



City of Westminster

# Committee Agenda

Title: **Licensing Sub-Committee (1)**

Meeting Date: **Thursday 27 April 2023**

Time: **10.00 am**

Venue: **Rooms 18.01 - 18.03 - 18th Floor, 64 Victoria Street, London, SW1E 6QP**

Members: **Councillors:**

Aziz Toki (Chair)  
Judith Southern  
Melvyn Caplan

Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda.

Admission to the public gallery is via a visitor's pass which is available from the main ground floor reception at 64 Victoria Street from 9.30am.

If you have a disability and require any special assistance, please contact the Committee Officer (details listed below) in advance of the meeting.

An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

If you require further information, please contact the Committee Officer, Sarah Craddock, Committee and Councillor Co-ordinator.

**Email: [scraddock@westminster.gov.uk](mailto:scraddock@westminster.gov.uk) Tel: 0779098018**  
**Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. Regarding Item 2, guidance on Declarations of Interests is included in the Code of Governance. If Members and Officers have any questions, they should contact the Director of Law before the meeting please.

## AGENDA

### PART 1 (IN PUBLIC)

#### 1. MEMBERSHIP

To report any changes to the membership.

#### 2. DECLARATIONS OF INTEREST

To receive declarations by Members and Officers of the existence and nature of any pecuniary interests or any other significant interest in matters on this agenda.

#### Licensing Applications for Determination

#### 1. BROADWICK SOHO, 20 BROADWICK STREET, W1F 8HT

(Pages 1 - 100)

Ward CIA* SCZ**	Site Name & Address	Application Type	Licensing Reference No.
West End  * West End  ** None	Broadwick Soho 20 Broadwick Street W1F 8HT	New Premises Licence	23/00942/LIPN
*Cumulative Impact Area ** Special Consideration Zone			

**2. DEVELOPMENT SITE AT FORMER WESTCOURT HOUSE,  
OLD MARYLEBONE ROAD,**

**(Pages 101 -  
134)**

Ward CIA* SCZ**	Site Name & Address	Application Type	Licensing Reference No.
Marylebone  * None  ** None	Development Site at Former Westcourt House Old Marylebone Road	New Premises Licence	23/00868/LIPN
*Cumulative Impact Area ** Special Consideration Zone			

**3. THE PIANO WORKS WEST END, SUB-BASEMENT, BASEMENT  
PART AND GROUND FLOOR PART, CLAREVILLE HOUSE,  
47 WHITCOMB STREET, WC2H 7DH**

**(Pages 135 -  
332)**

Ward CIA* SCZ**	Site Name & Address	Application Type	Licensing Reference No.
St James's  * West End  ** None	The Piano Works West End Sub-basement Basement Part and Ground Floor Part, Clareville House 47 Whitcomb Street WC2H 7DH	New Premises Licence	23/00731/LIPN
*Cumulative Impact Area ** Special Consideration Zone			

**Stuart Love  
Chief Executive  
19 April 2023**

In considering applications for Premises Licences under the Licensing Act 2003, the Sub Committee is advised of the following:

### **Policy Considerations**

The Licensing Sub-Committee is required to have regard to the City of Westminster statement of Licensing Policy, effective from January 2021.

### **Guidance Considerations**

The Licensing Sub-Committee is required to have regard to any guidance issued by the Secretary of State under Section 182 the Licensing Act 2003. The most recent version was published in April 2018.

### **Core hours When Customers Are Permitted to Be on The Premises**

Core hours, as set out in the Council's Statement of Licensing Policy 2021, are when customers are permitted to be on the Premises. The maximum opening hours permitted will not exceed the start time and terminal hour for each of the days where licensable activity is permitted.

**Note:** The core hours are for all licensable activities but if an application includes Late Night Refreshment, then the starting time for that licensable activity will be 11.00 pm.

#### **1. Casinos**

Up to 24 hours a day whilst Casino Gaming is permitted by a Premises Licence under the Gambling Act 2005.

#### **2. Cinemas, Cultural Venues and Live Sporting Premises**

Monday to Sunday: 09:00 hours to 24:00 hours

#### **3. Hotels**

Monday to Thursday: 09:00 hours to 23:30 hours

Friday and Saturday: 09:00 hours to 24:00 hours

Sunday: 09:00 hours to 22:30 hours

Sundays Immediately Prior To A Bank Holiday: 09:00 hours to 24:00 hours

Sale of alcohol to guests for consumption in hotel/guest rooms only: Anytime up to 24 hours

#### **4. Off licences**

Monday to Saturday: 08:00 hours to 23:00 hours

Sunday: 09:00 hours to 22:30 hours

#### **5. Outdoor Spaces**

Monday to Thursday: 09:00 hours to 23:30 hours

Friday and Saturday: 09:00 hours to 24:00 hours

Sunday: 09:00 hours to 22:30 hours

Sundays Immediately Prior To A Bank Holiday: 09:00 hours to 24:00 hours

#### **6. Pubs and bars, Fast Food and Music and Dance venues**

Monday to Thursday: 10:00 hours to 23:30 hours

Friday and Saturday: 10:00 hours to 24:00 hours

Sunday: 12:00 hours to 22:30 hours

Sundays Immediately Prior To A Bank Holiday: 12:00 hours to 24:00 hours

## **7. Qualifying Clubs**

Monday to Thursday: 09:00 hours to 24:00 hours  
Friday and Saturday: 09:00 hours to 24:00 hours  
Sunday: 09:00 hours to 22:30 hours  
Sundays Immediately Prior To A Bank Holiday: 09:00 hours to 24:00 hours

## **8. Restaurants**

Monday to Thursday: 09:00 hours to 23:30 hours  
Friday and Saturday: 09:00 hours to 24:00 hours  
Sunday: 09:00 hours to 22:30 hours  
Sundays Immediately Prior To A Bank Holiday: 09:00 hours to 24:00 hours

## **9. Sexual Entertainment Venues and Sex Cinemas**

Monday to Thursday: 09:00 hours to 23:30 hours  
Friday and Saturday: 09:00 hours to 24:00 hours  
Sunday: 09:00 hours to 22:30 hours  
Sundays Immediately Prior To A Bank Holiday: 09:00 hours to 24:00 hours

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City of Westminster

## Licensing Sub-Committee Report

Item No:	
Date:	27 April 2023
Licensing Ref No:	23/00942/LIPN - New Premises Licence
Title of Report:	Broadwick Soho 20 Broadwick Street London W1F 8HT
Report of:	Director of Public Protection and Licensing
Wards involved:	West End
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Kevin Jackaman Senior Licensing Officer
Contact details	Telephone: 0207 641 6500 Email: <a href="mailto:kjackaman@westminster.gov.uk">kjackaman@westminster.gov.uk</a>

<b>1.</b>	<b>Application</b>		
<b>1-A</b>	<b>Applicant and premises</b>		
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	13 February 2023		
<b>Applicant:</b>	Broadwick Street Holdings Limited		
<b>Premises:</b>	Broadwick Soho		
<b>Premises address:</b>	20 Broadwick Street London W1F 8HT	<b>Ward:</b>	West End
		<b>Cumulative Impact Area:</b>	West End
		<b>Special Consideration Zone:</b>	None
<b>Premises description:</b>	<p>According to the application form the premises will operate as a five-star luxury hotel. Featuring 57 rooms and suites and an exemplary ancillary food and beverage offering, the hotel endeavours to become a valued addition to the local neighbourhood.</p> <p>The Hotel will have a lobby bar and restaurant set over two floors (the ground and lower ground floors), a seventh-floor lounge bar and terrace and a dining room on the eighth floor, all open to both residents and the public. Additionally, a ground floor lounge for hotel guests will be present.</p>		
<b>Premises licence history:</b>	This is a new premises licence application and therefore no premises history exists.		
<b>Applicant submissions:</b>	<p>The application is submitted following pre-application licensing advice with Westminster's Environmental Health Consultation Team. Discussions have also taken place with local residents in respect of planning and licensing.</p> <p>As the site is located centrally within London, there are extensive local facilities and public transport services available within a short walking/cycling distance. Facilities surrounding the site include London Underground Stations, restaurants, hotels, cafes, retail stores, bus stops and carparks.</p> <p>Further written submissions have been made by the applicant which appear at <b>Appendix 2</b></p>		
<b>Applicant amendments:</b>	The applicant has agreed 3 further conditions with the Metropolitan Police service which are set out at <b>Appendix 6</b>		



<b>1-B</b>	<b>Proposed licensable activities and hours</b>						
<b>Films (Ground, Basement and 8<sup>th</sup> Floor):</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:30	00:30	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>24 hours a day for Hotel guests (for rooms)  From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day.  On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.</p>					

<b>Films (7<sup>th</sup> Floor- Flute):</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	01:00	01:00	01:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>As per ground, basement and 8<sup>th</sup> floors.  Sunday before a Bank Holiday 07:00 to 01:00</p>					

<b>Live music (Ground, Basement and 8<sup>th</sup> Floor):</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:30	00:30	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day.  On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.</p>					

<b>Live music (7<sup>th</sup> Floor- Flute):</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	01:00	01:00	01:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>As per ground, basement and 8<sup>th</sup> floors.  Sunday before a Bank Holiday 07:00 to 01:00.</p>					

Recorded music (Ground, Basement and 8 <sup>th</sup> Floor):				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	07:00	07:00	07:00	07:00	07:00	07:00	07:00
End:	00:00	00:00	00:00	00:00	00:30	00:30	00:00
Seasonal variations/ Non-standard timings:			From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day. On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.				

Recorded music (7 <sup>th</sup> Floor- Flute):				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	07:00	07:00	07:00	07:00	07:00	07:00	07:00
End:	00:00	00:00	00:00	01:00	01:00	01:00	00:00
Seasonal variations/ Non-standard timings:			As per ground, basement and 8 <sup>th</sup> floors. Sunday before a Bank Holiday 07:00 to 01:00.				

Performance of dance (8 <sup>th</sup> Floor – prebooked events):				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	07:00	07:00	07:00	07:00	07:00	07:00	07:00
End:	00:00	00:00	00:00	00:00	00:30	00:30	00:00
Seasonal variations/ Non-standard timings:			From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day. On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.				

Recorded music (7 <sup>th</sup> Floor- Flute, prebooked events):				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Start:	07:00	07:00	07:00	07:00	07:00	07:00	07:00
End:	00:00	00:00	00:00	01:00	01:00	01:00	00:00
Seasonal variations/ Non-standard timings:			As per ground, basement and 8 <sup>th</sup> floors. Sunday before a Bank Holiday 07:00 to 01:00.				

Anything of a similar description ( <b>Ground, Basement and 8<sup>th</sup> Floor</b> ):				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:30	00:30	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day.</p> <p>On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.</p>					

Anything of a similar description ( <b>7<sup>th</sup> Floor- Flute</b> ):				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	01:00	01:00	01:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>As per ground, basement and 8<sup>th</sup> floors.</p> <p>Sunday before a Bank Holiday 07:00 to 01:00.</p>					

Late night refreshment ( <b>Ground, Basement and 8<sup>th</sup> Floor</b> ):				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:30	00:30	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>Residents and their bona fide guests 23:00 to 05:00 Monday to Sunday.</p> <p>From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day.</p> <p>On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.</p>					

Late night refreshment ( <b>7<sup>th</sup> Floor- Flute</b> ):				Indoors, outdoors or both			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>End:</b>	00:00	00:00	00:00	01:00	01:00	01:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>As per ground, basement and 8<sup>th</sup> floors.</p> <p>Sunday before a Bank Holiday 23:00 to 01:00.</p>					

<b>Sale by retail of alcohol (Ground, Basement and 8<sup>th</sup> Floor):</b>				<b>On or off sales or both</b>			Both
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:30	00:30	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>Residents and their bona fide guests 00:00 to 00:00 Monday to Sunday.</p> <p>From the end of permitted hours on New Year's Eve to the start of the permitted hours on New Year's Day.</p> <p>On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities where the existing terminal hour for the activities ends after 01.00.</p>					

<b>Sale by retail of alcohol (7<sup>th</sup> Floor- Flute):</b>				<b>On or off sales or both</b>			Both
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	07:00	07:00	07:00	07:00	07:00	07:00	07:00
<b>End:</b>	00:00	00:00	00:00	01:00	01:00	01:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>As per ground, basement and 8<sup>th</sup> floors.</p> <p>Sunday before a Bank Holiday 23:00 to 01:00.</p>					

<b>Sale by retail of alcohol (External terrace):</b>				<b>On or off sales or both</b>			Both
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	08:00	08:00	08:00	08:00	08:00	08:00	08:00
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>Seasonal variations/ Non-standard timings:</b>		None					

<b>Hours premises are open to the public</b>							
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		None					
<b>Adult Entertainment:</b>		None					

<b>2.</b>	<b>Representations</b>
<b>2-A</b>	<b>Responsible Authorities</b>
<b>Responsible Authority:</b>	Metropolitan Police Service
<b>Representative:</b>	Steve Muldoon
<b>Received:</b>	12 March 2023
<p>I refer to the above-mentioned application to vary the premises licence – 23/00942/LIPN</p> <p>Following consideration of the application and how it may affect the Licensing Objectives, I wish to make the following representations:</p> <p>The proposal made is likely to undermine the following licensing objectives:</p> <ul style="list-style-type: none"> <li>• <b>The Prevention of Crime and Disorder</b></li> </ul> <p>The Crime levels in the West End are extremely high. A new premises within this area will add to cumulative impact and as such potentially increase crime figures.</p> <p>I thank the applicant for taking the time to meet with me in person and for the time taken to show me round the various parts of the hotel that I had potential concerns with. I accept the conditions proposed by the applicant and have suggested 3 further. The applicant is working on the wording of those and will no doubt submit these in due course.</p> <p><b>The additional conditions proposed by the Police and agreed by the applicant are set out at appendix 6.</b></p> <p><b>Further submissions have been received from the Police which appear at Appendix 4</b></p>	
<b>Responsible Authority:</b>	Environmental Health
<b>Representative:</b>	Dave Nevitt
<b>Received:</b>	16 February 2023
<p>I wish to make Representations on the following grounds:</p> <p>Representation is made in relation to the application, as the proposals are likely to increase the risk of Public Nuisance and may impact upon Public Safety.</p>	
<b>Responsible Authority:</b>	Licensing Authority
<b>Representative:</b>	Angela Lynch
<b>Received:</b>	16 February 2023
<p>I write in relation to the application submitted for a new premises licence for Broadwick Soho, 22 - 24 Broadwick Street, London, W1F 8HT</p> <p>As a responsible authority under section 13 (4) of the Licensing Act 2003 as amended under the Police and Social Responsibility Act 2011, the Licensing Authority have considered your application in full. The Licensing Authority has concerns in relation to this application and how the premises would promote the four Licensing Objectives:</p>	

- Public Nuisance
- Prevention of Crime & Disorder
- Public Safety
- Protection of children from harm

The Licensing Authority notes that the premises has sought pre application advice 19/04564/PREAPM which has been made under 18 Broadwick Street, which is consistent with the planning applications. For clarity, please confirm the address this premises application relates to.

The applicants have confirmed that the premises will operate as a hotel.

For the avoidance of doubt the application seeks the following:

- **Performance of Dance**

Sunday to Thursday 07:00 to 00:00  
Friday to Saturday 07:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Exhibition of Film**

Sunday to Thursday 07:00 to 00:00  
Friday to Saturday 07:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Performance of live music**

Sunday to Thursday 07:00 to 00:00  
Friday to Saturday 07:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Playing of Recorded Music**

Sunday to Thursday 07:00 to 00:00  
Friday to Saturday 07:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Anything of a Similar description**

Sunday to Thursday 07:00 to 00:00  
Friday to Saturday 07:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Late Night Refreshment**

Sunday to Thursday 23:00 to 00:00  
Friday to Saturday 23:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Supply of Alcohol On and Off the Premises**

Sunday to Thursday 07:00 to 00:00

Friday to Saturday 07:00 to 00:30

Non-Standard timings NYE- from end of permitted hours on NYE to start of permitted hours on NYD (model condition) BST- add 1 hour after 1am (model condition)

- **Opening Hours to Public**

Monday to Sunday 00:00 to 00:00

The premises is located within the West End Cumulative Impact Zone and as such various policy points must be considered namely HOT1, CD1, PS1, PN1, CH1 and including CIP1 and HRS1.

