

### NOTICE OF MEETING

# Licensing Sub-Committee B

MONDAY, 8TH NOVEMBER, 2010 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Brabazon, Browne (Chair) and Jenks

#### AGENDA

#### 1. WEBCASTING

**Please note:** This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chair will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.

Generally the public seating areas are not filmed. However, by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the Committee Clerk at the meeting.

#### 2. APOLOGIES FOR ABSENCE

#### 3. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 8 below).

#### 4. DECLARATIONS OF INTEREST

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at he commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

#### 5. MINUTES (PAGES 1 - 4)

To approve the minutes of the previous meeting of the Licensing Sub Committee B held on 10<sup>th</sup> June 2010.

#### 6. SUMMARY OF PROCEDURE (PAGES 5 - 6)

The Chair will explain the procedure that the Committee will follow for the hearing considered under the Gambling Act 2005 or the Licensing Act 2003. A copy of the procedure is attached.

# 7. WETHERSPOONS , 2-4 THE BROADWAY, CROUCH END, LONDON, N8 9SN (PAGES 7 - 70)

To consider the application for a premises licence variation by JD Wetherspoon PLC, in respect of Wetherspoons, 2-4 The Broadway, Crouch End, London, N8 9SN

#### 8. NEW ITEMS OF URGENT BUSINESS

To consider any new items admitted under item 2 above.

| Ken Pryor                                 | Natal  |
|---|--------|
| Deputy Head of Local Democracy and Member | Princi |
| Services                                  | Tel: 0 |
| 5 <sup>th</sup> Floor                     | Fax: ( |
| River Park House                          | Email  |
| 225 High Road                             |        |
| Wood Green                                |        |
| London N22 8HQ                            |        |

Natalie Cole Principal Support Officer (Council) Tel: 020-8489 2919 Fax: 020-8489 2660 Email: natalie.cole@haringey.gov.uk

Thursday, 28 October 2010

# MINUTES OF THE LICENSING SUB-COMMITTEE B THURSDAY, 10 JUNE 2010

Councillors Browne (Chair), Jenks and Basu

Apologies Councillor Brabazon

| MINUTE<br>NO. | SUBJECT/DECISION   | ACTION<br>BY          |  |  |  |  |
|---------------|--|-----------------------|--|--|--|--|
| LSCB01.       | APOLOGIES FOR ABSENCE  |                       |  |  |  |  |
|               | Apologies for absence were received from Cllr Brabazon, for whom Cllr Basu was acting as substitute.   |                       |  |  |  |  |
| LSCB02.       | URGENT BUSINESS  |                       |  |  |  |  |
|               | There were no items of urgent business.  |                       |  |  |  |  |
| LSCB03.       | DECLARATIONS OF INTEREST   |                       |  |  |  |  |
|               | There were no declarations of interest.  |                       |  |  |  |  |
| LSCB04.       | SUMMARY OF PROCEDURE   |                       |  |  |  |  |
|               | Noted.   |                       |  |  |  |  |
| LSCB05.       | EKOMAR, UNITS 2-6 TARIFF ROAD, LONDON, N17 0YX   |                       |  |  |  |  |
|               | The Chair confirmed that the Committee had determined to proceed with the hearing in the absence of any objectors to the application.  | ו                     |  |  |  |  |
|               | The Licensing Office, Ms Barrett, presented the application for a premises licence at Ekomar, as set out in the report circulated in advance of the meeting. Ms Barrett advised that the applicant accepted all the recommendations of the child protection officer and that no othe representations had been made by the responsible authorities. Fou letters of objection had been received from local residents, expressing concern regarding people drinking outside the premises, noise and nuisance and the impact on safety of local residents. | n<br>d<br>r<br>r<br>g |  |  |  |  |
|               | In response to a question from the Committee regarding the assurances<br>that the training requested by the child protection officer would be<br>undertaken, Ms Barrett reported that this could be added as a condition<br>if the licence were to be granted.   | e                     |  |  |  |  |
|               | The applicant's representative addressed the Committee and noted that<br>the application had been submitted to all the responsible authorities, and<br>that the police had raised no objections in response. It was noted that<br>the premises had been operating for 12 months and currently employed<br>8 members of staff. An additional 3 staff members would be employed<br>were the application to be granted, and these would be fully trained. I   | d<br>t<br>d           |  |  |  |  |

#### MINUTES OF THE LICENSING SUB-COMMITTEE B THURSDAY, 10 JUNE 2010

was reported that the applicant had offered a condition that a Personal Licence holder would be on the premises at all times covered by the licence for the sale of alcohol. The applicant believed that the conditions offered would enable the Licensing Objectives to be upheld.

In response to a question from the Committee, the applicant reported that the hours applied for in the licence matched the current opening hours, with the exception of Friday and Saturday, when an additional hour to the existing opening hours had been applied for. It was reported that current customers of the premises were 70% cash and carry customers, and 30% retail.

In conclusion, the applicant's representative asked that the application be granted, and stated that the conditions offered would enable the Licensing Objectives to be upheld.

#### RESOLVED

The Committee carefully considered the application and the representations of all responsible authorities, residents and the applicant and took into account Haringey's licensing policy and section 182 of the guidance and resolved to grant the application by Mr Simon Isaac in respect of Ekomar, Units 2-6 Tariff Road, London N17 9YX.

Supply of alcohol:

Monday to Saturday0800 to 0000Sunday0800 to 2300

Opening hours:

| Monday to Wednesday  | 0800 to 0000 |
|----------------------|--------------|
| Thursday to Saturday | 0800 to 0100 |
| Sunday               | 0800 to 2300 |

Subject to the following conditions:

That there should be electronic till prompts at all tills to ensure that staff are reminded to check when when a sale is an alcohol sale.

To ensure that all staff are trained on the obligations of not selling to underage children and to challenge any persons appearing to be under 21, in accordance with the Challenge 21 scheme.

Two people are to be trained as personal licence holders, one of these to be on the premises at any time alcohol is being sold.

For the avoidance of doubt, the premises licence is to be granted only once the licensing authority has provided written confirmation to the applicant that it is satisfied that all the required conditions have been met to the satisfaction of the responsible authorities. The licence is subject to a review if the conditions are not met.

# MINUTES OF THE LICENSING SUB-COMMITTEE B THURSDAY, 10 JUNE 2010

# LSCB06. NEW ITEMS OF URGENT BUSINESS There were no items of urgent business.

The meeting ended at 19:50hrs.

#### CLLR DAVID BROWNE

Chair

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### LICENSING SUB-COMMITTEE HEARINGS PROCEDURE SUMMARY

#### INTRODUCTION

| 1  | The Chair introduces himself and invites other Members, Council officers, Police, Applicant |
|----|---|
|    | and Objectors to do the same.   |
| 2. | The Chair invites Members to disclose any prior contacts (before the hearing) with the      |

- parties or representations received by them
- 3. The Chair explains the procedure to be followed by reference to this summary which will be distributed.

#### NON-ATTENDANCE BY PARTY OR PARTIES

4. If one or both of the parties fails to attend, the Chair decides whether to:

(i) grant an adjournment to another date, or

(ii) proceed in the absence of the non-attending party.

Normally, an absent party will be given one further chance to attend.

#### **TOPIC HEADINGS**

5. The Chair suggests the "topic headings" for the hearing. In the case of the majority of applications for variation of hours, or other terms and conditions, the main topic is:

# Whether the extensions of hours etc. applied for would conflict with the four licensing objectives i.e.

- (i) the prevention of crime and disorder,
- (ii) public safety,
- (iii) the prevention of public nuisance, and
  - (iv) the protection of children from harm.
- 6. The Chair invites comments from the parties on the suggested topic headings and decides whether to confirm or vary them.

#### WITNESSES

- 7. The Chair asks whether there are any requests by a party to call a witness and decides any such request.
- 8. Only if a witness is to be called, the Chair then asks if there is a request by an opposing party to "cross-examine" the witness. The Chair then decides any such request.

#### DOCUMENTARY EVIDENCE

- 9. The Chair asks whether there are any requests by any party to introduce late documentary evidence.
- 10. If so, the Chair will ask the other party if they object to the admission of the late documents.
- 11. If the other party do object to the admission of documents which have only been produced by the first party at the hearing, then the documents shall not be admitted.

| 12. | If the other party object to documents produced late but before the hearing, the following criteria shall be taken into account when the   |  |
|-----|--|--|
|     | Chair decides whether or not to admit the late documents:  |  |
|     | (i) What is the reason for the documents being late?   |  |
|     | <ul> <li>(ii) Will the other party be unfairly taken by surprise by the late documents?</li> <li>(iii) Will the party seeking to admit late documents be put at a major disadvantage if</li> </ul> |  |
|     | admission of the documents is refused?   |  |
|     | (iv) Is the late evidence really important?  |  |
|     | (v) Would it be better and fairer to adjourn to a later date?  |  |
| TUE |  |  |
|     | E LICENSING OFFICER'S INTRODUCTION   |  |
| 13. | The Licensing Officer introduces the report explaining, for  |  |
|     | example, the existing hours, the hours applied for and the   |  |
|     | comments of the other Council Services or outside official bodies.   |  |
|     | This should be as "neutral" as possible between the parties.   |  |
| 14. | The Licensing Officer can be questioned by Members and then by the parties.  |  |
|     |  |  |
| TUE | EHEARING   |  |
|     | -  |  |
| 15. | This takes the form of a discussion led by the Chair. The Chair can  |  |
|     | vary the order as appropriate but it should include:   |  |
|     | (i) an introduction by the Objectors' main representative  |  |
|     | (ii) an introduction by the Applicant or representative  |  |
|     | (iii) questions put by Members to the Objectors  |  |
|     | (iv) questions put by Members to the Applicant   |  |
|     | (v) questions put by the Objectors to the Applicant  |  |
|     | (vi) questions put by the Applicant to the Objectors   |  |
| CLC | DSING ADRESSES   |  |
| 16. | The Chair asks each party how much time is needed for their closing address, if they need to make one.   |  |
| 17. | Generally, the Objectors make their closing address before the Applicant who has the right to the final closing address.   |  |
| TUF | EDECISION  |  |
|     |  |  |
| 18. | Members retire with the Committee Clerk and legal representative to consider their decision including the imposition of conditions.  |  |
| 19. | The decision is put in writing and read out in public by the Committee Clerk once Members have returned to the meeting.  |  |

# Agenda Item 7

# HARINGEY COUNCIL

Agenda Item Page No. 1

### Licensing Act 2003 Sub-Committee on 8<sup>th</sup> November 2010

| Report title: Application for a Premises Licence Variation at WETHERSPOONS (FORMERLY ALL BAR ONE), 2-4 THE BROADWAY, CROUCH END, LONDON N8 9SN |  |  |  |  |  |
|--|--|--|--|--|--|
| Repo   | ort of: The Lead Officer Licensing   |  |  |  |  |
| Ward   | (s) affected Crouch End  |  |  |  |  |
| 1.   | Purpose  |  |  |  |  |
| Regu   | To consider an application by JD Wetherspoon plc to allow The Provision of lated Entertainment, Provision of Late Night Refreshment and Supply of Alcohol.   |  |  |  |  |
| 2.   | Recommendations  |  |  |  |  |
| 2.1  | <ul> <li>(a) Grant the application as asked</li> <li>(b) Modify the conditions of the licence, by altering or omitting or adding to them</li> <li>(c) Reject the whole or part of the application</li> </ul> |  |  |  |  |
|  | The Committee is asked to note that it may not modify the conditions or reject the whole or part of the application unless it is necessary to promote the licensing objectives.                              |  |  |  |  |
| Repo   | Report authorised by: Robin Payne  |  |  |  |  |
| Conta  | ect Officer: Ms Daliah Barrett -Williams Telephone: 020 8489 8232  |  |  |  |  |
| 3.   | Executive summary  |  |  |  |  |
|  | For consideration by Sub Committee under Licensing Act 2003 for a Premises licence with variation to the existing conditions   |  |  |  |  |
| 4.   | Access to information:   |  |  |  |  |
|  | Local Government (Access to Information) Act 1985  |  |  |  |  |
|  | Background Papers  |  |  |  |  |
|  | The following Background Papers are used in the preparation of this Report:<br>File: Wetherspoons  |  |  |  |  |
|  | The Background Papers are located at Enforcement Service, Technopark, Ashley Road,<br>Tottenham N17  |  |  |  |  |

