



Licensing Manager
Guildford Borough Council
Millmead House
Millmead
Guildford
GU1

20/02/15

Ref: - Application for a Premises Licence for Charcoal Grill

Dear Sir /Madam

Surrey Police, as a Responsible Authority under Section 13(4) (a) of the Licensing Act 2003, wish to make a formal representation against the application for a premises licence in respect of the premises named above, on the grounds of the Prevention of Crime and Disorder.

Charcoal Grill is situated in Park Street, just a small walk from Bridge Street where the main late night bars are situated.

There is also a late night bar call Thirty Three Hertz located next door to the Charcoal Grill; this has a late licence and closes at 02:30.

There are a number of residential properties in Park Street.

There have been issues in the past when Charcoal Grill had a late licence to serve food until 03:00.

There have been a number of noise complaints and complaints of anti- social behaviour which have come from local residents. These complaints have been during the hours of 24:00 to 03:15.

Charcoal Grill history: -

The premises licence was reviewed by Surrey Police in May 2012 where conditions were placed onto the licence.

The premises licence was again review by Surrey Police in November 2013 when the licensing committee revoked the licence. This decision was appealed in May 2014. This appeal was refused at Magistrates court so licence remained revoked.

Please note at the time of both reviews the bar Thirty Three Hertz was not open.

We understand that the premises now is under new ownership.

Surrey Police and representative from Guildford Bough Council's licensing department met with the new owner Mr Yaqubi in December 2014. An expression was made by the new owners to apply for a late night refreshment licence. Several points were raised by Surrey police and the Council licensing officer to Mr Yaqubi as to how the premises could manage the licensing objectives, to mitigate the problems the premises had in the past. These would include door supervision, town link radio and CCTV.

Dispersal from the town is an important priority for the police with late night takeaways remaining open after the clubs and bars are closed. Historically these are a well-known flash points for incidents where groups from different venues come together this is a potential for violence, anti-social behaviour and noise.

Looking at the application regarding licensing objectives, references only appear to be made to having CCTV and how staff will be trained in dealing with customers safely and orderly. There are no additional suggestions on how the premises will deal with Crime and Disorder, Public Safety and Public Nuisance

Taking the above points in the application: -

- A) CCTV
- B) The staff to be trained to deal with customers
- C) No drunk customers to be served

A) CCTV condition to be reworded (see proposed conditions on old licence GUPPL0035 attachment A)

B) Surrey Police believe that staff will be put at risk trying to deal with customers especially if they are intoxicated; it is recommended that SIA approved door supervisors are used to assist with control of customers.

C) It is difficult for staff to determine a "drunk customer." On what basis would staff assess this? Refusing intoxicated customers can lead to conflict again this is why Surrey police believe there is a need for door supervision.

In order to deal with points B & C Surrey Police request that the venue employs one Security Industry Authority (SIA) approved door supervisor from 23:00 until closing.

Application requested times: -

The applicant has requested the hours of 23:00 to 03:00 closed. This is a main concern for Surrey Police and indeed was one of the main issues which led to the review of the premises licence back in November 2013. People leaving the late night venues in Bridge Street and the premises next door make for late night food outlets; the nearest late night takeaways in the location of Bridge Street close at 02:30. These being Subway, Bedford Road and Burger King, North Street. Last orders for food being fifteen minutes before closing. Both venues have door supervision. Bearing in mind that the premises Thirty Three Hertz closes at 02:30 it will be an expectation that customers from this premise may try to obtain food at 02:30, therefore Surrey Police would recommend the premises Charcoal Grill is closed at 02:00 before with last orders being taken fifteen minutes before closing.

One of the issues with late night takeaways is the period before closing. There are often times when customers will order food five minutes before closing; by the time the order is completed and customers have eaten they will leave well after that time. It is therefore our suggestion that the premises receives its last food order fifteen minutes before its closing time

See attachment (A) Surrey Police request these conditions be attached to any new premises licence issued, with the addition to Annex B5 to include Monday nights

Delivery service: -

There is no mention in the application relating to food delivery, however flyers given out clearly state the premises offers a delivery service up until 01:00, it will be needed to confirm if the delivery service will continue.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Oldham', with a long horizontal flourish extending to the right.

T / Inspector Andy Oldham
Guildford Borough

ATTACHMENT (A.)



GUILDFORD
BOROUGH

Licensing Act 2003

GUPL0035

Premises Licence

ANNEXES

A: Conditions as set out in the application operating schedule

1. A poster will be displayed advising customers to leave quietly.
2. A litter pick will take place at the end of trading outside the shop and surrounding areas.

B: Conditions imposed by the Sub committee at the review hearing on 08 May 2012:

1. A CCTV system must be installed on the premises. The CCTV system installed on the premises is to be fully maintained at all times with monthly maintenance checks being undertaken and shall be operational when the premises are open.
2. The CCTV system must cover all internal public areas and immediate exterior. At least one camera shall provide clear facial recognition of anyone entering the premises. All other cameras installed at the premises to provide identifiable images of individuals present.
3. There must always be a member of staff on the premises able to operate the CCTV system when the premises are open.
4. All CCTV footage to be retained for a minimum of 28 days and shall be made immediately available, either for viewing or in a format that can be downloaded to a responsible authority upon request within 24 hours.
5. One SIA accredited door supervisor shall be employed at the premises on Friday and Saturday from 23:00 to closing.
6. The licensee shall obtain a town link radio and staff shall be trained in its use.