Policy CIP1 states;

Applications for other premises types within the West End Cumulative Impact Zones will be subject to other policies within this statement and must demonstrate that they will not add to cumulative impact.

The Licensing Authority would therefore encourage the applicant to provide further submissions to demonstrate how the premise will not add to the cumulative impact.

Policy HOT1 states;

1. Applications inside the West End Cumulative Impact Zone will generally be granted subject to:
2. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.
3. The hours for licensable activities are within the council's Core Hours Policy HRS1.
4. The operation of any delivery services for alcohol and/or late-night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1.
5. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary purpose of the venue as a hotel.
6. The applicant has demonstrated that they will not add to cumulative impact within the Cumulative Impact Zone.
7. The application and operation of the venue meeting the definition of a Hotel as per Clause C. C. For the purposes of this policy a Hotel is defined as a premises that is primarily used as an establishment providing overnight accommodation for customers

As referred to above the applicant intends to operate the premises as a hotel. Within the hotel are four 'additional' licensed areas which will be used as restaurants and/or for private hire.

The operating schedule indicates that door supervisors will be provided on a risk assessment basis, the applicant is encouraged to submit the risk assessment for the Licensing Authority to consider together with the dispersal policy.

Condition 24 states, 'Other than in hotel bedrooms there shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence. The Licensing Authority notes that there is no application made for a sexual entertainment venue licence so raises a question as to the nature of this condition.

For note, there seems to be an error with the wording of condition 52 when referencing condition 50 in the content. The licensing authority presumes this should make reference to condition 51 so would ask that the applicant clarify this.

Concern is further raised with regard to condition 52 in particular subsection C) hotel residents and their bona fide guests and D) Employees, Performers and/or Artists and their bona fide

guests. Could the applicant provide further submissions as to how many persons this is to may be, whether there is a time restriction and how this will be managed.

Condition 54 states 'With the exception of the holding bar area, the supply of alcohol in the restaurant shall be by waiter or waitress only'. How will the holding bar operate? Will be used for customers before and after their meal?.

The licensing authority notes that for the 7<sup>th</sup> floor (Flute) there is no ancillary condition for the sale of alcohol to be with a meal. Therefore, who can access the 7<sup>th</sup> floor and what measures are put in place when the area is in use for private hire events.

Concern is raised to what happens with customers from the terrace when the area closes at 10pm. Where do customers go? Particular concern is that customers will then go to the bar area which encourages vertical drinking. Please provide further details on how the applicant will discourage this.

The Licensing authority also note that the area hatched blue for smoking is not restricted for drinking and can therefore allow customers to remain outside for longer periods of time and again encourages vertical drinking. How will this area will be managed to ensure that customers do not remain in the area?

The application also shows outside tables and chairs, however there is no mention of them in the conditions on the premises licence, the applicant is encourage to provide further submissions on how the tables and chairs will be operated.

Currently the application is outside the licensing policy's core hours for hotels, which are as follows:

Monday to Thursday: 9am to 11.30pm.

Friday and Saturday: 9am to Midnight. Sunday: 9am to 10.30pm.

Sundays immediately prior to a bank holiday: 9am to Midnight.

For the sale of alcohol to guests for consumption in hotel/guest rooms only: Anytime up to 24 hours

The applicant must therefore demonstrate that they will not add to cumulative impact within the Cumulative Impact Zone. The Licensing Authority do not consider that the applicant has satisfied this part of the policy and therefore maintains its representation.

Should the applicant address the points raised above, the Licensing Authority will consider its position.

<b>2-B</b>	<b>Other Persons</b>		
<b>Name:</b>	[REDACTED]		
<b>Address and/or Residents Association:</b>	[REDACTED] [REDACTED] [REDACTED] [REDACTED]		
<b>Status:</b>	Valid	<b>In support or opposed:</b>	Opposed
<b>Received:</b>	21 February 2023		
<p>I am writing to express my opposition to the licensing application for the new hotel in our area, which is already well served by a number of hotels. I believe that this proposed hotel will cause harm to the community, including the increased risk of traffic accidents, the negative impact on residents, and the high level of alcohol consumption in the area.</p> <p>As a local resident, I am concerned about the impact that this new hotel will have on the safety of pedestrians. The high volume of foot traffic in our area, coupled with the increased traffic from</p>			



the hotel, will undoubtedly result in an increased risk of traffic accidents. Furthermore, the proposed hotel will lead to an increase in the amount of alcohol consumption in the area which will have a detrimental effect on the quality of life of residents.

Note the introduction of portaloos by the council on Broadwick street in an attempt to mitigate against the ongoing epidemic of street urination and defecation.

Finally, the the construction and operation of the hotel will cause significant disruptions to the daily lives of residents (in an area which has seen building construction for the last 9 years), including increased noise pollution and traffic congestion. Furthermore, the existing hotels in the area have already invested significant resources in the community, and the introduction of a new hotel will unfairly compete with these businesses negatively impacting the local economy.

I strongly urge you to reconsider this licensing application for the new hotel. The potential harm to the community, including the increased risk of traffic accidents, negative impact on residents, and the high level of alcohol consumption in the area, far outweigh any perceived benefits of this new hotel.

<b>Name:</b>	[REDACTED]		
<b>Address and/or Residents Association:</b>	[REDACTED] [REDACTED] [REDACTED]		
<b>Status:</b>	Valid	<b>In support or opposed:</b>	Opposed
<b>Received:</b>	20 February 2023		

I wish to object to the above application for a late night extension to the bar and the ability to hold live music vents and so on until 12.30am on some days.

This hotel and bar are [REDACTED], which contains 78 apartments. We live on [REDACTED]

Not only has the bar been designed such that we have a clear view in from all our rooms but the noise that will be created late at night will be intolerable. The noise from the large bar item will be bad enough but for there to be live music licensed each night will make the noise unbearable. My understanding when the planning application for the hotel first went through was that there would not be a late licence and it would be alarming if this were to be changed now

<b>Name:</b>	[REDACTED] [REDACTED]		
<b>Address and/or Residents Association</b>	[REDACTED] [REDACTED] [REDACTED]		
<b>Status:</b>	Valid	<b>In support of opposed:</b>	Opposed
<b>Received:</b>	13 March 2023		

We write to make a relevant representation to the above application on behalf of [REDACTED].

**About the** [REDACTED] [REDACTED] is a charitable company limited by guarantee established in 1972. The Society is a recognised amenity group and was formed to make Soho a better place to live, work or visit by preserving and enhancing the area's existing diversity of character and uses, and by improving its facilities, amenities and environment.

## Application summary New Premises Licence

### Summary

- 5 star hotel with 57 bedrooms
- Licensable Activities : Sale of alcohol on and off the premises. late night refreshment performance of dance, live music, playing recorded music, exhibition of a film
- **Opening Hours** : Monday to Sunday 00:00 - 00:00
- **Alcohol: between 7am - 10am Monday to Sunday** where permitted shall be limited to persons seated and taking a table meal except for hotel residents and up to 4 of their bona fide guests
- **Overall capacity : 315 (including events 370)**

### Basement / Ground Floor : Gina's

- Operate as a restaurant
- **Sun - Thurs: 7am - 12am. Fri-Sat: 7am - 12.30am. Overall capacity 100**
- **Exceptions to the restaurant condition** : Persons in the holding bar limited to 8 patrons / Persons attending a pre-booked private function / Hotel residents and their bona fide guests / Employees, performers and/or artistes and bona fide guests

### Rear Ground Floor Hotel Lounge : The Nook

- **Sun - Thurs: 7am - 12am. Fri - Sat: 7am - 12.30am. Capacity 45**
- Shall only be to: a) Residents of the hotel and guests max 5 per resident. b) Guests of the proprietor. c) Artistes or persons employed on the premises. d) Proprietors/directors, shareholders, management of the operating company and guests. e) Persons attending a pre-booked private function (members of the public cannot attend). f) People having a substantial meal in Gina's the GF/basement restaurant

### 7th Floor : Flute

- **Sun - Weds: 7am - 12am. Thurs - Sat: 7am - 1am**
- **Sale of alcohol:** waiter service to seated customers, exception seated and standing customers may be served in the bar area. Minimum 8 seats at the bar
- **Main terrace** : shall not be used between 10pm and 7am
- **The smoking terrace** : shall not be used between 12am and 7am, Sun - Weds. 1am - 7am Thurs - Sat
- **Capacity 140** (exception private pre-booked events). **From the plans 71 on the external terrace**
- **After 10pm, capacity 80** (exception private pre-booked events)
- **Private pre-booked event; capacity 175** (members of the public not invited)

### 8th Floor : The Dining Room • Sun - Thurs: 7am - 12am. Fri - Sat: 7am - 12.30am

- **Operate as a restaurant / private dining room**
- **Capacity 30. Private pre-cooked events 50** (members of the public not invited)
- **Exceptions to the restaurant condition:** Pre-booked private functions / Hotel residents and guests up to max of 5 / Guests of the proprietor / Employees, performers and or artists and their guests

**External tables and Chairs** : 7 tables & 22 chairs

### Representation

██████████ objects to the application for licensable activities which fall outside the hotel core hours policy for the restaurants, bars and pre-booked events which are accessible to the general public. The application as currently presented will fail to promote the licensing objectives and increase cumulative impact in the West End Cumulative Impact Zone.

### Soho

We are concerned that granting any new licences in this area will have an impact on the licensing objectives, Soho has the highest concentration of licensed premises in Westminster,

**478** with a large proportion (25%) being late night licences. There are **118** licensed premises between the hours of **1am - 6am**, with a capacity of over **22,480**. The area is densely populated at night with people creating loud levels of noise causing disturbance, alongside an increase in crime, disorder and anti-social behaviour.

### **Location**

Previously a street with few licensed premises we note this is the third application for a new alcohol licence since 2022, all within a small section of Broadwick Street from the junction of Wardour Street to Berwick Street. Past midnight this street is relatively quiet and where residents live, the addition of a new hotel with a considerable food and drink offering and open to the public beyond core hours will have a negative impact.

**Hours** The terminal hours of the restaurants, bars, and pre-booked event space falls outside the policy unlike comparable hotels in Soho, for example the Ham Yard Hotel and Soho Hotel where the restaurants close between 10.30pm and 11pm, and the bar at Ham Yard at 11pm.

In relation to Flute the 7th floor bar, we take into consideration the conditions that the bar will not be advertised external to the building, and there will be no direct access to the 7th floor, however, the fact remains that this is a bar in Soho with a capacity of 140 and for events its even higher at 175 where the condition of waiter service and patrons being seated will not apply. It also includes a significant external terrace accommodating 71 people which is a huge selling point and highly popular with members of the public. Overall, this is an increase of 140 drinking until 10pm, and following the closure of the terrace 80 patrons will be permitted to consume alcohol until 1am.

In our view the premises being a high end hotel does not protect it from members of the public attending the bar or an event and from drinking to excess, becoming intoxicated and on leaving the hotel creating havoc in the street. This is a late night bar open to the public until 1am in an area already under such stress it has been declared a cumulative impact zone with high levels of crime and disorder and noise nuisance.

We find no justification to grant any licences in Soho beyond Westminster's own Core Hours Policy.

### **Conditions**

We highlight a number of conditions which raise concern and we ask they are amended to protect the residents living in this area.

32. *'No rubbish, including bottles, shall be moved, removed or placed in the outside areas between 23:00 hours and 06:00 hours or as in compliance with Westminster City Council's own waste contractor collection hours'*. We request this to be 23:00 hours and 08:00 hours. 33. *'No deliveries to the premises shall take place between 23:00 hours and 06:30 hours on the following day.'* As above, we request this to be 23:00 hours and 08:00 hours.

### **Residents**

There are real concerns amongst residents about the ever increasing numbers of licensed premises, they have been subjected to noise disturbance and anti-social behaviour that is beyond acceptable levels. They are disturbed by the late night activity as people walk by either shouting, screaming or arguing, noise from pedicabs, car doors slamming, horns honking and are subjected to anti-social behaviour with people vomiting and urinating in the street and in their doorways.

Residents are also disturbed even if an establishment is not located directly on their street, as patrons from those establishments still need to leave the premises to make their way home. This means locating the nearest bus stop, tube station or to flag down a taxi. This often brings those people at some point to have to walk down their street, or pass nearby it and with people who are usually highly intoxicated, this involves whooping, shouting, screaming or fighting.

With all of the above it is unsurprising residents experience sleep disturbance, a recent survey conducted by the [REDACTED] confirms that residents are disturbed by noise at night and this is having a negative impact on their lives. 87 people responded of which 78 are Soho residents with ages spread fairly evenly from 22 to 80, 59% having lived in Soho for more than 10 years.

When asked about disturbed sleep; 24% of respondents have their sleep disturbed 7 nights a week, 16% 5 or 6 nights a week and 19% 3 or 4 nights a week.

Furthermore, 64% of respondents agreed that noise nuisance from increased commercial activity at night is the most serious problem impacting Soho residents quality of life.

62% of respondents agreed that the council should not grant any extensions of hours for premises in Soho.

60% of respondents agreed that noise nuisance and sleep deprivation is adversely impacting my health and the health of the people they live with.

46% of respondents agreed that noise nuisance is so bad that they have considered moving away from Soho. The full survey can be found in **Appendix 1**.

### **Crime and Disorder**

The Cumulative Impact Assessment 2020 presents overwhelming evidence of the year on year increase in cumulative impact in the West End Zone 1, **it highlights the rate of crime as 10 - 13 times higher between 6pm - 6am compared to the borough average**. The level of crime, dis-order and anti social behaviour continues to be a huge problem in Soho, the crime figures are high and increasing. The recent police crime report for December 2022 highlights Soho as having the highest number of robberies, overall knife crime and violence against the person compared to other areas within the cumulative impact zone.

In Soho the majority of robberies take place at night, people are targeted as they leave venues. Alongside the robberies and assaults there's drug dealing which is a huge problem with groups of dealers congregating to sell drugs to people as they leave premises or out on the streets walking by. There are more dealers in the area at night than during the day, this is directly linked to the large number of venues and people which creates the drugs market. Pickpockets also operate in the area, they are a part of a well organised criminal group who arrive in a van at night and dis-perse into Soho before returning to be driven away.

It is well known that intoxicated people become victims of crime, their vulnerability being exploited by gangs or individuals who are in Soho explicitly to target them. We believe patrons leaving the restaurants and bar late at night will be at high risk of becoming victims of crime.

### **Cumulative Impact Policy CIP1**

This area has been identified by the Westminster City Council as under stress because the cumulative effect of the concentration of late night and drink led premises and night cafes has led to serious problems of disorder and/or public nuisance affecting residents, visitors and other businesses. The evidence presented in the Cumulative Impact Assessment 2020 is overwhelming, it describes the high level of cumulative impact in the West End Zone between 2017-2019. It concludes that, *'After consideration of the cumulative impact assessment it is the Licensing Authority's view that the number of premises licences in the West End, are such that it is likely granting further types of licences or varying existing licences would be inconsistent with the author-ity's duty to promote the licensing objectives. The granting of licences for certain types of operation that are likely to add to Cumulative Impact within these areas would not be consistent with the Licensing Authority's duty under the Licensing Act 2003.'* (p.19) *(Our emphasis)*

This evidence supported further policy restrictions in the West End, however, the impact of COVID-19 resulted in the Licensing Authority deciding not to implement greater restrictions at

this stage, but it may in the lifetime of the policy if footfall moves toward pre-March 2020 levels (D1). Soho is fully open for business and thriving, our observation is Soho attracts more people now than at pre-COVID times.