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#### 5. REPORT

#### Background

- **5.1** An application for a Premises Licence Variation, by JD Wetherspoon plc in respect of Wetherspoons (formerly All Bar One) under the Licensing Act 2003.
- 5.2 Details of the application being sought under the Premises Licence Variation APP1

Provision of regulated entertainment: Films and Recorded MusicSunday to Thursday0900 to 0000Friday to Saturday0900 to 0100

Provision of Late Night Refreshment:Sunday to Thursday2300 to 0000Friday to Saturday2300 to 0100

| Supply of Alcohol: |              |
|--------------------|--------------|
| Sunday to Thursday | 0900 to 0000 |
| Friday to Saturday | 0900 to 0100 |

For all Licensable activities an additional hour on Christmas Eve/ Boxing Day/ Maundy Thursday/Sunday preceding Bank Holiday Mondays. New Year's Eve from the end of permitted hours until the start of permitted hours on New Year's Day.

| Opening Hours:     |              |
|--------------------|--------------|
| Sunday to Thursday | 0700 to 0030 |
| Friday to Saturday | 0700 to 0130 |

An additional hour on Christmas Eve/ Boxing Day/ Maundy Thursday/Sunday preceding Bank Holiday Mondays. New Year's Eve from the end of permitted hours until the start of permitted hours on New Year's Day.

On the morning BST commences until 0130 to allow clocks going forward at 0100

#### General-all four licensing objectives

The Premises licence holder shall adhere to JD Wetherspoons "Code of Conduct for Responsible Retailing" as amended from time to time, the January 2009 version of which accompanies this application.

The premises licence holder will ensure that all staff at the premises have been trained in accordance with established JD Wetherspoon plc trading procedures. Specifically the premises licence holder will ensure that all employees are trained in their responsibilities to prevent alcohol being served to anyone who is under the legal age limit or to anyone who appears to be drunk or to anyone who is trying to purchase alcohol on their behalf.

#### 5.3 Crime and Disorder

The premises licence holder will ensure that there are sufficient staffing levels including managers to encourage responsible behaviour on the premises at all times.

CCTV shall be installed in the premises in compliance with any reasonable requirements of the police. Images will be retained for a minimum of 30 days and will be available to the police upon request. Members of the management team will be trained in the use of the system.

Non-alcoholic beverages including soft drinks, water, coffee and tea shall be available at all times, sale by retail of alcohol carried out at the premises.

The premises licence holder shall take reasonable steps to ensure that the DPS or a nominated member of staff shall be a member of the Pubwatch or a similar scheme where such a scheme is available. The DPS shall be encouraged to attend regular meetings of such a scheme.

#### 5.4 Public Safety

See conditions above.

#### 5.5 Public Nuisance

See conditions above.

#### 5.6 Child Protection

The premises licence holder will operate a "Challenge 21" Policy at all times.

Suitable food and non-alcoholic beverages shall be available at all times children are allowed on the premises.

#### 6. RELEVANT REPRESENTATIONS (CONSULTATION)

#### **Responsible authorities:**

#### 6.1 Comments of Metropolitan Police

Have no objections to this application.

#### 6.2 Comments of Enforcement Services:

#### Noise Team – APP 2

Have made representation.

#### **Food Team**

Have no objections to this application.

#### Health and Safety

Have no objections to this application

#### **Trading Standards**

Have no objections to this application

#### 6.3 Fire Officer

Have no objections to this application

#### 6.4 Planning Officer

Have no objections to this application

### 6.5 **Comments of Child Protection Agency or Nominee**

No representation made on this matter

#### 7.0 Interested Parties – App 3

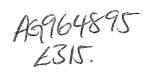
2 letters of representation have been received against this application.

#### 8.0 Financial Comments

The fee which would be applicable for this application was £315.00.

# APPENDIX 1-

# APPLICATION



#### Application to vary a premises licence under the Licensing Act 2003

#### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

| Before completing this form please read the guidance notes at the end of the form.  |  |  |  |  |
|---|--|--|--|--|
| If you are completing this form by hand please write legibly in   | block capitals. In all cases                                       |  |  |  |
| ensure that your answers are inside the boxes and written in b<br>necessary.<br>You may wish to keep a copy of the completed form for your re           | URBAN ENVIRONMENT  |  |  |  |
| I/We JD Wetherspoon plc   | 2 4 SEP 2010   |  |  |  |
| (Insert name(s) of applicant)<br>being the premises licence holder, apply to vary a premis<br>the Licensing Act 2003 for the premises described in Part | es licence under section 34 of<br>LECHNOPARK, ASHLEY ROAD, NI7 9LN |  |  |  |

Premises licence number LN00002858

#### Part 1 – Premises Details

| <b>Postal addre</b><br>Wetherspoor<br>(Former All E<br>2-4 The Broa<br>Crouch End | ar One) | ne, ordnance survey m | nap reference | or description |
|---|---------|-----------------------|---------------|----------------|
| Post town   | London  |                       | Post code     | N8 9SN         |
|   |         |                       |               |                |

| Telephone number at premises (if any)   | 020 8342 7871 |
|---|---------------|
| Non-domestic rateable value of premises | £51500        |

#### Part 2 – Applicant details

| Daytime contact<br>telephone number                             | 01923 477902               |          |          |
|---|----------------------------|----------|----------|
| E-mail address (optional)                                       | jodell@jdwetherspoon.co.uk |          |          |
| Current postal address if<br>different from premises<br>address |                            |          |          |
| Post Town Hertfordshire   |                            | Postcode | WD24 4QL |

#### Part 3 - Variation

| Please tick yes Do you want the proposed variation to have effect as soon as possible?  |
|---|
| If not do you want the variation to take effect from  |
| Please describe briefly the nature of the proposed variation (Please see guidance note 1)   |
| 1. To permit a commencement time of 07:00 Monday to Sunday for opening.   |
| 2. To permit a commencement time of 09:00 Monday to Sunday for alcohol, film and recorded music.  |
| 3. To permit non-standard timings as per the days and hours set out in the application.   |
| 4. To remove all conditions from annex 2 of the current premises licence and replace with the conditions set out in the application at box P. |
|   |
|   |
|   |
|   |
|   |
|   |

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend

| 0 |  |
|---|--|

#### Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

| Pro        | vision of regulated entertainment   | Please tick yes |
|------------|---|-----------------|
| a)         | plays (if ticking yes, fill in box A)   |                 |
| b)         | films (if ticking yes, fill in box B)   | $\boxtimes$     |
| c)         | indoor sporting events (if ticking yes, fill in box C)  |                 |
| d)         | boxing or wrestling entertainment (if ticking yes, fill in box D)   |                 |
| e)         | live music (if ticking yes, fill in box E)  |                 |
| f)         | recorded music (if ticking yes, fill in box F)  | $\boxtimes$     |
| g)         | performances of dance (if ticking yes, fill in box G)   |                 |
| h)         | anything of a similar description to that falling within (e), (f) or (g)<br>(if ticking yes, fill in box H) |                 |
| <u>Pro</u> | vision of entertainment facilities:   |                 |
| i)         | making music (if ticking yes, fill in box I)  |                 |
| j)         | dancing (if ticking yes, fill in box J)   |                 |
| k)         | entertainment of a similar description to that falling within (i) or (j)<br>(if ticking yes, fill in box K) |                 |
| <u>Pro</u> | vision of late night refreshment (if ticking yes, fill in box L)  | $\boxtimes$     |
| <u>Sal</u> | e by retail of alcohol (if ticking yes, fill in box M)  | $\boxtimes$     |
| In a       | II cases complete boxes N, O and P  |                 |

## Α

|  | Standard days and timings (please read |        | Will the performance of a play take place<br>indoors or outdoors or both – please tick<br>(please read guidance note 2)   | Indoors         |             |
|--|--|--------|---|-----------------|-------------|
| timings (please read<br>guidance note 6) |  |        | (please read guidance note 2)   | Outdoors        |             |
| Day                                      | Start                                  | Finish |   | Both            |             |
| Mon                                      |  |        | Please give further details here (please read gu  | iidance note 3) |             |
| Tue                                      |  |        |   |                 |             |
| Wed                                      |  |        | State any seasonal variations for performing plays (please read guidance note 4)  |                 |             |
| Thur                                     |  |        |   |                 |             |
| Fri                                      |  |        | Non standard timings. Where you intend to use the premises<br>for the performance of plays at different times to those listed in<br>the column on the left, please list (please read guidance note 5) |                 | <u>d in</u> |
| Sat                                      |  |        |   |                 |             |
| Sun                                      |  |        |   |                 |             |

В

|                  | Films<br>Standard days and<br>timings (please read   |        | Will the exhibition of films take place indoors<br>or outdoors or both – please tick (please read<br>guidance note 2) | Indoors        |     |
|------------------|--|--------|---|----------------|-----|
| guidance note 6) |  |        |   | Outdoors       |     |
| Day              | Start  | Finish |   | Both           |     |
| Mon              | 09:00  | 00:00  | Please give further details here (please read gu  | idance note 3) | }   |
|                  |  |        | Music videos, advertisement, promotional videos   | and anything o | ofa |
| Tue              | 09:00  | 00:00  | like kind   |                |     |
|                  |  |        |   |                |     |
| Wed              | 09:00  | 00:00  | State any seasonal variations for the exhibition of films (please read guidance note 4)                               |                |     |
|                  |  |        |   |                |     |
| Thur             | 09:00  | 00:00  |   |                |     |
|                  |  |        |   |                |     |
| Fri              | 09:00  | 01:00  | Non standard timings. Where you intend to us for the exhibition of films at different times to                        |                |     |
|                  |  |        | column on the left, please list (please read guid   |                |     |
| Sat              | 09:00  | 01:00  | An additional hour on Christmas Eve/Boxing Day/   | Maundy         |     |
|                  |  |        | Thursday/Sunday preceding Bank Holiday Monda  | ys.            |     |
| Sun              | New Year's Eve from the end of permitted hours until |        | until the start of  | F              |     |
|                  |  |        | permitted hours on New Year's Day.  |                |     |

# С

| Indoor sporting events<br>Standard days and<br>timings (please read<br>guidance note 6) |       | and<br>read | Please give further details (please read guidance note 3)   |
|---|-------|-------------|---|
| Day   | Start | Finish      |   |
| Mon   |       |             |   |
| Tue   |       |             | State any seasonal variations for indoor sporting events (please read guidance note 4)  |
| Wed   |       |             |   |
| Thur  |       |             | Non standard timings. Where you intend to use the premises<br>for indoor sporting events at different times to those listed in<br>the column on the left, please list (please read guidance note 5) |
| Fri   |       |             |   |
| Sat   |       |             |   |
| Sun   |       |             |   |

