensing Act 2003.
- The Council's Statement of Licensing Policy.
- The Guidance issued under Section 182 of the Act.
- Those who have objected to this application.

Attached to this pack are the following Annexes in support of the application for this premises licence :

- A. Response letters to those who have objected to the application.
- B. Noise Management Plan.
- C. Incident Log
- D. Customer/Driver signage

On behalf of the applicant, I have continued to attempt mediation since the subcommittee hearing date was set and I was appointed to act on behalf of the applicant.

Rob Edge (Director)

Alcohol Premises Licensing Services

Licence Leader Ltd.

Email. rob.edge@licence-leader.co.uk

Web. www.licence-leader.co.uk

Tel. 07982917819

From: Rob Edge. (Agent for the applicant)
Licence Leader Ltd
rob.edge@licence-leader.co.uk
Mob. 07982917819

To: Cllr.Howkins@spelthorne.gov.uk

4 April 2023

CC. Licensing Authority. licensing@spelthorne.gov.uk

Dear Councillor Howkins,

Premises Licence Application- Licensing Act 2003. Royale Grill & Desserts Ltd

Good afternoon,

Many thanks for your email in relation to this premises licence application. I am the licensing agent acting on behalf of the applicant for this premises licence and would like to communicate with a view to mediation.

I am hopeful that I am able to answer the concerns you have raised and that once you see what policies, procedures and additional measures that are in place, this will allay any concerns you may have.

The application for the hours requested does not mean that the premises will be open for all of these hours and that when it is, this will only be for "Late Night Refreshments" i.e. The delivery/collection of hot food and drinks; and does not include any sale of alcohol during these additional hours.

There will be very robust set of conditions within the premises licence application in order to uphold the licensing objectives, along with Policies and Procedures in place for the safe and efficient running of the premises, including, not least:

- Noise Management Plan
- Staff training and operations manual (Licensing Act 2003)
- Refusals log
- Challenge 25 and policy
- Signage to show respect for our neighbours/car parking.
- Eat in is only to be permitted till 23:00hrs after this hour only delivery is permitted. The only access after 23:00hrs will be food pick up.
- Comprehensive Training will be given to staff in relation to the conditions of the Premises Licence and in crime prevention measures. A record of everyone training will be always maintained and be available for inspection at the premises by a Responsible Authority.
- Customers will not be permitted to bring alcoholic drinks into the premises.
- Litter bins will be located in the premises and routine checks will be completed adjacent to the building to ensure no littering is made outside.
- CCTV to be in operation for 24 hrs and monitor will be placed to review images and videos with access available for Responsible Authorities at any given time or upon request. CCTV will be kept for 31 days.
- Last orders to be taken by no later than 01:45hrs.

There is a strong management team at the premises, and the effective management can and will resolve any areas of concern and ensure that the conditions within the operating schedule are fully met.

I would like to think that I have fully addressed your concerns and that you may now consider withdrawing your representation.

If you would like to discuss the matter further, I am available via email or telephone.

Kind regards

Rob Edge (Director)

Licence Leader Ltd

From: Rob Edge. (Agent for the applicant)
Licence Leader Ltd
rob.edge@licence-leader.co.uk
Mob. 07982917819

To: Nichola & James Rose. (**Via Licensing Authority**) 4 April 2023

CC. Licensing Authority. licensing@spelthorne.gov.uk

Dear Nichola & James Rose.

Premises Licence Application- Licensing Act 2003. Royale Grill & Desserts Ltd

Good afternoon,

Thank you for your email in relation to this premises licence application. I am the licensing agent acting on behalf of the applicant for this premises licence and would like to communicate with a view to mediation.

I am hopeful that I am able to answer the concerns you have raised and that once you see what policies, procedures and additional measures that are in place, this will allay any concerns you may have.

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If you would like to discuss the matter further, I am available via email or telephone.

Kind regards

Rob Edge (Director)

Licence Leader Ltd

Noise Management Plan - Royal Grill

1. Purpose of the Noise Management Plan

This noise management plan is to consider the management and control of noise from the premises, in order to uphold the licensing objective of Public Nuisance.