Of importance the policies in relation to the cumulative impact zone are directed at the global and cumulative effects of licences on the area as a whole (D16. of the policy).

D23. ***'The proximity of residential accommodation is a general consideration with regard to the prevention of public nuisance. It goes on, 'The nature of cumulative impact is that it is cumulative and affects not only the immediate vicinity of the premises, but the wider area; thus the number of people visiting the premises, the nature of licensable activities and the lateness of operations have an impact on an area as a whole, irrespective of whether or not there is residential accommodation in proximity to the premises.'*** (our emphasis)

Under the Hotels Policy HOT1 the applicant has to demonstrate they will not add to cumulative impact, in our view the applicant has failed to do so.

**Conclusion** This application aims to create two new restaurants, bars and event space in a hotel with hours beyond the Core Hours Policy. It is contrary to policy and will fail to promote the licensing objectives and increase cumulative impact in the West End Cumulative Impact Zone.

## Appendix 1 : ██████████ Sleep Survey Results

### ██████████ Sleep Survey Results - 31 October 2022

87 people have responded of which 78 are Soho residents with ages spread fairly evenly from 22 to 80.

59% have lived in Soho more than 10 years

26% between 3 and 10 years 6% between 1 and 3 years and

9% have lived here less than a year

42% own their homes

20% are Soho Housing Association and the rest tenants with other landlords 10 respondents have children living at home with them

58% have double glazing

37% single glazing

5% have triple glazing

24% of respondents have their sleep disturbed 7 nights a week

16% of respondents have their sleep disturbed 5 or 6 nights a week

19% of respondents have their sleep disturbed 3 or 4 nights a week

19% of respondents have their sleep disturbed once or twice a week

20% do not have a problem with environmental noise pollution

Topping the list in September was people drinking in the street with 54 mentions, then pedicabs with 51, waste collections at 48, construction noise 36 and car horns 33 and deliveries at 25.

Other noise sources identified were air conditioning, motorbikes revving, building alarms and music from licensed venues. The most common identified problem at 42% of respondents was people drinking and shouting in the street.

64% of respondents agreed that noise nuisance from increased commercial activity at night is the most serious problem impacting Soho residents quality of life

46% of respondents agreed that noise nuisance is so bad that they have considered moving away from Soho

60% of respondents agreed that noise nuisance and sleep deprivation is adversely impacting my health and the health of the people they live with.

67% of respondents agreed that the council should base its noise policy on the World Health Organisation guidelines

64% of respondents agreed that our ward councillors should make this their priority during the

next four years

69% of respondents agreed that during the time I have lived in Soho noise pollution has got significantly worse

73% of respondents agreed that if noise limits are being exceeded the council should consider reviewing existing alcohol licences

72% of respondents agreed that the council should install electronic noise monitoring in Soho

56% of respondents agreed that the council should not grant additional premises licence for the sale of alcohol in Soho.

62% of respondents agreed that the council should not grant any extensions of hours for premises in Soho

68% of respondents agreed that the council should renew its noise strategy as a matter of urgency

Many respondents made additional comments:-

*I left Soho 4 years ago. After 20 years, the noise & air pollution finally broke me. Like the frog in the pan of water with the heat gradually turned up, it took me a while to realise that it wasn't me going soft, it was the significant degradation of the environment around me. Since moved out of my flat, several other tenants have moved in & swiftly out again citing sleep disruption & excessive night noise as their reason for leaving. The flat is now used as an office rather than as residential.*

*I am disappointed that another restaurant unit is going to be let on Hopkins Street by Shaftesbury when the residents already have an enormous amount of noise from the existing restaurants. No doubt they will also want an alcohol license, which will increase the noise and disturb residents even more.*

*As a disabled person working from home, I find it extremely exhausting not able to have rest at night, screams and noise of drunk people every night, The Landlord WCC does not want to change the windows to a double glazing nor allow tenants to pay privately for windows to be upgraded. Noise at home, lack of sleep, and concentration in the day time. I have a hand held noise monitor, I recorded noise levels of 97db outside the pub at the corner of Broadwick and Berwick Streets.*

*More consideration needs to be given to residents from councillors, people visiting the area and local businesses in particular those who serve alcohol and have late night licences. Decisions such as granting planning and licence applications should not be made by people who do not live in the area and are therefore not impacted by the decision making.*

*Very difficult to get the local authority to understand and take complaints seriously. Officers often helpful but then the case goes to committee and they always seem to rule in favour of the commercial premises rather than residents.*

*There is supposed to be a presumption to refuse new licences but in practice the council still lets new things through until after Midnight, which is far too late and has made a nonsense of the policy.*

*There should be a quiet window of 11pm to 8am every day. 7am deliveries are far too early for a lot of people if they are noisy or use cages or refrigeration. I live in Marshall St and overlook it. Regularly now (most nights) there are traffic jams in the street at 3am in the morning with cars picking up people leaving clubs. The cars frequently are using their horns. Last night they had their door open with music blaring. we have 2 motorbike stands close together. 1 in Broadwick St and 1 in Marshall St. There is always at least one bike revving up at either 3am or really early like 530am This noise has changed and increased over the past 3-4 years. I am woken up most nights at about 3am. And i have double glazing and am on [a high] floor.*

*Businesses take no responsibility for their customers drinking/eating and mainly shouting out-*

side, including when they are queuing, and particularly when they are leaving. Post al fresco, there is a new attitude that anything goes on the streets and that includes contempt for the community who live here. The Council need to rethink this and put some major resource into enforcement.

*I've lived in Soho for 60 years... Born and bred.. It's never been this noisy!*

*Early hours waste collections (including bottle smashing) also includes the food & beverage businesses putting their waste in the street and bottle bins at anti-social hours ahead of collection times. Our local restaurants are not supposed to put bottles out between the hours of 23:00 and 07:00 but they frequently do. Frequently delivery trucks some with noisy refrigeration units are also delivering early hours.*

*Also deliveries & pedicabs. Unfortunately my lack of sleep due to noise has caused serious health issues and I now cannot work and suffer anxiety and depression. I'm woken up on average 5 times per night and have considered suicide. Why I'm being denied sleep between the hours of 11pm and 7am astonishes me. The freeholders Shaftesbury Carnaby show a total disrespect to the effects that noise has on the residents of Soho*

**Further submissions have been received from the Interested Party which appear at Appendix 3**

<b>Name:</b>		[REDACTED]	
<b>Address and/or Residents Association</b>		[REDACTED] [REDACTED] [REDACTED]	
<b>Status:</b>	Valid	<b>In support or opposed:</b>	Support
<b>Received:</b>	02 March 2023		
A fabulous addition to Soho			
<b>Name:</b>		[REDACTED]	
<b>Address and/or Residents Association</b>		[REDACTED] [REDACTED] [REDACTED]	
<b>Status:</b>	Valid	<b>In support or opposed:</b>	Support
<b>Received:</b>	14 March 2023		
<b>Introduction</b>			
The [REDACTED] would be grateful for the Licensing Authority's consideration of this representation in support of the above premises licence application, based upon the promotion of all four licensing objectives.			
The [REDACTED] provides a unified voice for all businesses in Soho, with the aim of protecting and growing the economic diversity of the area in which we do business, through engaging with each other, our residents, other amenity groups and Westminster City Council. We currently represent almost 100 businesses in the Soho area, with hospitality, retail and property being our current focus.			
Formed in 2020, initially as a forum to help each other face the unprecedented challenges of the Covid-19 pandemic, we are now focussed on partnership working through the Covid-19 recovery period and beyond. We are all committed to			

safeguarding Soho's iconic status as a world class destination for independent retail, cutting edge food, live entertainment and Soho's very special culture that defines our community and its unique heritage.

### **Night Time Economy & Statement of Licensing Policy**

A key focus for the [REDACTED] is the protection of Soho's reputation as a centre for world beating hospitality and the night-time industries that contribute so much to the fabric of Westminster's culture and economy. This is recognised in Westminster's Statement of Licensing Policy:

*The entertainment industry brings cultural and financial benefits to the city, with the night-time element alone being estimated as having over 14,000 firms with turnover of more than £24 billion and employing over 220,000 people. As a result,*

*Westminster has the largest evening and night-time economy in the UK, generating £3 billion per annum towards the UK's economic output. The council believes that good management of its vibrant entertainment industry and of the street environment within which it operates is essential to the continued success of central London and attracting a wide range of people who want to come here to work, to visit and to live. Licensed entertainment in Westminster contributes to London's appeal to tourists and visitors as a vibrant city.*

*The entertainment industry brings cultural and financial benefits to the city, with the night-time element alone being estimated as having over 14,000 firms with turnover of more than 24 billion and employing over 220,000 people.*

*Westminster has the largest evening and nighttime economy in the UK, generating 3 billion per annum towards the UK's net economic output – this is larger than the night-time economies of Edinburgh, Manchester and Birmingham combined.*

*The council believes that good management of its vibrant entertainment industry and of the street environment within which it operates is essential to the continued success of central London and attracting a wide range of people who want to come here to live, work and visit.*

*Westminster's licensed operators contribute significantly to enriching Westminster. Many licensed operators in Westminster play a pivotal role as cultural venues that are crucial in sustaining Westminster's visitor economy and offering a diversity of world class and cutting-edge cultural experiences. The council strongly believes that the Westminster should be accessible and inclusive for all; this includes those who live here, the many people who work here, and those who visit and support local businesses.*

### **The Application**

The hotel will be an extremely welcome addition to Soho, transforming a previously dilapidated building into a beautiful, multi-faceted space that can be enjoyed by both visitors and residents. It will enliven the corner of Broadwick Street, invigorating the area and improving security on the streets at night. And in keeping with Soho tradition, it will be independently run.

The dining and leisure options at the hotel will help to further cement Soho's position as a culinary and cultural capital; fresh investment like this - in new spaces with new ideas - is crucial in ensuring Soho maintains its cachet. The broad range of new employment opportunities should also weigh heavily in the licensing decision, with approximately 160 full-time positions promised. Far from adding to Cumulative Impact, the hotel's clientele and staff will enhance the locality, and its economy.

Given the nature of the proposed operation, safeguarded as it is by a comprehensive schedule of model licensing conditions and hours, and a rigorous Operational Management Statement (as mandated by the planning), the [REDACTED]



are confident that the applicant will promote the Licensing Objectives in Soho without adding to Cumulative Impact.

Thank you for considering the [REDACTED] views.

3.	<b>Policy &amp; Guidance</b>
The following policies within the City Of Westminster Statement of Licensing Policy apply:	
<b>Policy CIP1 applies</b>	<p>A. It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone for: pubs and bars, fast food premises, and music and dancing and similar entertainment, other than applications to:</p> <ol style="list-style-type: none"> <li>1. Vary the hours within Core Hours under Policy HRS1, and/or</li> <li>2. Vary the licence to reduce the overall capacity of the premises.</li> </ol> <p>C. Applications for other premises types within the West End Cumulative Impact Zones will be subject to other policies within this statement and must demonstrate that they will not add to cumulative impact.</p> <p>D. For the purposes of this policy the premises types referred to in Clause A are defined within the relevant premises use policies within this statement.</p>
<b>Policy HRS1 applies</b>	<p>A. Applications within the core hours set out below in this policy will generally be granted for the relevant premises uses, subject to not being contrary to other policies in the Statement of Licensing Policy.</p> <p>B. Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following:</p> <ol style="list-style-type: none"> <li>1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children from harm.</li> <li>2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation.</li> <li>3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed.</li> <li>4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises.</li> <li>5. The proposed hours when any music, including incidental music, will be played.</li> <li>6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises.</li> <li>7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity.</li> <li>8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night.</li> <li>9. The capacity of the premises.</li> <li>10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs and bars are higher risk than theatres, cinemas and other cultural</li> </ol>

	<p>and sporting venues due to the nature of the operation.</p> <p>11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely.</p> <p>12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises.</p> <p>13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives.</p> <p>14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation applications.</p> <p>C. For the purpose of Clauses A and B above, the Core Hours for applications for each premises use type as defined within this policy are:</p> <p>10a. Shops (all licensable activities that are provided as ancillary to the primary use of the premises as a shop except the off sale of alcohol)</p> <p>Monday to Thursday: 9am to 11.30pm.  Friday and Saturday: 9am to Midnight.  Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to Midnight.</p> <p>10b. Shops (off-sales of alcohol where it forms either the ancillary or primary use of the premises) Monday to Saturday: 8am to 11pm.  Sunday: 9am to 10.30pm.</p> <p>D. Core hours are when customers are permitted to be on the premises and therefore the maximum opening hours permitted will be to the same start and terminal hours for each of the days where licensable activity is permitted.</p>
<p><b>Policy HOT1(B) applies</b></p>	<p>Applications inside the West End Cumulative Impact Zone will generally be granted subject to:</p> <ol style="list-style-type: none"> <li>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.</li> <li>2. The hours for licensable activities are within the council's Core Hours Policy HRS1.</li> <li>3. The operation of any delivery services for alcohol and/or late night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1.</li> <li>4. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary purpose of the venue as a hotel.</li> <li>5. The applicant has demonstrated that they will not add to cumulative impact within the Cumulative Impact Zone.</li> <li>6. The application and operation of the venue meeting the definition of a Hotel as per Clause C.</li> </ol> <p>C. For the purposes of this policy a Hotel is defined as a premises that is primarily used as an establishment providing overnight accommodation for customers.</p>

#### 4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

<b>5.</b>	<b>Appendices</b>
<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Interested Party 3 supporting statement
<b>Appendix 4</b>	Police further submissions
<b>Appendix 5</b>	Premises history
<b>Appendix 6</b>	Proposed conditions
<b>Appendix 7</b>	Residential map and list of premises in the vicinity

<b>Report author:</b>	Kevin Jackaman
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**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

#### **Background Documents – Local Government (Access to Information) Act 1972**

<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	October 2021
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	December 2022
<b>4</b>	Metropolitan Police Service representation	12 March 2023
<b>5</b>	Environmental Health representation	16 February 2023
<b>6</b>	Licensing Authority representation	16 February 2023
<b>7</b>	Interested party representation (1)	21 February 2023
<b>8</b>	Interested party representation (2)	20 February 2023
<b>9</b>	Interested party representation (3)	13 March 2023
<b>10</b>	Interested party representation (4)	02 March 2023
<b>11</b>	Interested party representation (5)	14 March 2023