D

| Boxing or wrestling<br>entertainments<br>Standard days and |       | -      | Will the boxing or wrestling entertainment<br>take place indoors or outdoors or both –<br>please tick (please read guidance note 2)   | Indoors        |     |
|--|-------|--------|---|----------------|-----|
| timings (please read<br>guidance note 6)                   |       | read   |   | Outdoors       |     |
| Day  | Start | Finish |   | Both           |     |
| Mon  |       |        | Please give further details here (please read gu  | idance note 3) |     |
|  |       |        |   |                |     |
| Tue  |       |        |   |                |     |
|  |       |        |   |                |     |
| Wed  |       |        | State any seasonal variations for boxing or wrestling<br>entertainment (please read guidance note 4)  |                |     |
| Thur   |       |        |   |                |     |
| Fri  |       |        | Non standard timings. Where you intend to use the premises<br>for boxing or wrestling entertainment at different times to thos<br>listed in the column on the left, please list (please read guidance |                | ose |
| Sat  |       |        | note 5)   |                |     |
| Sun  |       |        |   |                |     |

Ε

| Standa           | Live music<br>Standard days and<br>timings (please read |        | Will the performance of live music take place<br>indoors or outdoors or both – please tick<br>(please read guidance note 2)  | Indoors        |   |
|------------------|---|--------|--|----------------|---|
| guidance note 6) |   |        | (  | Outdoors       |   |
| Day              | Start   | Finish |  | Both           |   |
| Mon              |   |        | Please give further details here (please read gu   | idance note 3) | : |
| Tue              |   |        |  |                |   |
| Wed              |   |        | State any seasonal variations for the performance of live musi (please read guidance note 4)   |                |   |
| Thur             |   |        |  |                |   |
| Fri              |   |        | Non standard timings. Where you intend to use the premises<br>for the performance of live music at different times to those<br>listed in the column on the left, please list (please read guidance |                |   |
| Sat              |   |        | note 5)  |                |   |
| Sun              |   |        |  |                |   |

F

| Recorded music<br>Standard days and<br>timings (please read |       |        | Will the playing of recorded music take place<br>indoors or outdoors or both – please tick<br>(please read guidance note 2) | Indoors   |      |  |
|---|-------|--------|---|---|------|--|
| guidance note 6)  |       |        | Outdoors  |   |      |  |
| Day   | Start | Finish |   | Both  |      |  |
| Mon   | 09:00 | 00:00  | Please give further details here (please read gu  | idance note 3)  | )    |  |
| Tue   | 09:00 | 00:00  |   |   |      |  |
| Wed   | 09:00 | 00:00  | State any seasonal variations for the playing of recorded music (please read guidance note 4)                               |   |      |  |
| Thur  | 09:00 | 00:00  |   |   |      |  |
| Fri   | 09:00 | 01:00  |   | Non standard timings. Where you intend to use the premises<br>for the playing of recorded music at different times to those |      |  |
| Sat   | 09:00 | 01:00  | note 5)   | ase read guida  | ince |  |
|   |       |        | An additional hour on Christmas Eve/Boxing Day/   | •   |      |  |
| Sun   | 09:00 | 00:00  | Thursday/Sunday preceding Bank Holiday Monda  | ys.   |      |  |
|   |       |        | New Year's Eve from the end of permitted hours u permitted hours on New Year's Day.   | intil the start of  | f    |  |
|   |       |        |   |   | 1    |  |

G

| Performances of<br>dance<br>Standard days and<br>timings (please read |                  | ind    | Will the performance of dance take place<br>indoors or outdoors or both – please tick<br>(please read guidance note 2)  | Indoors        |   |          |  |
|---|------------------|--------|---|----------------|---|----------|--|
|   | guidance note 6) |        |   |                |   | Outdoors |  |
| Day   | Start            | Finish |   | Both           |   |          |  |
| Mon   |                  |        | Please give further details here (please read gu  | idance note 3) | ) |          |  |
| Tue   |                  |        |   |                |   |          |  |
| Wed   |                  |        | State any seasonal variations for the performance of dance (please read guidance note 4)  |                |   |          |  |
| Thur  |                  |        |   |                |   |          |  |
| Fri   |                  |        | Non standard timings. Where you intend to use the premises<br>for the performance of dance at different times to those listed in<br>the column on the left, please list (please read guidance note 5) |                |   |          |  |
| Sat   |                  |        |   | ~              | · |          |  |
| Sun   |                  |        |   |                |   |          |  |

Н

| Anything of a similar<br>description to that<br>falling within (e), (f) or<br>(g)<br>Standard days and<br>timings (please read<br>guidance note 6) |       | be providing       (e), (f) or       s and       e read |   |          | <u>'ill</u> |  |
|--|-------|---|---|----------|-------------|--|
| Day  | Start | Finish  | Will this entertainment take place indoors or   | Indoors  |             |  |
| Mon  |       |   | outdoors or both – please tick (please read guidance note 2)  | Outdoors |             |  |
|  |       |   |   | Both     |             |  |
| Tue<br>Wed   |       |   | Please give further details here (please read guidance note 3)  |          |             |  |
|  |       |   |   |          |             |  |
| Thur   |       |   | State any seasonal variations for entertainment of a similar<br>description to that falling within (e), (f) or (g) (please read<br>guidance note 4)   |          |             |  |
| Fri  |       |   |   |          |             |  |
| Sat  |       |   | Non standard timings. Where you intend to use the premises<br>for the entertainment of a similar description to that falling<br>within (e), (f) or (g) at different times to those listed in the<br>column on the left, please list (please read guidance note 5) |          |             |  |
| Sun  |       |   |   |          |             |  |

.

| Provision of facilities<br>for making music<br>Standard days and<br>timings (please read<br>guidance note 6) |       | i <b>c</b><br>nd<br>ead | <u>Please give a description of the facilities for m</u><br><u>will be providing</u>   | aking music y   | <u>/ou</u> |
|--|-------|-------------------------|--|-----------------|------------|
|  |       |                         | <u>Will the facilities for making music be</u><br>indoors or outdoors or both – please tick  | Indoors         |            |
|  |       |                         | (please read guidance note 2)  | Outdoors        |            |
| Day  | Start | Finish                  |  | Both            |            |
| Mon<br>Tue   |       |                         | Please give further details here (please read gu   | idance note 3)  |            |
| Wed  |       |                         | State any seasonal variations for the provision<br>making music (please read guidance note 4)  | of facilities f | <u>or</u>  |
| Thur   |       |                         |  |                 |            |
| Fri  |       |                         | Non standard timings. Where you intend to us<br>for provision of facilities for making music at o<br>those listed in the column on the left, please li | lifferent times | to         |
| Sat  |       |                         | guidance note 5)   |                 |            |
| Sun  |       |                         |  |                 |            |

J

| Provision of facilities<br>for dancing<br>Standard days and<br>timings (please read<br>quidance note 6) |       |        | Will the facilities for dancing be indoors or<br>outdoors or both – please tick (see guidance<br>note 2)  | Indoors<br>Outdoors<br>Both |       |
|---|-------|--------|---|-----------------------------|-------|
| guidance note 6)  |       |        | Please give a description of the facilities for da  |                             | ll be |
| Day   | Start | Finish | providing   |                             |       |
| Mon   |       |        | Please give further details here (please read gu  | iidance note 3)             |       |
| Tue   |       |        |   |                             |       |
| Wed   |       |        | State any seasonal variations for providing dancing facilities<br>(please read guidance note 4)   |                             |       |
| Thur  |       |        |   |                             |       |
| Fri   |       |        | Non standard timings. Where you intend to us for the provision of facilities for dancing at dif those listed in the column on the left, please li | ferent times to             | 2     |
| Sat   |       |        | guidance note 5)  | \/                          |       |
| Sun   |       |        |   |                             |       |

Κ

| Provision of facilities<br>for entertainment of a<br>similar description to<br>that falling within i or j<br>Standard days and<br>timings (please read<br>guidance note 6) |                               |        | Please give a description of the type of enterta<br>you will be providing   | inment facilit | У    |  |
|--|-------------------------------|--------|---|----------------|------|--|
| Day  | Start                         | Finish | Will the entertainment facility be indoors or outdoors or both – please tick (please read                                 | Indoors        |      |  |
| Mon  |                               |        | guidance note 2)  | Outdoors       |      |  |
|  |                               |        |   | Both           |      |  |
| Tue  |                               |        | Please give further details here (please read gu  | idance note 3) |      |  |
|  |                               |        |   |                |      |  |
| Wed  |                               |        |   |                |      |  |
|  |                               |        |   |                |      |  |
| Thur   |                               |        | State any seasonal variations for the provision<br>entertainment of a similar description to that fa                      |                |      |  |
|  | (please read guidance note 4) |        |   |                |      |  |
| Fri  |                               |        |   |                |      |  |
|  |                               |        |   |                |      |  |
|  |                               |        |   |                |      |  |
| Sat  |                               |        | Non standard timings. Where you intend to use the premises for the provision of facilities for entertainment of a similar |                |      |  |
|  |                               |        | description to that falling within i or j at differe  | nt times to th |      |  |
|  |                               |        | listed in the column on the left, please list (plean note 5)  | ase read guida | ince |  |
| Sun  |                               |        |   |                |      |  |
|  | :                             |        |   |                |      |  |
|  |                               |        |   |                |      |  |
|  |                               |        |   |                |      |  |

L

| Late night refreshment<br>Standard days and<br>timings (please read |       |   | Will the provision of late night refreshment<br>take place indoors or outdoors or both –<br>please tick (please read guidance note 2) | Indoors                |   |
|---|-------|---|---|------------------------|---|
| guidance note 6)  |       |   | prease treat guidance note 2)   | Outdoors               |   |
| Day   | Start | Finish  |   | Both                   |   |
| Mon   | 23:00 | 00:00   | Please give further details here (please read gu  | idance note 3)         | ) |
|   |       |   | No change from existing hours allowed or provision  | ons                    |   |
| Tue   | 23:00 | 00:00   |   |                        |   |
|   |       |   |   |                        |   |
| Wed   | 23:00 | 00:00   | State any seasonal variations for the provision refreshment (please read guidance note 4)   | <u>n of late night</u> |   |
|   |       |   | (please read guidance note 4)   |                        |   |
| Thur  | 23:00 | 00:00   |   |                        |   |
|   |       |   |   |                        |   |
| Fri   | 23:00 | 01:00   | Non standard timings. Where you intend to us for the provision of late night refreshment at d   |                        |   |
|   |       |   | those listed in the column on the left, please li   |                        |   |
| Sat   | 23:00 | 01:00   | guidance note 5)  |                        |   |
|   |       |   | An additional hour on Christmas Eve/Boxing Day/   | ~                      |   |
| Sun   | 23:00 | 00:00   | Thursday/Sunday preceding Bank Holiday Monda  | iys.                   |   |
|   |       | New Year's Eve from the end of permitted hours untipermitted hours on New Year's Day. |   |                        | f |
|   |       |   |   |                        |   |

Μ

| Supply of alcohol<br>Standard days and<br>timings (please read |       |        | Will the supply of alcohol be for<br>consumption (Please tick box) (please read<br>guidance note 7)  | On the premises  |             |
|--|-------|--------|--|------------------|-------------|
| guidance note 6)   |       |        |  | Off the premises |             |
| Day  | Start | Finish |  | Both             | $\boxtimes$ |
| Mon  | 09:00 | 00:00  | State any seasonal variations for the supply of alcohol (plear read guidance note 4)   |                  |             |
| Tue  | 09:00 | 00:00  |  |                  |             |
| Wed  | 09:00 | 00:00  |  |                  |             |
| Thur   | 09:00 | 00:00  | Non-standard timings. Where you intend to use the premises<br>for the supply of alcohol at different times to those listed in the<br>column on the left, please list (please read guidance note 5) |                  |             |
| Fri  | 09:00 | 01:00  | An additional hour on Christmas Eve/Boxing Day/<br>Thursday/Sunday preceding Bank Holiday Monda  | Maundy           |             |
| Sat  | 09:00 | 01:00  | New Year's Eve from the end of permitted hours until the start of permitted hours on New Year's Day.   |                  | f           |
| Sun  | 09:00 | 00:00  |  |                  |             |
|  |       |        |  |                  |             |