The management team of this premises are committed to proactive management of noise and the purpose of this document is to identify and implement procedures, which will minimise disturbance to residents and other noise sensitive receptors. The intentions of those responsible to manage noise is shown in this commitment.

This plan is a “live document” which will evolve as the business moves forward and the operational requirements become clearer. Any review will be undertaken in full consultation with the relevant regulatory authorities to ensure compliance with the relevant licensing objectives in the longer term.

The Licensing Act 2003

The Act introduced a single integrated system for regulating the provision of entertainment and late-night refreshment. The provision of regulated entertainment to the public is relevant in terms of noise and in doing so those responsible must carry out their functions with the view to promoting the prevention of public nuisance being relevant in this instance.

In Summary

Overall, the approaches set out above are designed to balance the potential for disturbance in the local community against the enjoyable experience of the customers. The Regulated Entertainment will always be conducted to allow customers to hold a conversation, without the need to raise their voices – therefore the music will always be at a very reasonable level, ambient background music.

Noise Monitoring Procedure

Throughout the time that Regulated Entertainment takes place, staff will ensure that they carry out regular noise monitoring; and these will be recorded at Annex A. This will be carried out by conducting subjective / objective measurements at predetermined locations both internally on the site, and externally at the boundaries.

Delivery drivers

Whilst there is no formal mechanism for evaluating noise made by delivery drivers, consideration will be given to minimising such by briefing drivers on such topics as:

- a. Drivers must not leave engines running whilst they wait to collect their orders.
- b. Drivers must not use their horn, to attract anyone’s attention.
- c. Drivers must not slam car doors.
- d. Drivers are not to play their radio/discs and leave vehicle windows open whilst parked outside the restaurant.

Staff will always monitor the entrance and egress from the premises including the behaviour of those within the vicinity of the premises. This will help achieve orderly arrival and departure of persons and will reduce the risk of nuisance occurring.

Signage will also be in place requesting that patrons leave quietly and respect neighbours.

Procedure for Responding to and Dealing with Enquiries

Should any noise complaints be received, a member of staff will investigate the complaint and if noise levels are deemed unacceptable, immediate action will be taken to reduce the levels of the noise source.

Conclusion

The implementation of this Noise Management Plan is a pragmatic way of bringing the venue to life, understanding its relationship with neighbours. Likewise, it also looks to proactively engage with the community and relevant Responsible Authorities.

Noise Monitoring

Noise Observation Reporting

Monitoring Location	Date and Time	Subjective Assessment Measurements	Remedial Action Required and Taken
E.G., <i>main site entrance</i>	01/04/2023 2230 hrs	<i>Noise from the venue, largely inaudible, occasional low bass beat detectable between lulls in traffic noise – unlikely to be audible to residential units</i>	<i>No action taken, but will continue to monitor at intervals</i>

Complaints received.

Complainants address	Date and Time	Nature of complaint	Subjective assessment	Time of Visit	Remedial Action Required and Taken
E.G., xxxxx	01/04/2023 2345 hrs	What are they hearing, when and how affecting property? If this is regular, how long has it been happening		1. 2345 hrs	No action taken, Action taken to reduce noise levels to minimise any potential impact as levels at source can accommodate such reductions.

Incident Log Book Royal Grill

**Please use a separate page in this log for each incident.
Do not put yourself or staff at risk, call 999 or 101 when
appropriate.**

Staff should write an entry whenever an incident occurs.

Incident Report Log		
Date of incident	Time of incident	
Location	Value of Losses/Damage	
Description of Incident		
Images available	YES/NO	Are still images available
Was it reported to West Midlands Police	YES/NO	Crime Number
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-		
Which staff member was involved with this incident		
What further action has been taken by Premises Licence Holder		
Final comments;		

**LICENSING ACT 2003
CUSTOMER NOTICE**

**When leaving the premises
customers are requested to respect
the needs of local residents &
leave the premises quietly avoiding
any unnecessary disturbance
Thank You**