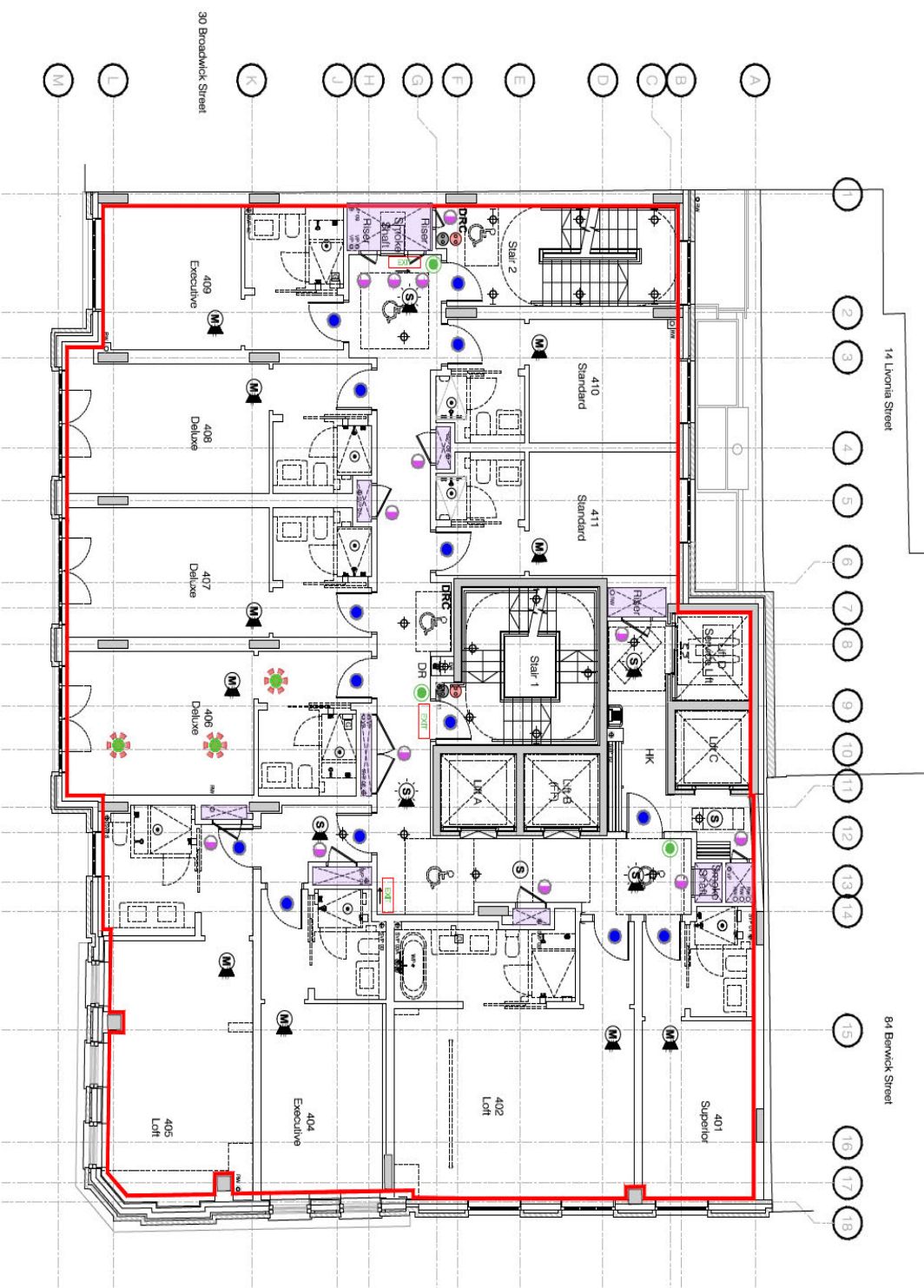








- NOTES**
1. THE LOCATION AND TYPE OF ANY FIRE DETECTORS AND ANY OTHER SAFETY DEVICES THAT MAY BE WANTED IN THE OTHER ROOMS AFTER A FIRE RISK ASSESSMENT.
  2. EXACT FIRE EXTINGUISHER POSITIONS WITHIN ROOMS TO BE COMPLETED.
  3. REFER TO INDIVIDUAL WALL DRAWINGS FOR SPECIFICATION - ALSO STUDY DRAWINGS TO BE USED FOR SETTING OUT.
  4. ALL EMERGENCY EXITS TO BE CENTRED ABOVE DOOR OR ONE CENTRE WITH AS APPLICABLE.
  5. THE SIGNAGE INDICES AND FINISHES TO PLASTERBOARD AND/OR PREFERENTIARY LAM IN SHED BUILDING THIS.



**LEVEL 04 PLAN**  
 Scale 1:100

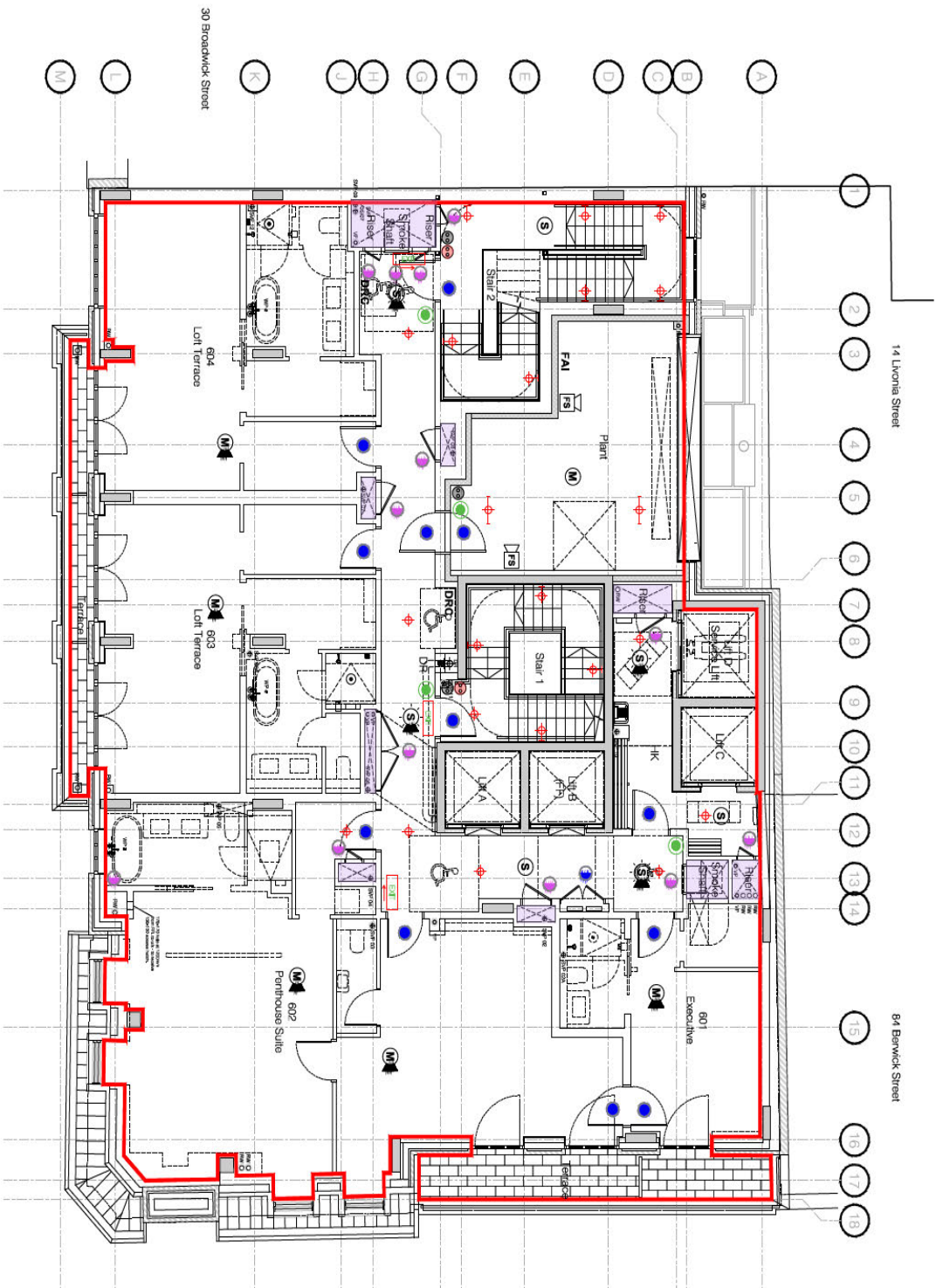
- KEY**
- ALL INTERNAL F. ACTIVITY WILL BE HELD WITHIN THE WINKED BOUNDARY
  - REVISION
  - MRT SUPPRESSION SWITCH COVERAGE
  - SMOKE DETECTOR
  - HEAT DETECTOR
  - MULTI DETECTOR
  - DETECTOR WITH SMOKEMAN DETECTOR WITH BEACON
  - DETECTOR WITH SMOKEMAN AND BEACON
  - CEILING MOUNTED BEACON
  - WALL MOUNTED THE BEACON
  - FIRE ALARM INTERFERENCE
  - DOUBLE SERVICE CALL
  - FIRE ALARM PANEL
  - FIRE ALARM REPEATER PANEL
  - MANUAL CALL POINT
  - FIRE GARDIAN
  - ILLUMINATED PORT SIGN
  - EXIT SIGN (not illuminated)
  - FIRE ESCAPE
  - CHARGED REFERENCE SPACE
  - SELF-CLOSING FIRE DOOR
  - 30 MINUTES FIRE RESISTANCE
  - 30 MINUTES FIRE RESISTANCE
  - 60 MINUTES FIRE RESISTANCE
  - 90 MINUTES FIRE RESISTANCE
  - 120 MINUTES FIRE RESISTANCE
  - 150 MINUTES FIRE RESISTANCE
  - 180 MINUTES FIRE RESISTANCE
  - 240 MINUTES FIRE RESISTANCE
  - FIRE EXTINGUISHER (ABC - Water)
  - FIRE EXTINGUISHER (Water - CO2)
  - FIRE EXTINGUISHER (Water - F Class)
  - FIRE BREAKER
  - WALL MOUNTED EMERGENCY LIGHTING
  - CEILING RECESS/EMERGENCY LIGHTING
  - LINEXA EMERGENCY LIGHTING
  - SUPPLEMENT OUTLINE EMERGENCY LIGHTING
  - SPRINKLER HEAD (NON-ION CHINA)
  - SPRINKLER HEAD ON EXPOSED PIPEWORK

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Drawing Title // Licensing Plan  
 Level 04  
 Issue Stage // Refer to Drawing Register  
 date // JUL 21  
 drawn // SJ  
 scale @ A3 // 1:100  
 project // 1007  
 drawing number // AL9/1107  
 revision //



**LEVEL 06 PLAN**  
Scale 1:100



BROADWICK STREET

- NOTES**
1. THE LOCATION AND TYPE OF ANY FIRE EQUIPMENT IS SHOWN AS AT PRESENT. THIS MAY BE VARIOUS AT THE TIME OF A FIRE RISK ASSESSMENT.
  2. EXACT FIRE EXTINGUISHER POSITIONS WITHIN ROOMS TO BE CONSIDERED.
  3. REFER TO ORIGINAL LIAISON DRAWINGS FOR SPECIFICATION. ALSO ONLY TO BE USED FOR SETTING OUT.
  4. ALL EMERGENCY SERVICES TO BE CENTRED ABOVE DOOR OR ON WALL.
  5. THE SPECIFIC NUMBER AND FINISHES TO WALLS AND CEILING ARE TO BE DETERMINED BY THE CONTRACTOR IN CONSULTATION WITH THE CLIENT.
- KEY**
- ALL DIMENSIONAL ACTIVITY WILL BE HELD WITHIN THE SHOWN SCHEME
  - SMOKE DETECTOR
  - HEAT DETECTOR
  - WALL DETECTOR
  - DETECTOR WITH SOUNDER
  - DETECTOR WITH SMOKE
  - DETECTOR WITH SMOKE AND SMOKE
  - CENTRAL MOUNTED SMOKE
  - WALL MOUNTED FIRE SOLARIS
  - WALL MOUNTED FIRE SOLARIS
  - FIRE ALARM INTERFACE
  - SEPARATE FIRE CALL
  - FIRE ALARM PANEL
  - FIRE ALARM REVERSIBLE PANEL
  - MANUAL CALL POINT
  - ILLUMINATED EXIT SIGNS
  - EXIT SIGNS (MILITARY)
  - FIRE ESCAPE
  - SHARED REFUGER SPACE
  - 30 MINUTES FIRE RESISTANCE
  - 60 MINUTES FIRE RESISTANCE
  - 90 MINUTES FIRE RESISTANCE
  - 120 MINUTES FIRE RESISTANCE
  - 150 MINUTES FIRE RESISTANCE
  - 180 MINUTES FIRE RESISTANCE
  - 240 MINUTES FIRE RESISTANCE
  - 300 MINUTES FIRE RESISTANCE
  - 360 MINUTES FIRE RESISTANCE
  - FIRE EXTINGUISHER (PWP - WATER)
  - FIRE EXTINGUISHER (Dry - CO2)
  - FIRE EXTINGUISHER (W/M - F-CW)
  - FIRE BLANKET
  - WALL MOUNTED EMERGENCY LIGHTING
  - CENTRAL MOUNTED EMERGENCY LIGHTING
  - EMERGENCY LIGHTING
  - SUBPANEL CEILING EMERGENCY LIGHTING
  - SPRINKLER HEAD BELOW CEILING
  - SPRINKLER HEAD ON EXPOSED NETWORK

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**Broadwick Soho Hotel, Broadwick Street London**  
**Application for new premises licence**

I act for Broadwick Street Holdings Ltd, the applicant for the new premises licence.

Broadwick Soho is an independent 57 room five-star hotel in the heart of London's West End. Broadwick Soho is inspired by the community, essence and spirit of Soho's neighbourhood. The site comprises three properties: 18 Broadwick Street, 20-24 Broadwick Street and 85 Berwick Street

The total cost of the project is in excess of £95 million.

Broadwick Soho will provide 57 luxury rooms and its vision is to provide premium service and facilities to both overnight guests and non-residents who use its public facilities. In addition to providing much needed additional visitor accommodation, the hotel itself would add to the mix of commercial uses within Soho and seek to complement its character. The applicant wants Broadwick Soho to be an independent and intimate hotel where guests can embrace a family culture.

The hotel will offer impeccable, personalised service in cosy, yet opulent surroundings. Broadwick Soho is a place where everyone knows your name and how you like your tea. With a family style Italian restaurant, a private residents-only lounge and a destination dining bar and terrace on the top floors; guests will feel as though they have entered into their "eccentric godmother's townhouse".

The Broadwick Soho are proud of their heritage and their independence. Their employees respect one another and understand that every encounter matters and often, it is the smallest encounters that matter the most. They will continuously build their own special family of loyal and happy employees. They can only achieve the best when they work as a team. They are not corporate. They do not want the hotel to feel like anything is pleasantly forced. They will be charming and confidently British with an honest desire to assist. Their employees will be empowered and be educated on the wider hotel business, including finances and statistics. The team will be experts in their field and passionate about the hotel and our local community.

Broadwick Soho's beliefs will embody and capture the spirit of Soho, she is fun, surprising, and intriguing. Anyone who comes to visit us, will feel a level of comfort as though they are in our home. They are original, individual and bespoke in every way. Just like Soho, Broadwick Soho will be timeless.

Every part of the hotel will feel like a residential home. All details will be considered to create a consistent and special ambience throughout the entire building. They will curate an emotional and sensory journey for guests through touches such as:

- Specially designed flowers and fresh plant arrangements to complement our sumptuous interiors.
- Their custom made Broadwick Soho scent and candles, developed in partnership with renowned perfumier, Azzi Glazzner. Inspired by the spirit of Soho, Azzi created a scent that

combines tuberose, leather and artemisia with the rich scents of incense wood and black oud.

- Curated music playlists featuring a combination of classic familiar sounds and London's more modern up and coming talent. Their seasonal playlists are created bespoke to complement the 6 different areas of the hotel and the music has been specifically selected to accompany the different times of the day.
- Artworks and objects that have been meticulously sourced in antique markets, auctions and local galleries sourced in flea markets, auctions, and local galleries

The design of the building mixes art-deco and early 20th century warehouse architectural styles; indeed, it has taken many design cues from other buildings within Soho. The top two storeys will be an etched glass enclosure, set back from both principal facades. The top floor would be a copper clad mansard with dormer windows.

The principal land use would be Class C1 hotel in planning terms. Planning has been granted for this. The hotel will be accessed from Broadwick Street. The foyer would be public facing and as well as the hotel reception would include a café /restaurant area which would be open to both hotel guests and non-residents.

We confirm the premises meets the definition of a hotel in the Councils Licensing Policy and it is a premises that is primarily used as an establishment providing overnight accommodation for customers.