#### Ν

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 8)

None

0

| Hours premises are<br>open to the public<br>Standard days and<br>timings (please read<br>guidance note 6) |                 |        | <u>State any seasonal variations</u> (please read guidance note 4)<br>For the avoidance of doubt the hours permitted include Christmas<br>Day.   |
|---|-----------------|--------|--|
| Day   | Start           | Finish |  |
| Mon   | 07:00           | 00:30  |  |
| Tue   | 07:00           | 00:30  |  |
| Wed   | Wed 07:00 00:30 |        |  |
| Thur  | 07:00           | 00:30  | Non standard timings. Where you intend the premises to be<br>open to the public at different times from those listed in the<br>column on the left, please list (please read guidance note 5) |
| Fri   | 07:00           | 01:30  | An additional hour on Christmas Eve/Boxing Day/Maundy<br>Thursday/Sunday preceding Bank Holiday Mondays.   |
|   |                 |        | New Year's Eve from the end of permitted hours until the start of  |
| Sat   | 07:00           | 01:30  | permitted hours on New Year's Day.   |
| Sun   |                 |        | On the morning BST commences until 01:30 to allow the clocks going forward at 01:00  |
|   |                 |        |  |

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking

| Page | 30 |
|------|----|

 $\boxtimes$ 

 $\square$ 

- I have enclosed the premises licence
- I have enclosed the relevant part of the premises licence

If you have not ticked one of these boxes please fill in reasons for not including the licence, or part of it, below

Reasons why I have failed to enclose the premises licence or relevant part of premises licence

**P** Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

#### a) General – all four licensing objectives (b,c,d,e) (please read guidance note 9)

1. The premises licence holder shall adhere to JD Wetherspoons "Code of Conduct for Responsible Retailing" as amended from time to time, the January 2009 version of which accompanies this application.

2. The premises licence holder will ensure that all staff at the premises have been trained in accordance with established JD Wetherspoon plc trading procedures. Specifically the premises licence holder will ensure that all employees are trained in their responsibilities to prevent alcohol being served to anybody who is under the legal age limit or to anyone who appears to be drunk or to anyone who is trying to purchase alcohol on their behalf.

#### b) The prevention of crime and disorder

1. The premises licence holder will ensure that there are sufficient staffing levels including managers to encourage responsible behaviour on the premises at all times.

2. CCTV shall be installed in the premises in compliance with any reasonable requirements of the police. Images will be retained for a minimum of 30 days and will be available to the police upon request. Members of the management team will be trained in the use of the system.

3. Non-alcoholic beverages including soft drinks, water, coffee and tea shall be available at all times, sale by retail of alcohol carried out at the premises.

4. The premises licence holder shall take reasonable steps to ensure that the DPS or a nominated member of staff shall be a member of the Pubwatch or a similar scheme where such a scheme is available. The DPS shall be encouraged to attend regular meetings of such a scheme.

#### c) Public safety

See conditions 1 to 5 Box B above

#### d) The prevention of public nuisance

See Conditions 1 to 5 Box B above

#### e) The protection of children from harm

1. The premises licence holder will operate a "Challenge 21" Policy at all times.

2. Suitable food and non-alcoholic beverages shall be available at all times children are allowed on the premises.

| Please tick  | k yes   |
|--|---|
| I have made or enclosed payment of the fee   | $\boxtimes$   |
| I have sent copies of this application and the plan to responsible authorities and others where applicable | $\boxtimes$   |
| I understand that I must now advertise my application  | $\boxtimes$   |
| I have enclosed the premises licence or relevant part of it or explanation                                 | $\boxtimes$   |
| I understand that if I do not comply with the above requirements my application will be rejected           | $\boxtimes$   |
|  | <ul> <li>I have made or enclosed payment of the fee</li> <li>I have sent copies of this application and the plan to responsible authorities and others where applicable</li> <li>I understand that I must now advertise my application</li> <li>I have enclosed the premises licence or relevant part of it or explanation</li> <li>I understand that if I do not comply with the above requirements my application will</li> </ul> |

# IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 5 – Signatures (please read guidance note 10)

Signature of applicant (the current premises licence holder) or applicant's solicitor or other duly authorised agent (please read guidance note 11). If signing on behalf of the applicant please state in what capacity.

| Signature | JD Wetherspoon Plc |
|-----------|--------------------|
| Date      | 23 September 2010  |
| Capacity  | Applicant          |

Where the premises licence is jointly held signature of 2nd applicant (the current premises licence holder) or 2nd applicant's solicitor or other authorised agent (please read guidance note12). If signing on behalf of the applicant please state in what capacity.

| LOUAURA |  |
|---------|--|
|         |  |
|         |  |
|         |  |
|         |  |
|         |  |
|         |  |
|         |  |
|         |  |
|         |  |
|         |  |

| Date     |  |
|----------|--|
| Capacity |  |

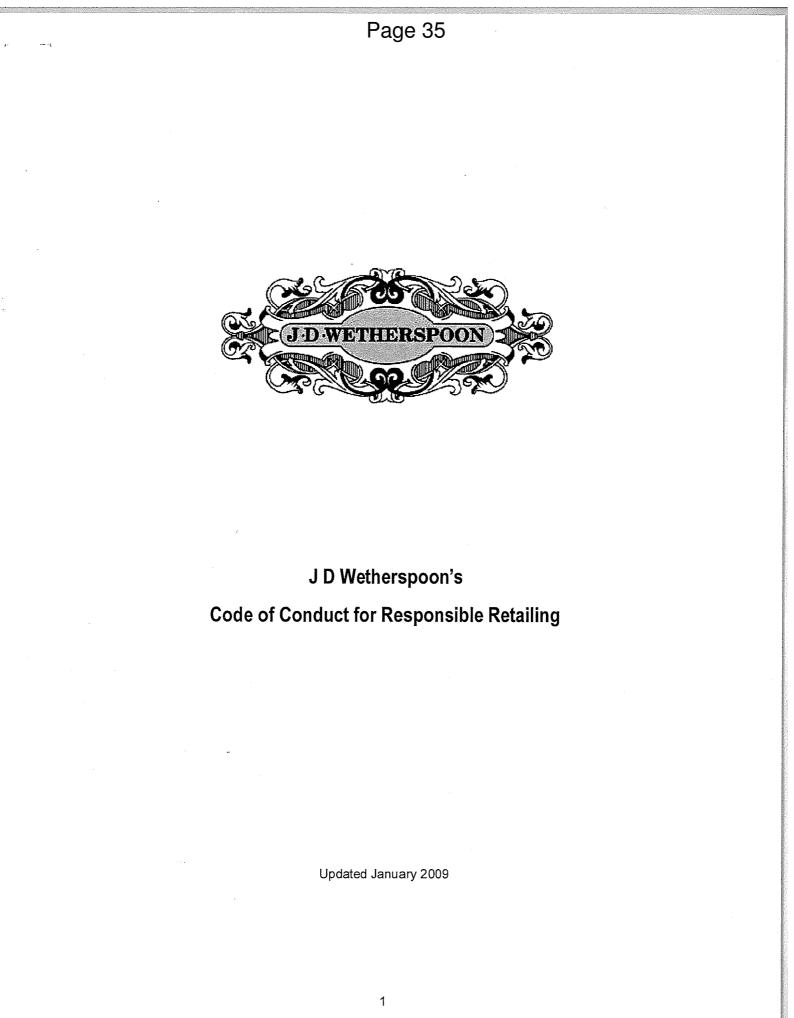
| with this ap<br>JD Wethersp<br>Wetherspoor<br>Central Park   | Contact name (where not previously given) and address for correspondence associated<br>with this application (please read guidance note 13)<br>JD Wetherspoon plc<br>Wetherspoon House<br>Central Park<br>Reeds Crescent<br>Watford |  |  |  |  |  |
|--|---|--|--|--|--|--|
| Post town  | Post town Herts Post code WD24 4QL  |  |  |  |  |  |
| Telephone number (if any)01923 477902  |   |  |  |  |  |  |
| If you would prefer us to correspond with you by e-mail your e-mail address (optional)<br>jodell@jdwetherspoon.co.uk |   |  |  |  |  |  |

#### Notes for Guidance

This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence you should make a new premises licence application under section 17 of the Licensing Act 2003.

- Describe the premises. For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.
- 2. Where taking place in a building or other structure please tick as appropriate. Indoors may include a tent.
- 3. For example state type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
- 4. For example (but not exclusively), where the activity will occur on additional days during the summer months.
- 5. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
- 6. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.
- 7. If you wish people to be able to consume alcohol on the premises please tick on, if you wish people to be able to purchase alcohol to consume away from the premises please tick off. If you wish people to be able to do both please tick both.
- 8. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups, the presence of gaming machines.
- 9. Please list here steps you will take to promote all four licensing objectives together.
- 10. The application form must be signed.
- 11. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.

- 12. Where there is more than one applicant, both applicants or their respective agents must sign the application form.
- 13. This is the address which we shall use to correspond with you about this application.



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Overview

# Overview

J D Wetherspoon began trading in 1979. Over time we have developed a sophisticated range of practices and procedures aimed at providing a safe and convivial environment in which the public may enjoy the wide range of facilities which we offer. The procedures that we have put in place are subject to constant review and improvement and are the result of careful consideration by our experienced team of directors, managers and professional advisors.

Overall, our aim is to provide a distinctive kind of pub which attracts a broad range of customers. We aim to create the congenial atmosphere of the traditional pub combined with features found in modern cafés, restaurants and bars. We successfully achieve this through a combination of high-quality design, good management and the provision of an all-day menu and a range of quality products.

J D Wetherspoon was the first company to develop a Code of Conduct for Responsible Retailing. This Code sets out the operational procedures that we as a company have put in place to ensure we are actively promoting the four licensing objectives; Prevention of Crime and Disorder, Preservation of Public Safety, Prevention of Public Nuisance and Protection of Children from Harm. At all times we operate to ensure that our commercial imperatives do not override the core values set out in the Code. The first edition of the Code was developed in April 2004 as a result of our experience in dealing with different local authorities, police forces and various other statutory bodies at the time of licensing reform. The Code formed an integral part of all applications that we submitted to convert and vary licenses prior to the introduction of the new licensing regime. Today we continue to offer a commitment to the principles set out in the Code with each and every application for a new premises licence.

The Code is divided into four sections, one for each of the four licensing objectives, with specific practices and procedures identified under the relevant objective. There is, however, considerable overlap between our practices and the objectives so that some of our procedures simultaneously address more than one of the objectives. For example, our staff training procedures address all four objectives and our CCTV policy meets both the crime prevention and the prevention of public nuisance objectives.

Our approach has always been to work closely with the statutory authorities and with local residents to ensure that the licensing objectives are being actively promoted. We appreciate that the success of the licensing regime depends on the continuation of strong partnerships between the licensed trade, responsible authorities and interested parties. We are always sensitive to concerns raised by interested parties or responsible authorities in response to our applications for new licences. We are always willing to modify our applications to address those concerns when that is deemed necessary.