Hotels do not have a presumption to refuse under the Council's Licensing Policy and will be considered on their own merits, in line with other policies within the Policy and whether they have demonstrate that they will not add to cumulative impact

As per paragraph D22 the applicant has become an active member of the community and has engaged with local residents and businesses and local amenity associations such as the Soho Society on licensing and planning matters throughout the process. They have also made themselves known to the licensing police and will be a member of the local crime initiatives including pub watch, that enable businesses to share information and work together to tackle local issues. Licensing pre application advice was sought originally in 2019 and the EH officer has been consulted over time to discuss progress and layout as plans were finalised. EH and Police have had a tour of the site. The applicant has also conducted 5 hard hat tours with a combination of both residents and local business owners, approximately 20 people, as works continue to keep the community informed and in touch with progress. The support of local residents and businesses during this process has been impressive.

The premises aims to open to the public towards the end of the year, around October.

The process of hiring staff has begun. Staff training will commence in July 2023 and there will be a 14 week course covering all aspects including training in the Licensing Act 2003. Key management and security staff that are already working have completed WAVE training already and additional staff training on this is being arranged in accordance with recent programs being rolled out by Police and the Council on vulnerable customers..

## The layout

The proposed development will deliver a world-class contextual building designed by Reardon Smith Architects and a hotel offering the highest standard of service and hospitality. For these principal reasons, as well as other licensing benefits set out in this statement, we consider that the proposals are in accordance with the Council's Licensing Policy and Guidance, and should be granted permission accordingly.

Two new basement levels have been excavated. The three subterranean floors would accommodate plant equipment, a kitchen, back of house facilities and a more formal restaurant area (associated with Dear Jackie).

The 57 hotel rooms would be located on the first to sixth floors; There are 11 standard rooms (priced at £605.night), 8 superior rooms (priced at £625.night), 15 luxury rooms (priced at £645.night), 13 deluxe rooms (priced at £865.night), 7 junior suite (priced at £1145.night), 2 balcony suite (priced at £1345.night) and the penthouse (priced at £6495.night). These are from prices so increasing with demand and seasonality. These prices are high and indicate the level of service and luxury one can expect.

An ancillary restaurant and bar, which would also be open to non-guests, will be at the seventh and eighth floors within the etched glass enclosure.

A terrace will wrap around the front of the extension at seventh floor level. The terrace will be subject to the same trading restrictions as the planning permission i.e. it shall not be used between 22:00 and 07.00.

Both the public and hotel resident spaces would be operated by the Broadwick Soho and they would very much be part of the hotel. The primary function of this five star hotel would be to ensure that guests benefit from a quiet environment during night time hours as well. Therefore, it is in the interests of the applicant to ensure that noise disturbance from the public facilities, both inside and outside, is kept to a minimum so that it does not impact adversely on the hotel. If not the Hotel would not be able to offer the premium service which is proposed and profitability will be decreased. The last thing *the* Broadwick Soho want to be dealing with is complaints (and refund requests) from their overnight guests due to noise. The Hotel, from its prices, is very much selling sleep and this is the key factor that will dictate the operation of the food and beverage spaces of the Hotel.

Two passenger lifts are being installed to provide access from the ground floor foyer to the floors where there would be guest rooms. Corridors at the first to sixth floors would be wide enough to allow wheelchair manoeuvrability and there would be a disabled refuge area on each floor in case of fire. As a minimum, six rooms would be wheelchair accessible, exceeding the 10% requirement set out within the London Plan. Level access would also be provided to all areas.

A dedicated hotel refuse store measuring approximately 22 sqm will be provided at basement level -1. Waste and recyclables would be stored here and be moved shortly in advance of collection to a holding area on the ground floor, close to the dedicated servicing door.



Refuse would then be collected from Berwick Street as per the current situation. Hotel staff would be responsible for leaving and bringing back in waste storage containers at the appropriate time. A servicing management plan has been prepared and submitted for planning and that planning condition has been discharged. A copy is attached. [REDACTED] has requested waste be collected after 8am and this can be agreed by the applicant.

Deliveries will take place after 7am. This is required as the premises is a hotel and needs to provide fresh produce for breakfast. The delivery and servicing plan coordinator will, however, issue written / email instructions to all hotel suppliers who book deliveries setting out the delivery procedures to be adopted by them.

- Deliveries will be programmed so as to avoid waste / recycling collections.
- Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded / unloaded (i.e. when their vehicle is stationary).
  - The staff of the hotel will be responsible for the transfer of goods from the point of receipt to their ultimate destination.
  - The coordinator will be responsible for the smooth and efficient operation of the 'Plan'.

### The Site

The application site is situated in central Soho on the north-western corner of the Broadwick Street and Berwick Street junction. The junction that this site sits on reflects Soho's original 17th century layout, being based on old field patterns. Broadwick Street is a prominent east to west thoroughfare, which has a cobbled carriageway to the front of the building, whilst Berwick Street runs north to south. Broadwick Street is wide and open when compared against the typically narrow Soho street pattern. This site is located in a cosmopolitan area and is genuinely mixed-use, with many offices, bars, shops and restaurants nearby.

As we know, Soho spreads across 90 intricate and colourful streets packed into one square mile and is the centre of London. Soho has been the heartbeat of London for centuries and is a brand name in itself. Soho is many different things to many different people: theatreland, London's film industry epicentre, the place for nightclubs and sex shops and originally Henry VIII's hunting ground. Soho has character, soul and history.

Today, Soho is the heart of London's LGBTQ+ community and the spiritual home of London Pride. Soho has always been a destination for artists, writers, and actors. The area was and is full of small, independent business which thrived in the vibrant, colourful, cosmopolitan environment.

The Broadwick Soho will become renowned for its distinctive, playful spirit and characterful interiors; setting the scene for limitless experiences; for its attention to detail and generosity with guests and patrons; and for being home to a timeless neighbourhood restaurant, serving delicious, honest, occasion worthy food.

The buildings are located in a central London location, easily accessible on foot and by public transport. The site has a Public Transport Accessibility Level (PTAL) of 6B, which indicates that it is very well served by public transport. A Santander bicycle docking station is located directly in front of 20-24 Broadwick Street.

It is sought to provide a bespoke five-star hotel with premium service and facilities. The hotel would seek to complement the cosmopolitan character of Soho and would be expected to attract workers from key local industries, including film, fashion and media, as guests

The Hotel is within a predominantly commercial area and within walking distance of tourist attractions and businesses within Soho, Covent Garden, Oxford Street and Leicester Square, it is considered to be an appropriate location to provide hotel accommodation. It is located in a position where guests would support other local activities, including shops, theatres and other cultural and entertainment activities. This proposal would complement the existing mix of uses in the Soho area as well as cater for tourist and business travellers. It is not considered that there is an over proliferation of hotel uses in the surrounding area

### Residents

The nearest residential units are at 16 Broadwick Street, 22 Berwick Street, 25 Berwick Street, 14 Livonia Street and Trenchard House.

A detailed Operational Management Statement prepared by the operator forms part of this application. The proposed measures within this seek to ensure that local residential amenity would not be harmed and a copy is attached

The hotel will be open and accessible to overnight guests 24 hours a day, seven days a week. However the proposed hours of operation of the public facilities will be restricted as to non-residents as per the application.

The hotel will have a manager on site permanently and a private, direct contact number would be made available to local residents and businesses to enable them to contact the hotel management directly. The reception would be staffed 24 hours a day and provide a supervision function to ensure that all overnight guests and nonresidents arrive and depart in a quiet manner. Employees would also be expected to leave the hotel quickly and quietly at all times

Although there are residential flats on the southern side of Broadwick Street, at Trenchard House, and to the rear on Livonia Street the area does not have a strong residential character like areas outside the CIA.

### Public Spaces- residents and non residents

The food and beverage will feature various food and drink offerings under the direction of executive chef Matteo D'Elia. Matteo's background includes, over the last 10 years:

Since November 22-2021-head chef at Caprice Holdings Ltd

May 3,2021-November 3-2021 head chef at The Hari Hotel, 5star boutique hotel in Belgravia.

September 9,2019- April 30-2021 sous chef at Galvin at windows \* Michelin Star

May 1,2019-September 1-2019 sous chef at Bibendum \*\* Michelin star  
January 4,2016-April 2019 -chef de partie at Waldorf Astoria Amsterdam, hot section  
entremettier, libreur zuzje \*\*Michelin star (now renamed in Spectrum)  
November 4, 2013- January 4,2016 Chef de Partie (roti chef) at the restaurant of Roberto's  
Hilton Amsterdam Previously Demi Chef de Parties.

### The application

The application for consideration is a new hotel premises licence.

As members may be aware, the hotel was granted planning permission. Planning was originally granted for a hotel conversion, and listed building consent in 2017. The permission was for a hotel (Class C1) with up to 69 bedrooms, with associated bar and restaurant facilities including terraces at sixth and seventh floor levels;

The applicant has no intention to sell on the premises and it will be operated by the licence holder. If members believe it would assist, my client would agree a condition that reads:

*Licensable activities shall only be carried on by Broadwick Street Holdings Limited*

This would give further reassurance, if needed, that this is a long term investment for my client and will be operated in the manner in which the Members have been informed

The easiest way, I believe to discuss this application is to break down the different areas of the Hotel, bearing in mind the over-riding condition proffered as:

- *Licensable activities authorised under this licence shall remain ancillary to the main use of the premises as a hotel.*

Each of the trading spaces shall have designated management who will be trained in the conditions and will be able to manage conditions. The areas will always be managed and patrons will be greeted entering the area so staff will be fully aware of any non residents attending to ensure compliance. Naturally, given the investment, the staff will not risk a review of the licence or enforcement issues.

Comment has been made about the inclusion of the Council's model condition relating to SEV licensing. This condition has been included to confirm no nudity shall be provided in the usual way. I can however also confirm that it is not the intention of the applicant to apply for a SEV licence. It is entirely up to Members to decide whether or not to impose this condition and we have no objection either way as SEV entertainment will not be provided at the Hotel. It was included as belt and braces for the Council only.

### **Floors- 1st to 6<sup>th</sup>- Bedrooms**

There will be 57 bedrooms which can be occupied for premium prices. Room service will be offered and there will be mini bars in the rooms as well. The windows are triple glazed.

The bedrooms will mean that there is a further 'incentive' to my client to operate the public area of the premises quietly and efficiently as my client is selling sleep and will not want

residents to be disturbed in any way as this will only generate complaints and dissatisfaction amongst hotel residents.

All possible noise reduction works have been undertaken within the Hotel's public areas to ensure residents of the Hotel, and by extension local residents, will not be disturbed by activity around and in the Hotel.

### **Outdoor Seating- ground floor**

The space shown on Broadwick Street will be used in conjunction with Dear Jackie (the ground floor restaurant), and it is to seated patrons. It is my client's intention to sell hot and cold beverages throughout the day and alcohol to our guests, along with food.

A pavement licence/ tables and chairs licence will shortly be applied for to cover this space in line with the planning permission. The outdoor seating would be applied for to 11pm in line with current Westminster Policy.

We confirm there are no loudspeakers on the terraces or any outside areas of the Hotel. #

Proposed conditions are:

- All sales of alcohol for consumption 'Off' the premises to the public shall be either (a) in sealed containers or (b) restricted to alcohol consumed by persons who are seated in an area appropriately authorised for the use of tables and chairs on the highway, and where the supply of alcohol is by waiter or waitress service only.

### **Rear Ground Floor Hotel Lounge - The Nook**

Broadwick Soho's residents-only ground-floor lounge offers hotel guests an exclusive, convivial space in which to enjoy a cocktail or coffee or read a book by the fireplace. Extravagant but chic, The Nook is decorated with hand-painted Italian silks and vintage finds – including a 1970s Murano chandelier. The Nook has been designed as a relaxed seated space. Food and drinks are served through breakfast and lunch as well as the evening; This is a more private area for hotel guests and invited persons and will not be open to the general public. It shall be table service only.

Proposed conditions are:

- Licensable activities in the rear ground floor Hotel Lounge, shall only be to:
  - a. residents of the hotel and their bona fide guests (up to a maximum of 5 guests per resident).
  - b. guests of the proprietor; a list of such guests shall be maintained at reception.
  - c. Artistes or persons employed on the premises.
  - d. Proprietors, directors, shareholders and management of the operating company and their bona fide guests.
  - e. persons attending a bona fide pre-booked private function to which members of the public cannot attend;

f. persons who are having a substantial table meal in the ground/basement restaurant known as Dear Jackie.

- A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for “drop in” events such as exhibitions or auctions.
- The sale and supply of alcohol shall be by waiter or waitress service and only to seated customers except when there is a private pre-booked function in this area of the Hotel
- The rear ground floor Hotel Lounge, shall close to non hotel residents and their bona fide guests between the hours of [00.00 -0700 Sun-Thurs and 00.30 -0700 Fri-Sat]
- The number of persons permitted at any one-time (excluding staff) shall not exceed 45 persons.

**Ground Floor, also known as Dear Jackie.**

This is Broadwick Soho’s all-day street level brasserie and terrace, and they pay tribute to the legendary and flamboyant Jackie’s of our past, present and future. Everybody has their Jackie: a personal icon that embodies fun, fabulousness and joy. The vibrantly decorated space serves coffees and bomboloni, aperitivo classics such as Pinsa Romana, arancini and antipasti as well as negronis, vermouths and homemade gelati and granita. Set over two floors – with a more formal dining option on the lower ground floor. Downstairs, at Dear Jackie Restaurant, seductive Murano lighting, red silk walls and plush booths create a sense of discreet intimacy and an atmosphere that is part dolce vita elegance, part disco fabulous. Open for dinner, the menu is a love letter to Italian gastronomy – featuring superior pasta dishes and reimagined Italian classics, as well as an extensive list of exquisite wines. It will be a loved local and a gourmet destination that provides the perfect setting for anything from a celebratory dinner to a relaxed lunchtime bite.

By its nature non-residents and resident guests will be permitted under restaurant conditions. It is likely that the space can be used for events but these will be restricted to a handful of events each year

Proposed conditions are:

- With the exception of condition [ ], the ground and lower ground hotel restaurant shall only operate as a restaurant,
  - (i) in which customers are shown to their table or the customer will select a table themselves,
  - (ii) where the supply of alcohol is by waiter or waitress service only,
  - (iii) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table,

(iv) which do not provide any takeaway service of food or drink for immediate consumption off the premises,

(v) where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.

(vi) For the purpose of this condition 'Substantial Table Meal' means – a meal such as might be expected to be served as the main midday or main evening meal, or as a main course at either such meal and is eaten by a person seated at a table, or at a counter or other structure which serves the purposes of a table and is not used for the service of refreshments for consumption by persons not seated at a table or structure servicing the purposes of a table.

(vii) Notwithstanding this condition customers are permitted to take from the premises part consumed and resealed bottles of wine supplied ancillary to their meal.

- The sale of alcohol in the restaurant shall be to persons seated at tables and as ancillary to table meals as per condition [ ] except to:

- a) persons in the holding bar area hatched on the plans at Annex 4 and limited to 8 persons; and/or

- b) persons attending a bona fide pre-booked private function to which members of the public cannot attend;

- c) hotel residents and their bona fide guests;

- d) Employees, Performers and/or Artistes and their bona fide guests;

- The restaurant shall be laid out as a restaurant except when there is a pre-booked private function.

- With the exception of the holding bar area, the supply of alcohol in the restaurant shall be by waiter or waitress only.

- A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for "drop in" events such as exhibitions or auctions.

- The number of persons permitted at any one-time (excluding staff) shall not exceed [100] persons

### **7<sup>th</sup> Floor, also known as Flute**

In the 19th century, Broadwick Street was home to a noted flute-maker, who inspired the name of the lounge that crowns the hotel. Perched high in the sky, Flute's landscaped wraparound outdoor terrace offers guests spectacular views over the Soho streets and skyline. Inside, the décor combines cocooned comfort with colourful swagger – animal-print upholstery, cork walls and mirrored ceilings united by an extravagant palm-frond carpet. From the onyx-topped central bar, Flute's bartenders serve up an ever-changing list of innovative cocktails – plus all the classics – complemented by lunch and dinner menus featuring food designed to be enjoyed with friends.

Proposed conditions are:

- The sale and supply of alcohol shall be by way of waiter/waitress and only to seated customers, with the exception that seated and standing customers may be served at the bar in the area hatched on the plan. There shall be a minimum of 8 seats at the bar
- Condition [ ] shall not apply to persons attending a private pre-booked function to which members of the public have no access, a list of which shall be retained for a period of 31 days and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period
- The main terrace hatched in red on the 7<sup>th</sup> floor shown on the approved plan at Annex 4 shall not be used between 22:00 and 07.00.
- The smoking terrace hatched in green on the approved plan at Annex 4 shall not be used between 23:00 and 0700 Sunday to Saturday
- Entrance to the 7<sup>th</sup> floor for patrons shall be via a reception/host
- From 20:00 there shall be a minimum of 1 door supervisor on duty dedicated to the 7<sup>th</sup> floor, unless otherwise agreed in writing with the Westminster Police Licensing Team. Further door supervisors shall be provided on a risk assessed basis
- A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for “drop in” events such as exhibitions or auctions.
- With the exception of private prebooked events to which members of the public are not invited, the number of persons permitted at any one-time (excluding staff) shall not exceed (140) persons.
- With the exception of private prebooked events to which members of the public are not invited, after 22.00 the number of persons permitted at any one-time (excluding staff) shall not exceed (80) persons.
- When the 7<sup>th</sup> floor operates for a private prebooked event to which members of the public are not invited the number of persons permitted at any one-time (excluding staff) shall not exceed {175) persons

It is noteworthy that the capacity on the planning permission far exceeds that proposed for licensing. The planning permission provides a capacity of 370 over the 7<sup>th</sup> and 8<sup>th</sup> floor.

Further, please note that when the application was lodged it was proposed the rear smoking area on the 7<sup>th</sup> floor was to operate to the close of trade on the 7<sup>th</sup> floor. This proposal is now amended so that the rear smoking area on the 7<sup>th</sup> floor will close at 11pm each night.

## **8<sup>th</sup> Floor, also known as The Dining Room**

Situated on the eighth floor of the hotel with floor-to-ceiling windows offering wonderful views over London's skyline, The Dining Room feels like you have just walked into the most elegant and desirable dining room imaginable. The room can seat up to **22** guests and features a stunning fireplace within an area where our guests can relax before or after eating. The room, which looks down onto colourful bustling Berwick Street, is the ultimate in comfort - with drinks by the fire and board games to enjoy. Drape curtains, bespoke wallpaper, beautiful furniture and curated artworks give The Dining Room a magical residential feel. It is the room you want to be in and never want to leave. For those that wish to use The Dining Room for business meetings or product launches, the room comes with state of the art technology and AV capabilities.

This will in the main be used for sit-down dinner events that shall be pre-booked and generally by invite. My client still however requires the possibility to have stand up canape events that we have all attended.

Proposed conditions are:

- With the exception of condition [ ], the 8<sup>th</sup> floor shall only operate as a restaurant/private dining room,
  - (i) in which customers are shown to their table or the customer will select a table themselves,
  - (ii) where the supply of alcohol is by waiter or waitress service only,
  - (iii) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table,
  - (iv) which do not provide any takeaway service of food or drink for immediate consumption off the premises,
  - (v) where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.
  - (vi) For the purpose of this condition 'Substantial Table Meal' means – a meal such as might be expected to be served as the main midday or main evening meal, or as a main course at either such meal and is eaten by a person seated at a table, or at a counter or other structure which serves the purposes of a table and is not used for the service of refreshments for consumption by persons not seated at a table or structure servicing the purposes of a table.
  - (vii) Notwithstanding this condition customers are permitted to take from the premises part consumed and resealed bottles of wine supplied ancillary to their meal.
  
- The sale of alcohol shall be to persons seated at tables and as ancillary to table meals (in accordance with condition 64) except:
  - a) persons attending a bona fide pre-booked private function to which members of the public cannot attend; and/or
  - b) to hotel residents and their bona fide guests (up to a maximum of 5 guests per resident); and/or
  - c) guests of the proprietor; a list of such guests shall be maintained at reception and/or
  - d) Employees, Performers and/or Artistes and their guests;



- Entrance to the 8<sup>th</sup> floor for patrons shall be via a reception/host
- A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for “drop in” events such as exhibitions or auctions.
- The 8<sup>th</sup> floor shall be laid out as a restaurant except when there is a private pre-booked function to which members of the public have no access on this floor.
- The supply of alcohol shall be by waiter or waitress only.
- The number of persons permitted at any one-time (excluding staff) shall not exceed 30 persons.
- When the 8<sup>th</sup> floor operates for a private prebooked event to which members of the public are not invited the number of persons permitted at any one-time (excluding staff) shall not exceed {50} persons

#### Private Events

Like all hotels, Broadwick Soho can provide a stylish setting for a wide range of events, right in the heart of central London. Designed to evoke the residential feel of a classic townhouse, whether you are planning a business meeting, launch, press junket or private celebration, Broadwick Soho’s tailored service, state-of-the-art technical facilities and discreet, experienced team will ensure that everything runs smoothly on the day.

The hotel will be promoting the event rooms for a variety of different purposes. We also expect to take enquiries and to promote private dining in all of the spaces. The hotel expects the vast majority of events to be seated dinner functions. Some events, may result in live entertainment or music and dance, hence why regulated entertainment is being sought

My client would not seek for events to be limited in number however as they would not want to turn away events given the investment in this hotel. Thus, whilst the hotel will be promoting the event spaces my client believes that there will be negligible adverse impact of West End Cumulative Impact Area because:

- 1) The hotel is a high end lifestyle hotel whose management team are experienced in managing such a property in similar residential locations..
- 2) Events are pre-booked and managed by the hotel team. The event spaces are not sub let and the licence holder will be in charge of every aspect of the events
- 3) Events are generally sit-down dining experiences or meetings for business purposes.
- 4) The hotel has multiple access points (staircase/lifts and exits) and therefore departures can be managed later in the evening

- 5) The applicant is a member of the local associations and has developed neighbourhood contacts for the residents groups and is willing to engage with community further to alleviate any perceived or actual impact of the events that will take place..
- 6) The event spaces provide a further amenity for the community in Soho and it is hoped that the community and the groups that are active around the hotel see it as a space that may wish to take committee meetings and conduct their business as well as to service their hospitality needs as well.
- 7) The hotel will assess the risk of each event and SIA will be employed as needed.
- 8) WCC's Licensing Policy Statement also acknowledges under HOT1 that hotels commonly seek extended hours in order to hold events for non-residents

#### Proposed condition

- Prior to any event/function being taken at the premises a risk assessment for that event/function shall be undertaken which will address as a minimum entrance and dispersal of patrons, provision and service of alcohol and the monitoring of consumption of alcohol and whether the provision of SIA shall be required. This risk assessment shall be retained at the premises for 31 days after the event takes place and must be made available on request to the Responsible Authorities and signed off by a person with management responsibilities and must contain information and assessments, as a minimum, on the following aspects where relevant:
  - i. Details of responsible persons present including at least one person with management responsibilities of the licence holder
  - ii. Stewarding
  - iii. Ticketing and entrance check arrangements, eg bag search
  - iv. Non-glass drinking receptacles
  - v. Emergency Evacuation
  - vi. Maximum Capacity for the function space
  - vii. Temporary Structures including any licensing requirements
  - viii. Use of Special effects such as dry ice, cryogenic fog, smoke machines, firearms, pyrotechnics, real flame, strobe lighting, lasers etc
  - ix. Noise Management Plan including arrival and dispersal arrangements

This condition has been discussed and approved with the Police licensing team

#### **Dispersal/Smoking**

My client has a dispersal and outdoor management policy. My client has referenced this policy in the proposed conditions as follows:

- *The licence holder shall implement a dispersal and outdoor management policy. This policy shall deal with, as a minimum, the entry and entrance of patrons and staff to the Hotel, the management of smoking areas and the duty of staff and security to ensure the prevention of public nuisance is being upheld. This policy shall be made available to local residents and responsible authorities upon request. All necessary staff, including security shall be trained on the contents and implementation of the dispersal policy and records of training shall be retained by the licence holder. The dispersal policy shall be reviewed regularly, at least annually, or whenever a complaint is received (whichever is the earlier) and thereafter amended if needed to respond to such complaint.*

When you consider the ability of my client's hotel to control exits later in the evening and the experience that their senior team have in managing other high class hotels in Westminster my client believes they have an advantage over other smaller establishments that tend to focus on non-resident clientele that rely more heavily on alcohol sales and vertical drinking.

It should further be noted that the different hours in the premises will allow a gradual dispersal of patrons from the hotels (non residents). The conditions are strict

### **Regulated entertainment**

My client has applied for regulated entertainment after 23.00 (Live Music Act) and intends to have music by DJ or live music in some public spaces to create ambiance and entertainment (depending on the area). This entertainment will primarily occur on the 7<sup>th</sup> floor and any private, events, although my client is seeking for permission throughout the public spaces.

Regulated entertainment will not cause noise disturbance as the hotel has been acoustically treated throughout during the build and the building is also restricted by planning condition to ensure that there is no music audible outside of the building.

My client has also offered model conditions dealing with noise:

- *No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.*
- *A direct telephone number for the manager of the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.*
- *Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.*
- *Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.*

Further, and crucially, the hotel is selling sleep so it is within its own interests to control the noise from events within the building.

### **Alcohol Sales- pre core hours**

The earlier than core hours sought at the premises for the retail sale of alcohol relate to service of my clients breakfast and brunch menus where food and a reduced selection of alcohol (for example champagne and orange juice etc) will be available from 7am. Alcohol served between 7am and 10am for this breakfast/brunch menu shall be ancillary to food.

*The proposed condition is:*

- *The Sale and supply of alcohol between the hours of 07:00 and 10:00 Monday to Sunday where permitted shall be limited to persons seated taking a table meal except for hotel residents and up to 4 of their bona fide guests*

### **CCTV**

There is a CCTV control room in the premises. Coverage easily complies with the WCC's proposed model conditions (which have been offered). There will be 98 CCTV cameras throughout the interior and exterior of the building. My client will invite the MPS WCC Licensing Officer to view the CCTV prior to opening

Accordingly, given the nature of the proposed operation as a hotel, its comprehensive schedule of proposed licensing conditions (83 in total), proposed hours, operational policies, and being supported by the planning regime, the applicant is of the view it will promote the Licensing Objectives without adding to Cumulative Impact.



# BROADWICK

S O H O

## **Broadwick Street Holdings Limited (trading as Broadwick Soho) Broadwick Street, London W1F 8HT**

### **OPERATIONAL MANAGEMENT STATEMENT (Licensing)**

#### **Introduction and Purpose of Statement**

This document has been prepared to meet section 2 of Schedule 1 of the Section 106 agreement dated 20 November 2020. This requires an Operational Management Plan to be provided for approval by the City Council which is something that must be adhered to for the life of the development. The Section 106 agreement sets out that the plan must explain how “the development will be managed and to ensure the operation of the development will not disturb neighbours”.

Broadwick Soho will operate as a five-star luxury hotel. Featuring 57 rooms and suites and an exemplary ancillary food and beverage offering, our hotel endeavours to become a valued addition to the local neighbourhood.

The Hotel will be operated by Broadwick Street Holdings Limited. The Hotel will have a lobby bar and restaurant set over two floors (the ground and lower ground floors), a seventh-floor lounge bar and terrace and a dining room on the eighth floor, all open to both residents and the public. Additionally, a ground floor lounge for hotel guests will be present.

This Operational Management Statement (“OMS”) seeks to highlight the management principles which will be adopted by Broadwick Street Holdings Limited. The OMS sets out a number of controls to ensure the Hotel meets its ambition to become a valuable asset to the local area, with a commitment to a high standard of professional and responsible management. The implemented management systems will ensure that the Hotel is operated successfully, sympathetically and without adversely affecting the local neighbourhood.

#### **Vision and Philosophy**

Broadwick Soho’s vision is to be an independent family-owned luxury Hotel that reflects the eccentric and eclectic community and fabric of Soho. It is the ambition of Broadwick Street Holdings Limited for the Hotel to become a focal point of the area that appeals to Soho’s residents, workers and visitors alike. Every part of the Hotel will feel like a residential townhouse and all details will be considered to create a consistent and successful business, whilst maintaining excellent relationships with the local community and nearby residents.



# BROADWICK

S O H O

## **Management and Staffing**

A range of employment opportunities will be created providing both full and part time roles. The Hotel expects to employ approximately 160 full time employees. These will include a General Manager, Director of Operations, Food and Beverage Manager, Director of Human Resources, Director of Security, Duty Manager, Housekeeping Manager, Night Manager, Executive Chef, Restaurant and Bar Managers, Sous Chefs and additional operational employees.

At any one time approximately 50 employees will be on shift and a designated Duty Manager as well as an SIA accredited Duty Security Officer will be on property at all times. Furthermore, the hotel reception desk on the ground floor will be staffed at all times the Hotel is in operation. A direct telephone number for the Duty Manager shall always be publicly available when the premises are open. The telephone number will be displayed on the Hotel's website and social media channels and will also be made available to residents and businesses in the vicinity.

Employee's will not be allowed at any time to smoke in front of the building on either Broadwick Street or Berwick Street. In addition, Management will actively control employee's use of mobile phones outside the building so that there is no disturbance caused to neighbouring properties.

## **Employee Dispersal at Late Evening**

All team members will be instructed to leave the building quietly and respectfully each and every evening, immediately leaving and making their way home. No loitering of Employees will be permitted. Employees will also not be permitted to smoke in the vicinity of the premises and they will be instructed not to talk on their mobile phones outside the Hotel after 9.00pm. Should any of the above parameters be breached by an Employee then disciplinary action will be instigated.

## **Access and Egress**

All overnight hotel guests will enter the Hotel from the Broadwick Street entrance/exit. The main public access to the ancillary food and beverage outlets will be via the Broadwick Street entrance/exit. Employee access and egress will be via the Berwick Street entrance/exit. The dual entrances and exits promote a controlled and well managed dispersal of patrons and Employees at all times. Door Employees will supervise the entrance and exit at all times when in use by guests and the general public.

Public access to the seventh and eighth floor ancillary food and beverage outlets will be via two of three lifts. The internal ground floor public area will house people awaiting the lift to manage patrons and minimise activity and noise.



# BROADWICK

S O H O

Patrons wishing to temporarily leave the Hotel to smoke shall be directed to the dedicated smoking terrace on the seventh floor of the Hotel. Any patron smoking in front of the hotel entrances/exits on the ground floor will be asked to move away by the Employee's supervising the door. Patrons permitted to temporarily leave and then re-enter the Hotel shall not be permitted to take drinks or glass containers with them.

## **Transport and Servicing**

Due to the Hotel being situated in a location that is highly accessible by public transport, it is expected that the majority of guests and Employees will arrive via this means. A full list of local public transport options will also be made available on our website. No on-site car parking will be provided however storage racks for 12 bicycles will be present and Employees will be encouraged to cycle to work. There are numerous car parks in the near vicinity of the hotel and patrons will be informed of these as well.

Licensed black cabs are readily available day and night in the Soho area. Patrons will be encouraged to go directly into a waiting cab when leaving the Hotel. If there are no available black cabs, patrons will be asked to wait inside the Hotel until a cab becomes available to avoid customers waiting outside on the street unnecessarily. Employees will assist patrons to call a taxi if required. We anticipate patrons will also use Uber or the like and directions will be given in this forum as to suitable pick up and drop off points.