Section 1 - Prevention of Crime and Disorder

# 1 Prevention of Crime and Disorder

### 1.1 Food

- 1.1.1 At J D Wetherspoon the provision of good quality food at reasonable prices is at the core of our business. A full menu is available in our premises from opening until 10pm, 7 days of the week.
- 1.1.2 Food has become an increasingly important element of our operation in recent years and in particular since the introduction of the smoking ban in England and Wales in 2007. Our experience is that a smoke-free pub provides a much more conducive atmosphere in which to eat, especially for families with children. As a consequence, in the past few years we have seen our food sales increase significantly. Food currently amounts to 29% of the total sales across the estate. In a number of our pubs a figure of 50% and higher is achieved. Including bar purchases made in association with table meals, diners now account for approximately two-thirds of sales.
- 1.1.3 The majority of our pubs open from 8:00am or 9:00am to cater for customers who want to join us for breakfast. We pioneered the availability of breakfasts across all our pubs. We now sell approximately 250,000 breakfasts per week. In a similar vein, we now sell over 400,000 cups of Lavazza coffee every week. Our coffee sales now approximately match those of Caffé Nero in volume and are about a quarter of Starbucks. We believe that we now have approximately 6 per cent of the United Kingdom 'chain' coffee market.
- 1.1.4 Our Curry Club, Grill Night and Sunday Club are a key offer available in all of our of pubs. These promotions are typical of our approach to responsible drinks retailing where we link drinks promotions with the sale of affordable food. For example, during Curry Club customers are offered a drink inclusive with their meal and can choose from a pint of lager, bitter, Guinness or cider, a bottled lager, a glass of wine, a single gin or vodka and tonic, or they can choose a coffee or tea, a bottle of water or a non alcoholic soft drink such as Pepsi or J2O.
- 1.1.5 We always use high quality ingredients and increasingly offer regional dishes and locally sourced products. We also take great care to ensure that artificial ingredients are avoided wherever possible. For example we use free range eggs, cod from sustainable stocks, the beef in our burgers is 100% British and cooking oils without trans-fats.
- 1.1.6 Our award winning children's menu is available throughout our trading hours. A number of our children's meals use only organic ingredients. We have no preservatives or sugar or artificial colours or flavours in any of the meals in the children's menu. All of our children's meals come with a bag of fresh fruit as well as milk, orange juice or water as the drink options. We provide nutritional information about the meals offered on the children's menu to help parents make informed decisions about what their children are eating.

Section 1 - Prevention of Crime and Disorder

### 1.2 **Responsible Drinks Retailing**

- 1.2.1 J D Wetherspoon takes the issue of responsible drinks retailing extremely seriously. We understand that we are in the business of selling alcohol and we cannot therefore take the moral high ground, but we strive to operate our pubs in such a way that we create a safe and convivial atmosphere which encourages people to behave well. We closely with the statutory authorities to ensure that any initiatives designed to achieve these goals are fully supported by our local operators. We are continually looking for new ways to ensure that the facilities and promotions offered in our pubs do not encourage the excessive consumption of alcohol and unruly behaviour that often goes with it.
- 1.2.2 The provision of food throughout our trading hours is a vital component of our approach to responsible drinks retailing. The consumption of food both before and during the consumption of alcohol is widely recognised to slow down its absorption into the blood stream. We encourage adults to drink in moderation and to enjoy alcoholic beverages in a sensible manner, preferably around mealtimes.
- 1.2.3 We do not engage in irresponsible drinks promotions. We do not offer 'all inclusive' promotions where our customers can drink unlimited amounts for a set fee. Neither do we offer promotions that entice customers with free alcoholic drinks such as buy-one-get-one-free promotions. The majority of our drinks promotions form part of our food promotions. Our practices and procedures are frequently held-up by the police and local authorities as 'best practice' for others to follow.
- 1.2.4 We sell a wide range of soft drinks, fruit juices and coffee. We ensure that low-alcohol and non-alcoholic beverages are prominently advertised in our 'table talker' menus. Where drinks are promoted we always offer a range of drinks including ones of different alcoholic strengths, soft drinks and coffee.
- 1.2.5 We concentrate on the provision of cask conditioned beers selling more than any other pub company. Throughout the year we run regional festivals showcasing the very best ales from local microbrewers as well as larger provincial brewers. The vast majority of our premises are accredited by Cask Marque for the quality of their ales. Real ale typically attracts a broader, often older, cross-section of customers. This broad customer base creates an atmosphere within our pubs that we believe leads to better behaved customers.
- 1.2.6 We are the only pub company in the United Kingdom to produce a comprehensive, bi-monthly customer magazine Wetherspoon News. The print run per issue is 250,000 however there is an estimated readership of 1,000,000 (4 readers per copy). Wetherspoon News is distributed nationally throughout all Wetherspoon pubs, Lloyds No1 bars, Wetherspoon Lodges and the company's head office. It is provided free-of-charge to customers. Wetherspoon News is an invaluable method of communicating responsible retailing messages to our customers. We also devote a large proportion of this publication to recognise and highlight our staff who have worked hard to promote responsible retailing and sensible drinking messages in their pubs.

Section 1 - Prevention of Crime and Disorder

- 1.2.7 We recognise the importance of informing customers about the alcoholic strength of products and unit measurements. We always try to source alcoholic products (wine, RTDs, bottled lagers and beers) that prominently advertise both the alcohol-by-volume ('ABV') content and units as a part of their packaging. All of our table talker/drinks lists record the ABV content for draught ales, lagers, spirits & bottled beers & ciders. Unit measurements for all alcoholic products are available through our website.
- 1.2.8 We adopt a socially responsible approach to marketing. We place our responsible retailing messages in prominent positions in public areas to ensure that our customers are kept well-informed about our commitment to these practices. The majority of our drinks promotions form part of food promotions such as our Curry Club or Grill Night where customers are offered a drink inclusive with the meal offer. We ensure that low-alcohol and non-alcoholic beverages are prominently advertised in our table talker/drinks lists. Where drinks are promoted we always offer a range of drinks including ones of different alcoholic strengths, soft drinks and coffee.

### 1.3 Price Structure

- 1.3.1 J D Wetherspoon offers reasonable prices across the full range of products on offer to our customers and not just on alcoholic drinks. This approach has been always been an attractive part of our offer from the customer point of view. In our view customer behaviour is primarily influenced by strong management, highly trained staff, and a robust approach to responsible drinks retailing rather than the pricing of alcoholic products.
- 1.3.2 The Office of Fair Trading has consistently stated that price fixing or minimum pricing is prohibited under United Kingdom and European Competition Law. Accordingly, we do not adopt a minimum pricing policy in our pubs. We continually review the pricing structure of our alcoholic and non-alcoholic products to ensure that we are encouraging sensible drinking at all times.
- 1.3.3 Our approach to the sale of alcohol is to concentrate on the range and quality of the products on offer rather than to use price as an incentive. Our approach has been both welcomed and supported by the police and other statutory authorities around the United Kingdom. In 2005 we won the national 'Responsible Drinks Retailer Pub Chain Company' award organised by the Morning Advertiser and supported by the Home Office and were short listed for the same award in 2006.

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### 1.4 Highly Trained Staff

- 1.4.1 At J D Wetherspoon there is a very strong culture of thorough induction training and on-going refresher training. Training is provided for all employees regardless of their role, their age or their hours of work. It is widely recognised that the level and quality of staff training is a significant factor in controlling the behaviour of customers on licensed premises. Our employees are extensively trained on their obligations under licensing law.
- 1.4.2 Our training systems have been consistently praised by employees and by the industry. We have won many awards including the Supreme Training Award from the British Institute of Innkeeping ('BII') for two consecutive years. We have also won the National Innkeeping Training awards for Best Catering Training, Best Training in Managed Estates and in 2007 the Best Training Scheme by Institutions of Further and Higher Education in Partnership within the Licensed Retail Industry.
- 1.4.3 Training of our management personnel is conducted on a modular basis with continuing assessment throughout their employment period. Bar staff training is primarily carried out on site by management personnel.
- 1.4.4 An essential element in having a well trained staff is our ability to retain our employees. Turnover of Pub Managers is around 12% which is less than half the industry average. Moreover, 75% of all management employees began with J D Wetherspoon as hourly paid employees and, typically, anyone appointed to run one of our pubs for the first time is likely to have been employed by the Company for at least 5 years.
- 1.4.5 The quality of our training, recruitment and employment practices have been recognised by J D Wetherspoon being included in "Britain's Top Employers" for 5 consecutive years.

#### 1.5 Management Structure

- 1.5.1 Our management structure is designed to ensure that we encourage responsible behaviour on our premises. Our pubs each have an average of five managers and the majority of these hold personal licence qualifications or are working towards them. There is always at least one manager (often more) on duty in every pub throughout trading hours and at peak times there will be a designated manager supervising the bar and 'walking the floor'.
- 1.5.2 Pub Mangers have the support of their Area Manager who in turn reports to a General Manager. The Operations Director maintains regular contact with management at all levels. This management structure ensures that if any employee has any question or requires further support they can immediately ask for assistance from their management team. Area Managers look after an average of only 12 pubs each which is a low number of pubs in comparison to regional managers in competitor pub companies.

Section 1 • Prevention of Crime and Disorder

### 1.6 Preventing Drunkenness and Disorderly Behaviour

- 1.6.1 In recent years we have taken numerous positive steps to ensure that the facilities and promotions offered in our pubs do not encourage the excessive consumption of alcohol. All of our employees are provided with intensive induction and refresher training on our Don't Do Drunk policy. This policy is designed to ensure that alcohol is not served to anyone who appears to be drunk or to anyone who is trying to purchase alcohol on their behalf. Our employees are trained to continually assess the state of sobriety of any customer purchasing alcoholic drinks or consuming alcohol within the premises. As part of this training we reassure our employees that if they ever feel uncomfortable dealing with a situation then they must notify the Pub Manager and ask for their assistance. Our management teams are asked to support the decision of any employee not to serve a customer who appears to be drunk or disorderly.
- 1.6.2 We monitor the effectiveness of this training by reviewing the use of the 'Refusal' button on the EPOS till system (pressed whenever a customer is refused alcohol) and from feedback given by enforcement authorities, customers and Company representatives. Adherence to our Don't Do Drunk policy is closely monitored through regular inspections of all pubs at any time during trading hours. These visits are completed by senior J D Wetherspoon managers and also by a body of independent professional advisers. There are specific questions on the visit report form regarding the perceived presence of drunk and disorderly customers on the premises and all employees participate in a monthly bonus scheme which is directly linked to the results of these visits.
- 1.6.3 All employees are trained to immediately notify the Pub Manager if any customer becomes insulting, threatening or aggressive. The Pub Manager is then able to act to prevent this behaviour escalating into violence. If such disorderly behaviour does occur on our premises the pub management team will take immediate action to diffuse the situation. If the disorderly individual refuses to leave the premises then, if necessary, the police will be called to assist in the ejection.
- 1.6.4 Details of disorderly customers are circulated to other licensed venues via the PubWatch or similar local intelligence systems. We will always support 'Banned from One Banned from All' initiatives which ensure that a consistent approach is taken by licensed premises to refuse entry to anyone who has been included on the PubWatch 'banned list'.

#### 1.7 Zero Tolerance to Drug Use

1.7.1 J D Wetherspoon operates a zero tolerance policy towards drug use and we will take whatever measures are necessary to ensure this policy is being actively promoted. In particular, we co-operate with the police to ensure that wherever a risk has been identified customers are searched upon entry and where illegal substances are found, they are confiscated and given to the police at the earliest opportunity.