When arriving by private car or taxi, customers and drivers will be reminded not to leave engines running unnecessarily; to keep conversation to a minimum and to avoid slamming car doors. Unnecessary sounding of car horns will not be tolerated under any circumstances.

## **Hours of Operation**

The Hotel will be operational twenty-four hours a day for hotel residents and their guests. The hotel reception desk will be staffed at all times. The ground and lower ground floor lobby bar and restaurant will open for non-guests at 07:00hrs and close at 00:00hrs Sunday to Thursday and 00:30hrs on Friday and Saturday. The seventh floor lounge bar will open for non-guests at 07:00hrs and close at 00:00hrs Sunday to Wednesday and 01:00hrs on Thursday, Friday and Saturday. The seventh-floor exterior terrace on Broadwick Street and Berwick Street will close at 22:00hrs, in line with condition 23 of the planning permission. The exterior smoking terrace on the rear of the building will close at 01:00hrs on Thursday, Friday and Saturday. There will be an SIA accredited security employee at the terrace entrance after 22:00hrs to make sure there is no noise disturbance. Guests will not be allowed to bring any drinks onto the smoking terrace after 22:00hrs.



# BROADWICK

S O H O

## **Noise Control**

We are committed to being a good neighbour. Any sound produced by the Hotel's musical amplification system or by its associated plant or equipment, will be contained within the building to ensure that it does not provide a nuisance to local residents or businesses.

Notices will be prominently displayed at all exits requesting patrons to respect the needs of local residents and use the area quietly. Additionally, Employees will be trained to ensure that non-residents leave the building in a quiet, controlled and swift manner so that there is no harm to local amenity.

Employees will also be instructed to enter and leave the Hotel quickly and quietly at all times.

## **Security and CCTV**

SIA accredited security Employees, managed by a Security Manager, will be present on site at all times. A comprehensive CCTV system will be installed and the CCTV system will continuously record at all times. All entry and exit points will be covered by CCTV, enabling frontal identification of every person entering, in any light condition. All CCTV recordings will be stored for a minimum period of 31 days with date and time stamping. An Employee who is conversant with the operation of the CCTV system shall be on the premises at all times. In addition, we will fully cooperate with any request from the Police or another authorised body to immediately make available any CCTV footage required.

An incident log will be kept on the premises and made available on request to an authorised officer of WCC or the Police. This incident log will record: all crimes reported to venue; all ejections of patrons; any complaints received concerning crime and disorder; any incidents of disorder; all seizures of drugs or offensive weapons, any faults in the CCTV system; any refusal of the sale of alcohol and any visit by a relevant authority or emergency service.

A Challenge 25 proof of age scheme will be in operation in relation to the sale of alcohol and the Hotel will only accept a driving licence, passport or proof of age card with the PASS hologram as an acceptable form of identification. There will be no self-service of alcohol except in the guest bedrooms.

## **Dispersal Policy**

This dispersal policy is designed to provide guidance for the Management and Employees of Broadwick Soho by setting out the terms for the dispersal of customers from the Hotel's restaurants and event space. The purpose of this policy is to set out the reasonable steps the business will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.





# BROADWICK

S O H O

It is the stated intention of Broadwick Soho to operate in a manner:

- Which is fully compliant with our Premises License conditions.
- Ensures there is a minimum of noise and nuisance caused to our neighbours and the general public.
- Minimises the risk of crime and disorder outside Broadwick Soho as patrons arrive and leave.

To this end, all relevant Employees will be trained in this policy, general awareness of the Licensing Act 2003, the Premises License conditions and other appropriate skills to achieve an orderly and safe dispersal from the premises. All Employees are compelled by the terms and conditions of their Contract of Employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

Should any instances of anti-social behaviour or nuisance be observed by Employees, or brought to the attention of the Management of Broadwick Soho, this policy shall be reviewed by the Hotel's General Manager and Director of Security. In other instances, this policy will be reviewed annually by the General Manager and Director of Security.

Towards the closing time of the ancillary food and beverage outlets, measures will be taken to ensure a gradual and closing of the areas including:

- Slowly and gradually raising the lighting levels towards the end of the night to allow patrons time to acclimatise to the brighter surroundings and the need to exit the premises.
- Lowering the music volume gradually towards the end of the night to reduce shouting and boisterous behaviour when patrons exit the premises.
- Politely reminding patrons that the restaurants/bar are about to close.

At this time many customers will naturally begin to leave of their own free will and a controlled exit is assured. In order to prevent any incidents at the cloakroom at the end of the evening a member of the Hotel's Management Team, will oversee the safe and orderly collection of coats and bags from the cloakroom.

Notices will be prominently displayed at all exits requesting patrons to respect the needs of local residents and use the area quietly. Additionally, Employees will be trained to ensure that non-residents leave the building in a quiet, controlled and swift manner so that there is no harm to local amenity.

Management will ensure that all members of the public are off the premises by the authorised closing times. Other than hotel residents and their bona fide guests, there will be no exceptions to this rule whatsoever.



# BROADWICK

S O H O

## **Servicing and Deliveries**

Deliveries will be received through the Berwick Street entrance and all deliveries and collections will be arranged carefully and sympathetically to avoid causing nuisance to local neighbours and businesses. Furthermore, deliveries and collections will take place within the hours specified by WCC and will not be scheduled late at night or early in the morning to avoid disturbing hotel guests and local residents. Where possible, multiple deliveries and/or collections will be combined to avoid a high number of vehicles servicing the Hotel.

The services of a private contractor will be engaged to collect all refuse and recycling. All refuse and recycling will be stored in a dedicated waste storage area within the basement of the Hotel until it is due to be collected. Prior to collection, and no earlier than thirty minutes before the scheduled collection time, refuse and recycling will be placed on Berwick Street ready to be picked-up. Bins will then be brought back inside the hotel building immediately after collection.

## **Litter**

The Hotel will maintain the area immediately to the front of the premises on Broadwick and Berwick Streets to ensure the area is clear of litter and debris. Furthermore, Employees will regularly sweep the pavements immediately in front of the premises and take any other action required to ensure the area remains clean and tidy.

## **Summary**

We will manage Broadwick Soho as described in this statement to ensure that it provides high quality luxury hospitality in a manner which upholds amenity for hotel guests and the neighbouring residential community, something which is of paramount importance and vital to our reputation and success. We are committed to providing strong on-site management and we will manage the Hotel in an exemplary and controlled manner. We remain open to further suggestions from WCC to ensure that the premises are managed appropriately.



# BROADWICK

S O H O

**Broadwick Street Holdings Limited (trading as Broadwick Soho)  
Broadwick Street, London W1F 8HT**

## **DISPERSAL POLICY**

### **Introduction and Purpose of Policy**

The owners and operators of Broadwick Soho recognise the importance of ensuring that our customers leave our Hotel at the end of the night in a safe, controlled and efficient way, so as to cause minimum disturbance to other neighbours and without risk of injury to themselves.

This dispersal policy is designed to provide guidance for the Management and Employees of Broadwick Soho by setting out the terms for the dispersal of customers from the Hotel's restaurants and event space. The purpose of this policy is to set out the reasonable steps the business will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of Broadwick Soho to operate in a manner:

- Which is fully compliant with our Premises License conditions.
- Ensures there is a minimum of noise and nuisance caused to our neighbours and the general public.
- Minimises the risk of crime and disorder outside Broadwick Soho as patrons arrive and leave.

To this end, all relevant Employees will be trained in this policy, general awareness of the Licensing Act 2003, the Premises License conditions and other appropriate skills to achieve an orderly and safe dispersal from the premises. All Employees are compelled by the terms and conditions of their Contract of Employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

Should any instances of anti-social behaviour or nuisance be observed by Employees, or brought to the attention of the Management of Broadwick Soho, this policy shall be reviewed by the Hotel's General Manager and Director of Security. In other instances, this policy will be reviewed annually by the General Manager and Director of Security.

### **Local Co-operation**

The premises will work in co-operation, where appropriate, with other premises, local residents and any neighbourhood association in the area to ensure that local policies are co-ordinated. The premises will, where practicable, work in partnership to share information and best practices.



# BROADWICK

S O H O

## **Access and Egress to Premises**

All overnight hotel guests will enter the premises from the Broadwick Street entrance/exit. Public access to the ancillary food and beverage outlets will be via the Broadwick Street entrance/exit. Employee access and egress will be via the Berwick Street entrance/exit. The dual entrances and exits promote a controlled and well managed dispersal of patrons and Employees at all times.

Public access to the seventh and eighth floor ancillary food and beverage outlets will be via two of three lifts. The internal ground floor public area will house people awaiting the lifts to manage patrons and minimise activity and noise.

Patrons visiting any of the ancillary food and beverage outlets will not be permitted to queue outside the premises. If a queuing system is required, this will take place inside the Hotel, subject to space restrictions and customers will be advised on the likely waiting time. If space restrictions prevent patrons from waiting inside or if waiting times are anticipated by Employees to be excessive, customers will be asked to leave.

Any customers causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be refused entry.

## **Door Employees**

Door Employees will supervise the entrance and exit at all times when in use by guests and the general public.

Additional Door Supervisors, licensed by the Security Industry Authority will be employed by the Hotel based upon the risk assessment carried out and dependant on several factors:

- Expected volume of customers in the ancillary food and beverage outlets
- Time of year
- Special occasion (New Year, Halloween, etc.)
- Premises Licence Conditions

Door Supervisors shall assist with the dispersal of customers from the areas surrounding the premises. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner. Door Supervisors/Employees will have the means of communicating with one another so as not to create external congregation issues.



# BROADWICK

S O H O

Door Supervisors/Employees will:

- Be well informed of all available public and private hire transport routes in the surrounding area so that patrons exit swiftly in their direction of travel.
- Be proactive about dispersal of groups of people outside the venue.
- Ensure that exiting patrons do not block the immediate roads or pavements.
- Patrol outside the premises to ensure customers leave the area quietly. Any customers causing noise or disturbance will be asked to be quiet.
- Regularly monitor activity in Broadwick and Berwick Street throughout each night to ensure no crime and disorder, noise or disturbance arises from customers of Broadwick Soho.
- Assist any relevant authority or emergency service to the best of their ability.

## **Encouraging Dispersal**

Towards the closing time of the ancillary food and beverage outlets, measures will be taken to ensure a gradual and closing of the areas including:

- Slowly and gradually raising the lighting levels towards the end of the night to allow patrons time to acclimatise to the brighter surroundings and the need to exit the premises.
- Lowering the music volume gradually towards the end of the night to reduce loud talking and any excitable behaviour when patrons exit the premises.
- Politely reminding patrons that the restaurants/bar are about to close.

At this time many customers will naturally begin to leave of their own free will and a controlled exit is assured. At the end of the evening a member of the Hotel's Management Team, will oversee the safe and orderly collection of coats and bags from the cloakroom.

Notices will be prominently displayed at the exit requesting patrons to respect the needs of local residents and use the area quietly. Additionally, Employees will be trained to ensure that non-residents leave the building in a quiet, controlled and swift manner so that there is no harm to local amenity.

Management will ensure that all members of the public are off the premises by the authorised closing times. Other than hotel residents and their bona fide guests, there will be no exceptions to this rule whatsoever.



# BROADWICK

S O H O

## **Employee Dispersal at Late Evening**

All team members will be instructed to leave the building quietly and respectfully each and every evening, immediately leaving and making their way home. No loitering of Employees will be permitted. Employees will also not be permitted to smoke in the vicinity of the premises and they will be instructed not to talk on their mobile phones outside the Hotel after 9.00pm. Should any of the above parameters be breached by an Employee then disciplinary action will be instigated.

## **General**

A direct telephone number for the Duty Manager shall always be publicly available when the premises are open and the reception desk on the ground floor will be staffed at all times the Hotel is in operation.

An incident log will be kept on the premises and made available on request to an authorised officer of WCC or the Police. This incident log will record:

- All crimes reported to venue; all ejections of patrons.
- Any complaints received concerning crime and disorder.
- Any incidents of disorder.
- All seizures of drugs or offensive weapons.
- Any faults in the CCTV system.
- Any refusal of the sale of alcohol and
- Any visit by a relevant authority or emergency service.

This Dispersal Policy will be made available to local residents and responsible authorities upon request. All necessary Employees, including all security Employees shall be trained on the contents of the Dispersal Policy and records of this training will be retained on file by Broadwick Street Holdings Limited.

## **Transport**

In order to facilitate the dispersal of patrons from the premises, patrons can be provided with information on the various means of transport available from Broadwick Soho:

- Taxi & Taxi Ranks – The Hotel shall have a list of the locations of any taxi rank located in the proximity of the premises. Licenced black cabs are also readily available day and night in the Soho area. Patrons will be encouraged to go directly into a waiting cab when leaving the Hotel. If there are no available black cabs, patrons will be asked to wait inside the Hotel until a cab becomes available to avoid customers waiting outside on the street unnecessarily. Employees will assist patrons to call a taxi if required.
- Uber and similar apps are also now commonly in use and helpful as phone calls do not need to be made which may cause noise nuisance. Such vehicles should not sound their horns on arrival.



# BROADWICK

S O H O

- Local & Night Bus Services – information will be available upon request.
- Underground – information will be available upon request.

Furthermore, Door Supervisors/Employees will:

- Be proactive about asking drivers of vehicles to lower the volume of any loud music being played.
- Ask drivers of vehicles to park / idle away from the entrance of the Hotel.
- Discourage any customer from double parking or obstructing the street.

Any persons found to be in need of additional assistance when leaving the premises will be escorted politely by our Door Supervisors or a member of the Management Team to ensure that they can safely leave - where necessary a taxi will be arranged to take them to their ultimate destination.

## **Smoking Areas**

The Hotel has a dedicated smoking terrace located on the seventh floor and this area will be monitored closely by team members at regular intervals.

Patrons wishing to temporarily leave the Hotel to smoke shall be directed to the dedicated smoking terrace on the seventh floor of the Hotel. Any patron smoking in front of the hotel entrances/exits on the ground floor will be asked to move away by the Employee's supervising the door. Patrons permitted to temporarily leave and then re-enter the Hotel shall not be permitted to take drinks or glass containers with them.

Employees will not be permitted to smoke in the immediate vicinity of the building at any time.

**Broadwick Street Holdings Limited**

**20-24 BROADWICK STREET**

Servicing Management Plan

June 2021

Caneparo Associates Limited  
21 Little Portland Street  
London W1W 8BT  
Tel: 020 3617 8200

[www.caneparoassociates.com](http://www.caneparoassociates.com)

Registered in England: 9930032



## Contents

1	INTRODUCTION .....	1
	Objectives.....	2
	Scope of the Report .....	3
2	SERVICING ARRANGEMENTS .....	4
	Number of delivery vehicles .....	4
	Types of Vehicles.....	5
	Scheduling .....	5
	Vehicle Routing .....	6
3	INITIATIVES OF THE PLAN .....	7
	Delivery and Servicing Activities.....	7
4	MONITORING AND REVIEW .....	8
5	WASTE STORAGE AND COLLECTION.....	10
6	CONCLUSION .....	11

## Appendices

Appendix I	-	Vehicle Tracking
Appendix II	-	Supplier Fact Sheet



# 1 INTRODUCTION

1.1 This document sets out the basis of the Servicing Management Plan (SMP) that will be adopted at No. 18-24 Broadwick Street (the 'Development'), W1F 8HT, in the City of Westminster (WCC).