Section 1 - Prevention of Crime and Disorder

- 1.7.2 Where a search policy is in place we make every effort to ensure that customers are aware that this is a voluntary procedure and that they have the right to decline this 'condition of entry'. If a customer does decline and our door staff or employees remain concerned that the person is in possession of illegal substances they will make every effort to notify the police of these concerns so that a police search can be considered.
- 1.7.3 Employees are expected to be extra vigilant to prevent drug use occurring and all receive specific training on how to deal with such issues should they arise. Our Pub Managers will always welcome any additional site specific training that local police wish to offer that may be particularly relevant to their locality.
- 1.7.4 Toilet checks are carried out by employees at frequent intervals during peak trading times and they are carried out at least once every hour during all other trading hours. These checks help ensure that no illegal activities take place in these areas.

#### 1.8 CCTV

- 1.8.1 CCTV is provided throughout our premises. It has proved to be an active deterrent for anti-social behaviour and we are committed to continuing its provision. All new premises are fitted with digital equipment and the camera locations are selected in conjunction with the local police Crime Prevention Officer whenever possible.
- 1.8.2 We are committed to training adequate numbers of employees in each pub in the use of the CCTV system so that immediately following an incident a trained member of staff is always available to replay footage, download material or provide a VHS tape where the CCTV is recorded on an analogue system. This material will always be made available to the statutory authorities without delay.
- 1.8.3 All CCTV footage will be retained for a period of at least 30 days.

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#### 1.9 Door Staff

- 1.9.1 The vast majority of our premises operate successfully without the need for door supervisors. We continually 'risk assess' the need to provide door supervision and are willing to follow any reasonable recommendations of the police to engage door supervisors where that is deemed necessary.
- 1.9.2 Where door staff are engaged they work in accordance with our policies and procedures under the control of a Head Door Supervisor. Their primary function is to ensure that the points of exit and entry and outside areas remain under supervision while also monitoring the interior of the premises to maintain a safe and relaxing environment for customers and employees alike. We would always expect door staff to meet the high standards of service and behaviour that we would expect from our own staff. We expect them to give customers confidence in their ability (and our ability) to create a safer environment. We expect that they can control and handle themselves in an appropriate manner in any situation where customers are rude, aggressive, violent and know how, when deemed necessary, to use proportionate force in controlling a situation. We ensure that all door supervisors are registered and in possession of an SIA badge and refuse to allow any unbadged door supervisor to work on our premises.

#### 1.10 Toughened Glassware & Polycarbonates

- 1.10.1 J D Wetherspoon is 100% committed to working with the police to improve industry standards for customer safety in licensed premises and in particular reduce the risk of 'glassing' incidents.
- 1.10.2 We strive to eradicate glass-related incidents in our pubs through strong frontof-house management, staff training, effective door and customer management policies, regular glass collection, well-maintained premises and the use of toughened glass. Wherever possible the glassware used in our pubs is toughened glass. Due to the methods employed in the manufacture of toughened glass the glass, if broken, tends to break into very small pieces thereby reducing the possibility of it being used as a weapon. Our employees are trained to ensure that when customers leave our premises they do not leave taking glassware or bottles with them. Our employees are also tasked to ensure empty drinking vessels are cleared away in a timely fashion so as to reduce the risk of breakages and their use as weapons. Most importantly, however, J D Wetherspoon, unlike the vast majority of pub companies, has an extensive food offer which is available to customers throughout trading hours from 0900 hours to 2200 hours, 7 days a week. The result of this is that our pubs attract a much broader range of age groups and types of clientele than many of our competitors. We consider that this is a significant factor in reducing the potential for poor behaviour and glass-related violence.

Section 1 - Prevention of Crime and Disorder

1.10.3 We will always consider whether polycarbonates should be introduced on a premises-by-premises basis. When problems have been identified with a particular pub or a Town Centre then we accept that this approach may assist to address the problems at specific licensed premises. Similarly, there may be specific occasions when a temporary use of polycarbonates is appropriate, for example, on match days in premises that are situated close to major football grounds. The issue of whether we are willing to adopt polycarbonates involves a very delicate balancing exercise between our desire to work with the police to eradicate glass-related violence, the need to promote customer and staff safety whilst at the same time accommodating and respecting the expectations of our customers.

### 1.11 PubWatch and Best Bar None

- 1.11.1 J D Wetherspoon is a member of the National PubWatch organisation and a senior representative of J D Wetherspoon sits on the National PubWatch committee. We are one of the few pub companies that are involved in this organisation at a national level. National PubWatch is an entirely voluntary organisation that is set up to support local PubWatch schemes and encourages the creation of new schemes. The National PubWatch organisation has the key aims of achieving a safe, secure and responsible social drinking environment in all licensed premises throughout the United Kingdom and helping to reduce alcohol-related crime.
- 1.11.2 Our Pub Managers are expected to take an active role in their local PubWatch scheme. We will support the establishment of a local PubWatch where one is not already in existence. The type of support we can provide includes providing expertise on how to set up a local PubWatch scheme and/or PubWatch online, offering our premises as venues in which PubWatch meetings can be held and chairing those meetings.
- 1.11.3 We always support initiatives introduced by local PubWatch schemes to reduce crime and disorder in town centres. For example, many of our premises operate the 'Banned from One Banned from All' initiative and subscribe to the Radio-Link scheme which provides radio contact with other licensed operators and with the town centre CCTV operators.
- 1.11.4 We provide national support for the Best Bar None Award scheme. The UKwide scheme, which is backed by the Home Office, was piloted in Manchester in 2003 and has since been adopted by over thirty other towns and cities with great success. Best Bar None aims to promote the responsible management and operation of alcohol-licensed premises with the ultimate intention of offering and maintaining a safer, more welcoming, attractive and lively drinking experience. The scheme encourages local operators to act responsibly and take pride in their premises and surroundings and, in so doing, put something back into the town and their local community. Wetherspoon pubs have won numerous awards throughout the UK in the Best Bar None Awards scheme.

Section 1 - Prevention of Crime and Disorder

#### 1.12 Drinkaware

- 1.12.1 J D Wetherspoon is one of only four pub companies in the UK who was a founding supporter of the Drinkaware Trust ('the Trust'). We fully support their strategic aims and hope to raise their profile and highlight their valuable work by communicating their sensible drinking messages within our pubs.
- 1.12.2 We actively promote the Trust by including a reference to their website www.drinkaware.co.uk on most of our 'alcohol-related' point-of-sale and marketing materials. Their website is recognised as the leading public source of information on sensible drinking behaviour. A link to their website is provided on our own company website. The website is also advertised on our table-talker/drinks list, our front-of-house posters and all single-issue flyers/mail-drops/vouchers. The website is advertised on any promotional materials for our bi-annual beer and wine festivals. The link features routinely in the header of the 'responsible drinking' section of Wetherspoon News. We offer the Trust a free page to communicate sensible drinking messages in every edition of Wetherspoon News.
- 1.12.3 We are continually working with the Trust to update our own sensible drinking messages and develop marketing material which can be used in our pubs to reinforce this message. We are pleased to be actively supporting the Trust to achieve their key objective, namely, change the United Kingdom's drinking culture in order to help reduce alcohol misuse and alcohol-related harms.

Section 2 - Maintaining Public Safety

# 2 Maintaining Public Safety

#### 2.1 High Quality Design

- 2.1.1 J D Wetherspoon works closely with Planning Officers, Listed Building Specialists and where appropriate, English Heritage to ensure that each new pub is designed and built to the highest specification. We aim to provide comfortable, efficient and ergonomic dining facilities and accessible customer areas suitable for all types of customer.
- 2.1.2 Customer areas are designed aesthetically and surfaces are carefully chosen to ensure safety. The majority of our premises are large in size and this allows us to provide ample seating space which in turn prevents overcrowding and creates a safer and more welcoming atmosphere. All floor coverings are assessed for suitability and are slip resistant so as to minimise slips and trips. The sanitary accommodation consists of ceramic tiles and either quarry tile flooring or non-slip flooring similar to the kitchen and behind the bar. Again, consideration is given to maximising slip resistance when choosing flooring.

### 2.2 Disabled Facilities

- 2.2.1 We are fully aware of our obligations in respect of accessibility for disabled persons and we aim to make all new developments as accessible to everyone as is possible within the constraints of the building.
- 2.2.2 J D Wetherspoon is highly respected by consumer and enforcement bodies interested in the provision of services and facilities for those with disabilities. Significant emphasis is placed on designing premises which will provide easy access to toilet facilities and also lifts for customers with disabilities where they are required.
- 2.2.3 All new buildings will meet the requirements of Part M of the Building Regulations 2002.

#### 2.3 Electrical and Gas Safety

- 2.3.1 All electrical systems are installed in accordance with Part P Building Regulations and are under the supervision of the Electrical Services Consultant. The Company follows good electrical practice guidance and ensures that all equipment is maintained in a safe condition in accordance with the Electricity at Work Regulations 1989.
- 2.3.2 All gas appliances are installed by CORGI registered engineers and thereafter maintained within the planned maintenance scheme.
- 2.3.3 Electrical safety procedures form part of the overall health and safety management system.

Section 2 - Maintaining Public Safety

### 2.4 Health and Safety

- 2.4.1 All management staff and Associates are trained in basic health and safety to a level commensurate with their job responsibilities.
- 2.4.2 A Safety Policy Statement is displayed on the staff notice board or in the staff room of every pub and detailed procedures in respect of safe working practices etc are contained in the written Safety Policy Manual.
- 2.4.3 Regular audits of all our pubs are carried out by senior managers and by independent consultants. These audits are often unannounced and are made throughout the entire estate.
- 2.4.4 An extensive accident and incident reporting and monitoring system is in place, with all accidents / incidents being reported to our independent health and safety consultants. Monthly records of types of accidents are collated using computer software. Accidents are investigated where necessary and RIDDOR reporting is undertaken.

### 2.5 Fire Safety

- 2.5.1 All Wetherspoon premises comply with the terms of the Regulatory Reform (Fire Safety) Order. We engage independent consultants to conduct regular fire risk assessments focusing on the safety of all relevant persons in situations of fire. We identify and define the nature and extent of both the fire precautions that must be put in place to protect against fire and the inherent risks that remain, and take steps to remove or reduce those risks where appropriate.
- 2.5.2 All employees are trained in basic fire safety and regular refresher training is undertaken. Daily, weekly and monthly logs of fire safety checks are kept and all fire protection / precaution systems are regularly maintained.

Section3 - Prevention of Public Nuisance

# **3** Prevention of Public Nuisance

### 3.1 Dispersal Policy

- 3.1.1 J D Wetherspoon operates a dispersal policy designed to minimise the negative impact of our premises on their locality. A key element of encouraging customers who are leaving our pubs to behave in a responsible fashion is ensuring that they are well-managed whilst on the premises. We set out previously the measures that we adopt to ensure customers are well managed on our premises.
- 3.1.2 We accept that our responsibilities cannot simply end at our front door and that, by contributing to a better managed pubs at the end of the night, we can help deliver a safer town centre. We acknowledge that by the very nature of our operation we can be potential sources of nuisance, anti-social behaviour and crime which may create concern for the immediate neighbourhood, its residents and the authorities. We therefore implement a dispersal policy in our pubs which will seek to reduce the pressure on the police at the end of trading, ease customers' passage home and minimise the likelihood of local residents being disturbed. The key factors of that policy are:
  - Where music is provided in our pubs, music levels will be reduced towards the end of the evening to assist in the quiet and orderly dispersal of customers. Our experience is that because customers have not been using raised voices against the background of loud music immediately prior to leaving the premises they tend to leave more quietly.
  - Wherever possible, lighting levels are manipulated to become 'brighter' at the end of trading hours to encourage the gradual dispersal of patrons during the last part of trading and the drinking up period.
  - On dispersal our staff actively encourage customers not to congregate outside the venue, direct customers to the nearest taxi ranks or other transportation away from the area; and ensure the removal of all bottles and glasses from departing customers.
  - Our managers will not hesitate to speak to any groups that congregate in the vicinity of the premises after closing time and ask them to move on.
  - We generally request that a minimum of 30 minutes drinking-up time is incorporated in the premises licence as an aid to the gradual dispersal of all customers in the premises at the end of the evening.
  - We ensure that there is strong management and staff presence in the customer area and at all exit points during the dispersal period.
  - We routinely place signage at exit doors asking customers to respect the rights of our neighbours to the quiet enjoyment of their homes.
  - Where it is deemed appropriate we can provide customers with site-specific information on how they can get home safely. Where customers require individual assistance in obtaining safe transport from our premises we do whatever is reasonably possible to help, for example by providing details of bus routes or contacting taxi and private hire operators on their behalf.

Section3 - Prevention of Public Nuisance

#### 3.2 Regular Meetings with Local Residents

- 3.2.1 We attach the utmost importance to the careful investigation and prompt resolution of any complaint made in relation to the day-to-day running of any of our pubs. This includes the effect any pub may have on its surrounding area. Over a third of our premises have residents living above or adjacent to them with no history of complaint. We have always emphasised the importance of building close relationships with local residents. Our Pub Managers are expected to resolve any complaints from local residents quickly and effectively. If they cannot be resolved on a premises level they are referred to an Area or General Manager for resolution.
- 3.2.2 Pub Managers, Area Managers and General Mangers are always willing to convene regular meetings with residents whenever such meetings are sought by our neighbours. These meetings provide a useful forum for residents to raise any concerns that they may have regarding our operation and provide our local management teams with an opportunity to become a better neighbour.

#### 3.3 Music and Dancing

- 3.3.1 A large number of our premises do not have permission to provide regulated entertainment. However, where music is provided in Lloyds No.1 branded pubs it is provided by means of high quality sound systems controlled by central computers so that we maintain control over the style of music played. Where it is deemed necessary sound limiters will be installed. The sound systems allow for music to be zoned within the premises. This means that the level of music can be varied in accordance with the use of each area and ensures that particularly sensitive parts of the premises can be kept quieter. Music levels are reduced towards the end of the evening to assist in the quiet and orderly dispersal of customers.
- 3.3.2 Designated dance floors are generally provided where customer dancing is allowed and, to ensure the safety of customers, it is company policy that drinks are not permitted in these areas.
- 3.3.3 To ensure that neighbouring premises are not adversely affected by escaping noise a site specific noise survey is undertaken by an independent specialist and their recommendations incorporated into the scheme. Their recommendations are based on either general guidelines or on local authority policy with respect to monitored existing noise levels.
- 3.3.4 Before the development of any site that may be considered noise sensitive we commission an environmental survey to establish background noise levels. Design specifications are then set to ensure that equipment does not breach agreed levels.
- 3.3.5 All premises are developed to a high standard to ensure good sound attenuation.

Section3 - Prevention of Public Nuisance

#### 3.4 Standards Monitoring Visits (CQSMA)

- 3.4.1 J D Wetherspoon sets very high standards when it opens a new pub and these standards are maintained through constant supervision and monitoring using a system of mystery visits to the premises to assess 'Cleanliness, Quality, Service, Maintenance and Atmosphere' (CQSMA).
- 3.4.2 All operational head office employees and all senior head office employees including Directors are required to undertake between 15 and 60 'mystery visits' to Wetherspoon pubs every month. They are required to assess the premises in a number of areas varying from the cleanliness of the toilets to the friendliness of the staff. In addition, every single premises is visited and assessed by an independent third-party company on at least two occasions every month.
- 3.4.3 Every pub must receive at least five CQSMA visits each month but most will receive as many as 8-10 visits and every pub receives a minimum of 60 CQSMA visits per annum to assess quality and standards. Any pub which is assessed as being below standard in any way is highlighted and revisited the following week. Monthly bonuses based on the CQMSA results are paid to all employees in the pubs, including bar staff.
- 3.4.4 The CQSMA results assist in maintaining high standards but also allow pubs experiencing difficulties to be identified so that improvements can be made.
- 3.4.5 The CQMSA scheme is the cornerstone of our business and employees at all levels are trained and incentivised to deliver the highest standards. Management staff earn around 40% of their total bonus through CQSMA and bar staff around two thirds. As far as we are aware, no other company places so much emphasis (or awards such a high percentage of bonus) on this non-financial aspect of running a pub.

### 3.5 Pavement Cafés and Outside Areas

- 3.5.1 Since the introduction of the smoking ban pavement cafes and outside areas have become an increasing important part of our premises. Whatever the scope, size or location of these areas we ensure that we always deliver carefully managed areas that are both sympathetic to the premises and the surrounding environment and, more importantly, are designed to ensure that minimal impact is caused to the public who are going about their business using the public highway.
- 3.5.2 While each area is developed specifically for the environment it occupies we operate all outdoor dining areas in accordance with the following principles; revision of sufficient furniture to discourage vertical drinking, allocation of staff to ensure the areas are kept clean and empty glassware and bottles are regularly removed, and in the case of pavement cafes a clear pedestrian route is always maintained for those walking past the premises.

Section3 • Prevention of Public Nuisance

- 3.5.3 All outside areas that are specifically used by smokers are closely managed to prevent any noise or litter nuisance occurring. All areas are equipped with adequate cigarette disposal bins and employees ensure that these bins are regularly checked and that any smoking materials discarded on the ground are removed. Outside areas are managed at all times to ensure that customer behaviour outside the premises does not adversely affect our neighbours or the general public.
- 3.5.4 All our pavement cafés and outside areas are covered by CCTV.

### 3.6 Preventing Odour Escapes

- 3.6.1 All our premises have independently connected mechanical ventilation systems incorporating fans and ducting which terminate above the level of the eves where applicable.
- 3.6.2 All kitchen extract ventilation passes through grease eliminating baffles at a rate that reduces the risk of odour-nuisance occurring. Kitchen extracts are usually located away from neighbouring properties. Where it is deemed necessary and subject to site survey, odour control equipment is installed.
- 3.6.3 Provision for refuse is made according to the limitations of the premises for example, sometimes external storage facilities are not available and so an internal store is created. Refuse collection is conducted at frequent intervals either via the local authority contract services or through the use of a private refuse collection company.

Section4 - Protection of Children from Harm

# 4 Protection of Children from Harm

### 4.1 Family-Friendly Environment

- 4.1.1 The limited amount of entertainment provided in most of our pubs together with the range of products mentioned previously and an emphasis on drinks such as traditional ales means that a broad range of age-groups are attracted to our pubs. We encourage families to dine with us in most of our pubs which, together with our award-winning children's menu, further increases the age and range of our customers. In a large number of our premises we set aside an area that is suitable for family dining and erect signage to define the family dining area.
- 4.1.2 Legally, unaccompanied children aged between 16 and 18 are permitted to enter a pub provided that they do not consume alcohol. However, children in this age bracket are only permitted in our pubs provided they are accompanied by an adult and are there to dine. If adults are visiting the pub with children and young people and purchasing alcoholic drinks then we operate a 'house rule' which requires them to purchase meals for each member of the group. Once the meals have been finished and the tables cleared we recommend that only one additional alcoholic drink be purchased per adult. This approach is designed prevent children and young people being neglected by their responsible adult whilst in our pubs.

### 4.2 Challenge 21

- 4.2.1 We abide by a Challenge 21 policy in all of our premises. Under this policy, all of our employees are trained to ask any customer who appears to be under the age of 21 years to provide valid proof of age. We apply this policy not just to the sale of alcohol, but also to the use of AWP (amusement with prize) machines and the sale of tobacco products. Employees are also trained to be vigilant to ensure that customers buying drinks at the bar are not buying them for underage individuals.
- 4.2.2 All employees receive induction training on our Challenge 21 policy when they commence employment with J D Wetherspoon and then receive regular refresher training. All employees complete video training, quizzes and sign a letter to confirm that they have had this training and understand their responsibilities. All training records are retained on personnel files and these files are regularly reviewed by the pub management team and members of our Retail Audit department to ensure that the training system is being satisfactorily completed.
- 4.2.3 If any shortcomings are identified the individual employee is required to undergo further training until the policy is satisfactorily understood by them and applied.

Section4 · Protection of Children from Harm

4.2.4 Our Challenge 21 policy is actively promoted within the premises using selfadhesive signs at every entrance, staff badges and back-of-house posters throughout the premises. Every customer that is refused entry to the premises or is asked to leave the premises is logged via the 'Refusal' or 'Refused Service' button on the EPOS till system.

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- 4.2.5 J D Wetherspoon has adopted the industry standards and recognises only the following forms of identification as valid forms of proof of age:
  - National passport
  - Photographic Drivers' Licence
  - United Kingdom 'PASS' accredited age identification card with photograph.
- 4.2.6 If a young person tries to use ID which is fake or has been altered in any way, the ID is retained by the pub management team and given to the police at the first reasonable opportunity.
- 4.2.7 We were the first pub company to enter into an exclusive arrangement with CitizenCard, the United Kingdom's leading proof of age and ID card. Under this arrangement, any customer who does not possess any form of proof-of-age has the opportunity to purchase a CitizenCard at half the normal retail price.

### 4.3 Gambling

4.3.1 J D Wetherspoon upholds the principles of the Gambling Act 2005. Our employees are trained to adopt a Challenge 21 policy towards the use of AWP (amusement with prize) machines and take proactive measures throughout trading hours to prevent children and young people from accessing these machines.

LICENSING ACT 2003 Sec 24

# **PREMISES LICENCE**

Receipt: AG754634

Premises Licence Number: LN/000002858

This Premises Licence has been issued by: **The Licensing Authority, London Borough of Haringey, Urban Environment, Technopark, Ashley Road Tottenham, London, N17 9LN** 

Signature: .....

Date: 24<sup>th</sup> November 2005 15<sup>th</sup> September 2010

# Part 1 – PREMISES DETAILS

<u>Postal Address of Premises or, if none, Ordnance Survey map reference or</u> <u>description:</u>

### 2-4 THE BROADWAY CROUCH END LONDON N8 9SN

Telephone: 020 8342 7871

### Where the Licence is time limited, the dates:

N/A

### Licensable activities authorised by the Licence:

Regulated Entertainment: Films & Recorded Music Provision of Late Night Refreshment Supply of Alcohol

### The times the Licence authorises the carrying out of licensable activities:

| Supply of Alcohol                   |              |  |  |
|-------------------------------------|--------------|--|--|
| Monday to Thursday                  | 1000 to 0000 |  |  |
| Friday to Saturday                  | 1000 to 0100 |  |  |
| Sunday                              | 1000 to 0000 |  |  |
| Regulated Entertainment             |              |  |  |
| Monday to Thursday                  | 1000 to 0000 |  |  |
| Friday to Saturday                  | 1000 to 0100 |  |  |
| Sunday                              | 1000 to 0000 |  |  |
| Provision of Late Night Refreshment |              |  |  |
| Monday to Sunday                    | 2300 to 0000 |  |  |
| Friday to Saturday                  | 2300 to 0100 |  |  |

LICENSING ACT 2003 Sec 24

New Years Eve licensable activities from the start of permitted hours on 31 December until the start of permitted hours on 1 January

On no more than 12 occasions per calendar year for the ability to show International Sporting Events outside of the permitted licensed times One hour before and one hour after the end of the event, the details of these are to be notified to the Police and Licensing Authority 14 days beforehand, with the Police giving their written approval prior to the event. The Police have the right to veto any request.

### The opening hours of the premises:

| Monday to Thursday | 1000 to 0030 |
|--------------------|--------------|
| Friday to Saturday | 1000 to 0130 |
| Sunday             | 1000 to 0030 |

New Years Eve opening hours from the start of permitted hours on 31 December until the start of permitted hours on 1 January

# Where the Licence authorises supplies of alcohol whether these are on and/or off supplies:

Supply of alcohol for consumption both **ON** and **OFF** the premises.

## Part 2

# Name, (registered) address, telephone number and e-mail (where relevant) of holder of Premises Licence:

JD Wetherspoon Plc Wetherspoon House Central Park Reeds Crescent Watford Hertfordshire WD24 4QU

Telephone: 01923 477902

## <u>Registered number of holder, for example company number, charity number</u> (where applicable):

1709784

<u>Name, address and telephone number of designated premises supervisor where</u> <u>the Premises Licence authorises the supply of alcohol:</u>

Wesley James 117D Queens Drive London N4 2BE

LICENSING ACT 2003 Sec 24 <u>Personal Licence number and issuing authority of personal licence held by</u> <u>designated premises supervisor where the Premises Licence authorises for the</u> <u>supply of alcohol:</u>

Personal Licence Number93103Expiry Date17/10/2015Issued by London Borough of Islington

# Annex 1 – Mandatory Conditions

### Section 19 - Supply of alcohol

(2) No supply of alcohol may be made under the premises licence-

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

(3) The second condition is that every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

## Section 20 - Exhibition of films

(2) Where the film classification body is specified in the licence, unless subsection (3) (b) applies, admission of children must be restricted in accordance with any recommendation made by that body.

(3) Where-

- (a) the film classification body is not specified in the licence, or
- (b) the relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

(4) In this section-

"children" means persons aged under 18; and

"film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984.

### Section 21 - Door supervision

At specified times one or more individuals must be at the premises to carry out a security activity and each of these individuals must be licensed by the Security Industry Authority.

### Additional Mandatory Conditions in relation to Supply of Alcohol

**1.**—(1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children–

- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to-
  - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
  - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for

## **Annex 1 – Mandatory Conditions**

consumption at a table meal, as defined in section 159 of the Act);

- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;
- (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on-
  - (i) the outcome of a race, competition or other event or process, or
  - (ii) the likelihood of anything occurring or not occurring;
- (e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

**2.** The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

3. The responsible person shall ensure that free tap water is provided on

request to customers where it is reasonably available.

**4.**—(1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

5. The responsible person shall ensure that-

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures-
  - (i) beer or cider:  $\frac{1}{2}$  pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml; and
- (b) customers are made aware of the availability of these measures.

# Annex 2 – Conditions consistent with the Operating Schedule

## THE PREVENTION OF CRIME AND DISORDER

The company will monitor the need for door supervisors and in so doing will take into account any advice given by the Police.

The pub manager will actively participate in and support local the Pubwatch scheme (where active).

Text and/or radio pagers, where already used will be used for any additional hours.

Toughened glass will continue to be used during any additional hours.

Where existing, CCTV system will continue to operate during the additional hours.

In line with our Alcohol and Social Responsibility Policy there will be no promotions that encourage illegal, irresponsible or immoderate consumption.

### PUBLIC SAFETY

Obligations under existing Health and Safety legislation to be complied with.

Existing policies and practices in to be continuously implemented to in regards to Health and Safety legislation.

Health and safety due diligence and incident reporting system to be in place.

### THE PREVENTION OF PUBLIC NUISANCE

Reasonable steps will be taken to recognise the rights of local residents, and to encourage customers to leave the premises quietly.

Managers to liaise with local neighbours as part of their duties and resolve any reasonable concerns in accordance with our Role in the Community Guidelines.

Alcohol to cease to be served 30 minutes before closing time.

## THE PROTECTION OF CHILDREN

Staff trained appropriately to ensure that alcohol is not served to people who are under 18 years of age.

No adult entertainment (paid for by the company of a nude physical nature) permitted at these premises.

Any children under 16 remain the responsibility of the accompanying adult when using the premises (and/or exterior area).

Staff not premitted to be in sole supervision of children which remains the responsibility of the accompanying adult at all times

Alcohol may only be sold to individuals over the age of 18 with valid proof of identification with one of the following:

- A valid passport
- A photo driving license issued in a European Union Country
- A proof of age standard card system
- A citizen card, supported by the Home Office.

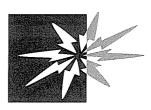
Annex 3 – Conditions attached after a hearing by the licensing authority

# Annex 4 – Plans

LODGED WITH LICENSING AUTHORITY

# **APPENDIX 2-**

# COMMENTS OF ENFORCEMENT RESPONSE (NOISE) TEAM



Haringey Council

Licensing Consultation - Internal Memo

To: Daliah Barrett-Williams

From: George Roberts (Noise)

Name of Officer preparing representation:

cc: Team Leader Enforcement Response, Derek Pearce

Our Reference: WK/000173055

Date: 17h October 2010

**Premises:** J D Wetherspoon Formerly All Bar One, 2-4 The Broadway, Hornsey, London, N8 9SN

Type of application: Variation

I would like to confirm that I have considered the above proposal with regard to the prevention of public nuisance on behalf of the Enforcement Response (Noise) Team & would like to **make** representations to the Application

The operating schedule does not address the prevention of public nuisance from:

- airborne entertainment noise
- Structure borne noise or vibrations from entertainment
- Noise generated by patrons in external areas of the premises
- Noise from patrons exiting the premises
- Noise generated from deliveries
- Noise generated from refuse collections
- Noise from plant and machinery
- Cooking odour

### Supporting Information





| Date<br>reported<br>& time | Subject        | Observations & time  | Outcome                | Our Ref  |
|----------------------------|----------------|--|------------------------|----------|
| 12/9/10<br>@1744           | Intruder Alarm | Alarm witnessed but unable to do WID<br>due to way premises secured. Key<br>holder contacted and engineer<br>dispatched. | No formal action taken | WK170043 |

If the sub-committee were to grant this application then we would recommend the following alterations/conditions to the operating schedule:

### Prevention of nuisance from noise / vibration

All doors and windows will remain closed during the licensed regulated entertainment activities or in any event after 11pm. The entrance door will be fitted with a self-closing device and staff required to ensure that it is not propped open. A member of staff shall be made responsible to ensure the door is opened for as brief a period as possible. Where necessary adequate and suitable mechanical ventilation should be provided to public areas

Entrance/exit from the premises whilst regulated entertainment licensable activities are ongoing shall be via a lobbied door to minimise noise breakout.

### Other doors e.g. fire doors

The *rear fire* door will be fitted with an alarm that instructs staff when the door has been opened

### Structure borne noise

All speakers are mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties

### Sound limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property

All regulated entertainment amplified activity will utilise the in-house amplification system, the maximum output of which is controlled by the duty manager

# **Outside Areas**

No music will be played in, or for the benefit of patrons in external areas of the premises

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises

## Deliveries and collections.

Deliveries and collections associated with the premises will be arranged between the hours *0800 to 1800* (No deliveries to be permitted on Sundays or on Bank Holidays) so as to minimise the disturbance caused to the neighbours

Empty bottles and non-degradable refuse will remain in the premises at the end of trading hours and taken out to the refuse point at the start of the working day rather than at the end of trading when neighbours might be unduly disturbed

## Plant and machinery

All plant and machinery is correctly maintained and regularly serviced to ensure that it is operating efficiently and with minimal disturbance to neighbours arising from noise

## Patrons entering/exiting premises.

Signs should be displayed requesting patrons to respect the neighbours and behave in a courteous manner

## Prevention of Nuisance from Odour

All ventilation and extraction systems shall be correctly maintained and regularly serviced to ensure that it is operating efficiently and with minimal disturbance to neighbours arising from odour

# **APPENDIX 3-**

# REPRESENTATIONS FROM INTERESTED PARTIES

 $m 2^{\acute{e}}$ 

**Olson Kendra** 

From: Graeme Evans [graemevo@googlemail.com]

**Sent:** 19 October 2010 16:33

To: Licensing

Subject: License variation - Wetherspoon, 2-4 The Broadway N8 9SN

I refer to the license application below, to extend the opening hours from 8am to 7am and the supply of alcohol from 9am all week.

# Wetherspoon (Formerly All Bar One)

2-4 The Broadway, Crouch End, London, N8 9SN Crouch End

We live imediately to the rear of the premises, c.25 feet from the side entrance (supplies, staff etc) where our and children's bedrooms face.

When these premises were granted change of use (All Bar One) and extension sought to open from 8am, we objected on the grounds that this meant that supplies (e.g. lorries with barrels etc.) and staff would accessing and creating unacceptable noise early in the morning (earlier than a construction site would be permitted). We have experienced regular disturbance from this source, which a 7am opening would make even worse. We believe that this is an unacceptable diminution of our amenity. Other licensed bars of this kind are normally located in office/commuting and largely non-residential areas, whereas these premises have residential occupation above and behind, making them unsuitable for early morning and late night usage.

We would also object to alcohol being served from 9am for the same reason, and would question whether the Council thinks this is an acceptable activity, given the increase in problem-drinking and anti-social behaviour associated with extended license hours.

Graeme Evans & Claudia Bloom 3 Hatherley Gardens London N8n9JH

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### **Olson Kendra**

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| From:                     | chandler jonathan [jols@blueyonder.co.uk]   | 11            |  |  |
|---------------------------|---|---------------|--|--|
| Sent:                     | 06 October 2010 15:43   | ·             |  |  |
| То:                       | Licensing   |               |  |  |
| Subject:                  | Representation against the late opening times proposed by Wetherspoon<br>Bar One), 2-4 The Broadway, Crouch End, London, N8 9SN | (Formerly All |  |  |
| Follow Up Flag: Follow up |   |               |  |  |
| Flag Status:              | Red   |               |  |  |
|                           |   |               |  |  |

### **LICENSING ACT 2003 - REPRESENTATION** Representation against the late opening times proposed by Wetherspoon (Formerly All Bar One), 2-4 The Broadway, Crouch End, London, N8 9SN

Name of persons putting forward the representation against the proposal:

Jonathan and Priscilla Chandler 76 Exchange House, 71 Crouch End Hill, London N8 8DF

### **Reasons: The Prevention of Public Nuisance**

The area is largely residential and it is anticipated that this will result in noise and public nuisance in what is currently a quiet area in the evening and at night time. The hours of opening proposed by the licence are long (open at 7am and serving alcohol at 9am) and late (until 12.30am in the week and 1.30am at the weekend) and are inappropriate for the area (a Conservation Area with a high density residential properties in the vicinity of the pub). The proposal is a serious concern of those residents who live nearby.

Whilst nearby pubs/bars have similar (but not quite as late) closing times as those proposed (eg Kings Head), Wetherspoon in Crouch End will be a much larger than similar establishments and the alcohol sold is considerably cheaper. It is well known that other Wetherspoon establishments attract large numbers of drinkers, including those who like to drink to excess.

We would like to see the closing times reduced to 12.00pm during the week and at the weekend (sale of alcohol until 11.30pm) in order to prevent late night noise and drunkeness.

### Regards

Jonathan and Priscilla Chandler

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