1.2 This DSP has been written to discharge Condition 14 and 15 of the hotel's planning permission (Planning ref: 16/09526/FULL as revised in 19/07554/FULL and 20/04766/FULL), which states the following:

*Condition 14: 'Prior to occupation of the hotel, you shall submit and have approved in writing by the local planning authority, a Servicing Management Plan for the hotel to demonstrate management of the servicing requirements of the hotel and management and access arrangements for the ancillary entertainment spaces. This should include an assessment of process, storage locations, scheduling of deliveries and staffing arrangements; as well as how delivery vehicle size will be managed. All servicing shall be undertaken in accordance with the approved strategies unless otherwise agreed in writing by the local planning authority.'*

*Condition 15: 'The 'Back of House and Temporary Holding Area' marked on drawing PL(00)103 RevA shall be used for holding deliveries and refuse & recycling bins associated with the hotel use and no other purpose.'* Condition 15 is updated as per the latest Variation of Condition Decision notice (Planning ref: 20/04766/FULL) as follows:

*'Condition 1 stated that the development had to be carried out in accordance with the approved drawing numbers. Consent is now sought to vary this condition to allow for amendments to the approved scheme to include; - relocation of the temporary waste / recycling holding station at ground floor level to be closer to the access doors...'*

1.3 This report outlines the measures that will be implemented with regards to delivery and servicing, setting out the way in which 'goods' will be delivered to the Development. It also specifies how the Plan will be managed and monitored for the life of the building. In addition, the Developments waste storage and collection strategy are identified.



- 1.4 The Development will comprise the following:
- A hotel (C1) consisting of 57 hotel rooms
  - Ground and lower ground bar and restaurant which will be ancillary to the hotel
  - A ground and lower ground floor A1 retail floorspace
- 1.5 The hotel and ancillary uses at the site will be occupied and managed by Broadwick Street Holdings Limited (Development Owner), operating as a standalone hotel operation.
- 1.6 The aforementioned retail floor space is owned and managed by an external body (Shaftesbury PLC) and as such will be managed as a separate entity to the hotel and associated ancillary uses. Therefore this DSP will consider the hotel and associated ancillary uses only (henceforth known as the hotel).

## **Objectives**

- 1.7 The primary objectives of the DSP will be to manage deliveries and servicing to and from the hotel in order to ensure that servicing activity is undertaken successfully and without conflict between vehicles and / or pedestrians.
- 1.8 The DSP will manage deliveries and servicing to the hotel in order to ensure that:
- Local goods and services are utilised as much as possible.
  - Where possible, deliveries are planned so as to minimise the potential for deliveries coinciding, therefore reducing any wait time.
  - Deliveries are undertaken by small to medium sized vehicles; that are electric / hybrid electric, where possible.
  - Vehicles load / unload for the minimum time necessary, in order to ensure that the on-street loading facilities are available for other commercial activities and to avoid obstructions or congestion on the adjacent highway whenever possible.



## Scope of the Report

1.9 The remainder of the DSP is set out as follows:

- Section 2 sets out the Development's servicing arrangements;
- Section 3 identifies the initiatives of this Plan;
- Section 4 details the monitoring and review of this Plan;
- Section 5 sets out the waste storage and collection strategy for the Development; and,
- Section 6 provides a conclusion.



## 2 SERVICING ARRANGEMENTS

- 2.1 The Development Owner is fully committed to reduce their servicing demand and associated waste at the Development.
- 2.2 The Development Owner will also seek to utilise companies that limit packaging use and that will remove packaging materials before departing the site. Additionally, it is the intention to utilise nearby retail outlets to allow walking mode to be used for deliveries. For example, there are several market stalls that operate a short walk distance to the south of the site on Berwick Street. Items such as flowers and fresh fruit can be transported from the market stalls to the hotel using trollies.
- 2.3 The hotel will be serviced on Berwick Street via a dedicated delivery and servicing entrance located at the north-eastern corner of the building. The service access allows convenient movement of goods for vehicles utilising the on-street loading facilities on Berwick Street.
- 2.4 Delivery vehicles seeking to access the hotel may use the on-street loading facilities located on the western side of the carriageway located immediately adjacent to the site, in accordance with relevant controls.
- 2.5 All delivery and servicing activities associated with the hotel will be formally arranged to occur within pre-set delivery periods in order to ensure no more than one vehicle services the site at any one time and so that materials delivered can be distributed through the site in a timely fashion.
- 2.6 Vehicle tracking has been undertaken to assess the feasibility of the proposed loading arrangement on Berwick Street, as shown at **Appendix I**. The tracking has identified two appropriately sized delivery bays within an appropriate distance of the Development.

### **Number of delivery vehicles**

#### **Hotel**

- 2.7 Hotels typically generate daily delivery demand for items such as clean towels and linen. Deliveries of other hotel amenities, such as fresh flowers, cleaning products and customer toiletries, will be required on a less frequent basis.



2.8 Survey data generated from central London hotel operations indicate that this type of use can generate up to 15 deliveries per 100 rooms per day. As such the proposed hotel is expected to generate 9 deliveries per day. The proposed site is anticipated to generate this demand, however some of these deliveries may be undertaken on-foot.

### **Commercial Operations**

2.9 The ground and lower ground floor bar and restaurant facilities will be directly linked to and operated by the hotel.

2.10 The above hotel servicing demands include standard hotel food and beverage offerings. The hotel bar and restaurant areas would likely generate approximately 4-6 of the 9 deliveries per day.

### **Summary**

2.11 In light of the above, the estimated total delivery demand for the hotel would be circa 9 deliveries per day, some of which may be transported via trolley to the site from local business.

2.12 In addition, the Development is likely to generate demand for 3-5 refuse / recycling collections per day. Waste collection is further discussed in Section 5 of this report.

### **Types of Vehicles**

2.13 It is anticipated that the vast majority of deliveries will be undertaken by small to medium sized vehicles e.g. transit vans, with the occasional delivery by a larger 7.5 / 8m box van.

### **Scheduling**

2.14 Restrictions will be implemented for when delivery and servicing vehicles may access the Development. This will prevent activities occurring during unsociable hours for residents of the hotel, as well as occupiers of residential buildings in the surrounding area.

2.15 All delivery and servicing activities will be undertaken between 7am – 7pm Monday to Sunday.



## Vehicle Routing

- 2.16 All delivery and servicing vehicles will approach the Development via Berwick Street, which is a one-way southbound road. This strategy is required for vehicles to access the desired loading facilities located on the western side of Berwick Street, located immediately to the east and north-east of the Development.
- 2.17 As such, vehicles travelling from Shaftesbury Avenue, located to the south of the Development, will progress northwards on Wardour Street and turn left onto Noel Street in order to progress southwards on Berwick Street to access the loading facilities.
- 2.18 Vehicles travelling westward on Oxford Street to access the Development will be able to turn left onto Berwick Street, while those travelling eastwards will be required to utilise the one-way systems in order to access Wells Street via either Margaret Street or Mortimer Street.
- 2.19 Vehicles approaching from Regents Street will be able to turn into Great Marlborough Street from each direction. Great Marlborough Street turns into Noel Street, which then provides a right turn onto Berwick Street.



### **3 INITIATIVES OF THE PLAN**

- 3.1 The hotel staff will be appointed to oversee all delivery and servicing activities at the Development. Hotel staff will ensure all servicing activity is undertaken safely and efficiently, particularly for any deliveries consisting of bulky and / or many items. Hotel staff will be aware of all forthcoming planned delivery and servicing activity, particularly, if / when exceptional activity is planned / expected.
- 3.2 It is the responsibility of the hotel managers to ensure hotel staff are informed if / when exceptional delivery / servicing activity is expected.
- 3.3 A DSP coordinator, who is envisaged to be at management level within the hotel staff team, will be appointed to ensure that the DSP initiatives are upheld.

#### **Delivery and Servicing Activities**

- 3.4 In order to meet the objectives of the DSP, the following initiatives will be adopted:
- The DSP coordinator will issue written / email instructions to all hotel suppliers who book deliveries setting out the delivery procedures to be adopted by them.
  - Deliveries will be programmed so as to avoid waste / recycling collections.
  - Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded / unloaded (i.e. when their vehicle is stationary).
  - The staff of the hotel will be responsible for the transfer of goods from the point of receipt to their ultimate destination.
  - The DSP coordinator will be responsible for the smooth and efficient operation of the 'Plan'.
- 3.5 The supplier instructions will be put together in a factsheet, similar to the example at **Appendix II**.





## 4 MONITORING AND REVIEW

- 4.1 The role of the DSP coordinator will be to ensure the smooth running of the Plan, which is set out in this document, and will have overall responsibility of upholding, monitoring, and reviewing the Plan for the life of the Development.
- 4.2 The hotel staff will maintain a record of all delivery and servicing activities at the Development, which will include the following information:
- Day
  - Date
  - Delivery slot(s) booked
  - Mode and type of vehicle
    - e.g. 'walk – trolley' or 'vehicle – transit van'
  - Goods carried
  - Time of arrival
  - Time of departure
  - Any other comments
- 4.3 The DSP coordinator and hotel staff will constantly monitor / review the success of the Plan and, if considered necessary / appropriate, will propose changes to the Plan to be approved by the Local Planning Authority (LPA).
- 4.4 As part of the monitoring / review of the Plan, the DSP coordinator will take into consideration any other developments in the locality which could potentially affect, or be affected by, servicing activity associated with the Development.
- 4.5 The Plan will be the subject to a regular review (six months after first occupation and annually thereafter) with the LPA, unless the LPA confirm that a formal review is not necessary.



- 4.6 The DSP coordinator will review any comments received from occupants of the development and / or third parties regarding servicing and delivery activity and notify the LPA if necessary / appropriate during the following review of the Plan.



## **5 WASTE STORAGE AND COLLECTION**

- 5.1 Hotel waste will be stored at basement level 1. The waste store will be provided with waste processing facilities to reduce the scale of waste production and maximise the waste storage capacity on-site. Waste containers will be clearly marked as general waste, recycling, oil, and organic waste.
- 5.2 The Development Owner is currently in contact with private waste collection services to arrange the collection of waste from the Development.
- 5.3 Prior to refuse collection, waste collection operatives will call ahead to confirm hotel site staff of their arrival time and the specific waste materials to be collected. The relevant hotel staff, such as the BOH Manager, goods runner, or houseman, will then ensure that the relevant waste materials are transferred from basement level 1 to ground floor via the service lift. The service lift has been designed for convenient access to / from the site's service access which is located to the north-east of the site.
- 5.4 Up to 2 waste containers will be held within the service corridor for the short time between deposit of containers by site staff and collection of waste by the waste collection operatives.
- 5.5 Waste collection operatives and hotel staff will work together to transfer containers to / from the waste collection vehicle. Hotel staff will then ensure all waste containers are returned to basement level 1 so that the service lift and corridor is available for deliveries scheduled for the remainder of the day.
- 5.6 All deliveries will be scheduled to ensure that there is sufficient time for waste to be collected and allow time for waste containers to be returned to basement level before their scheduled arrival. Similarly, a suitable window will be given prior to waste collection to ensure the service lift is available.
- 5.7 It is in the hotel's interest to ensure the above transfer strategy is employed due to the multi-function operation of the service access.
- 5.8 Refuse collection vehicles will approach the Development as per the delivery strategy described in Section 2 of this report. The refuse vehicle will stop adjacent to the Development, on Berwick Street while collecting refuse / recycling materials from the Development.



## 6 CONCLUSION

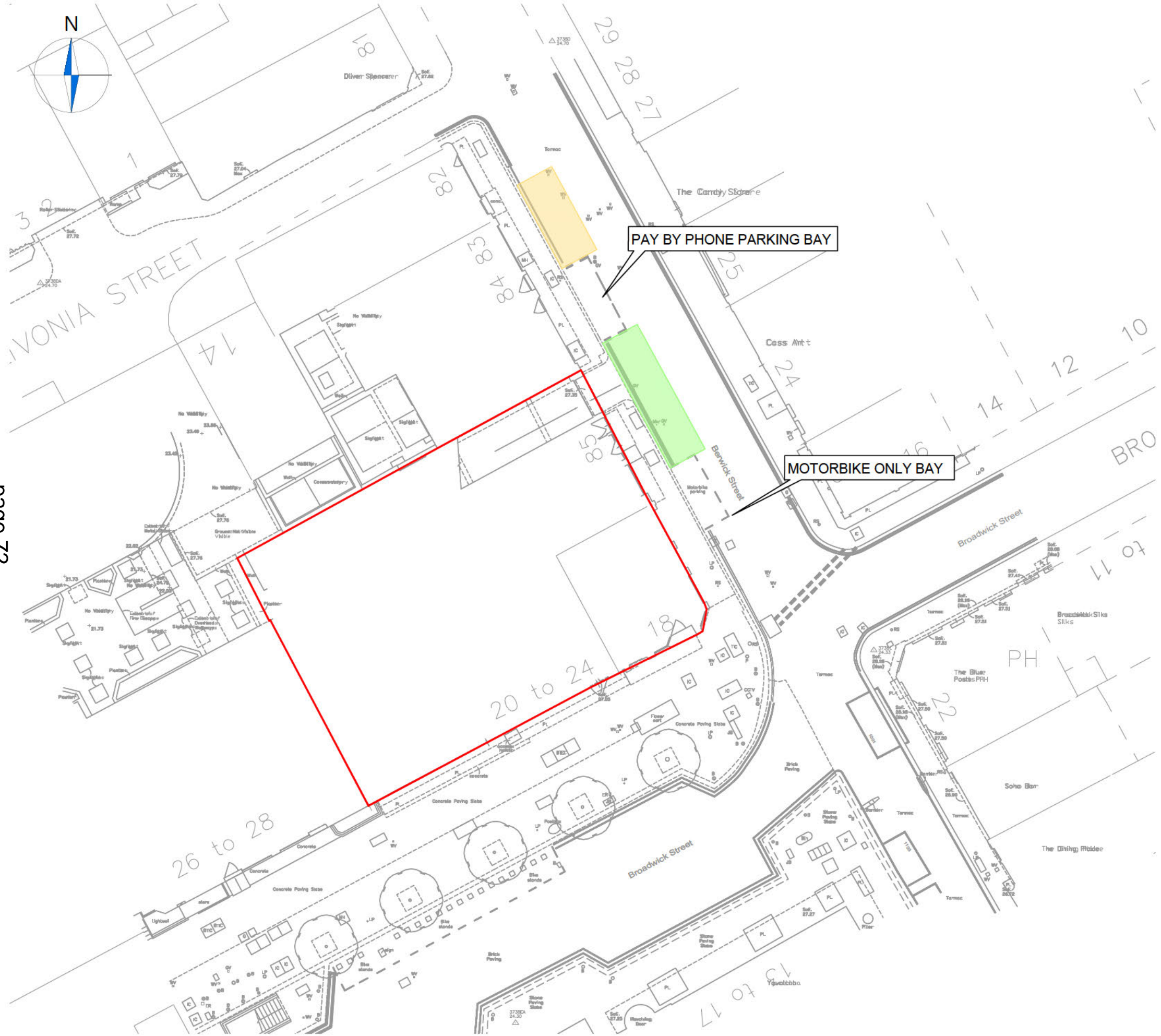
- 6.1 Overall, the DSP will ensure the successful operation of hotel servicing and delivery activity on a day to day basis.
- 6.2 The DSP will ensure that the likelihood of conflicts between pedestrians and vehicles will be minimised and that the servicing of the Development will not affect existing commercial activities utilising existing on-street loading facilities. All delivery vehicles will service in accordance with on-street controls. The DSP will help to minimise the number of deliveries and associated waste generated by the site and ensure the Development will not negatively affect the free flow or environmental condition of the public highway.

### **Statement**

*'The agreed contents of this Delivery and Servicing Plan must be complied with unless otherwise agreed in writing with the Council. The DSP Coordinator shall work with the Council to review this Delivery and Servicing Plan, as necessary. Any future revised plan must be approved by the Council and complied with.'*

# **Appendix I**




## **Vehicle Tracking**



**NOTES**

1. Do not scale from this drawing.
2. This drawing to be read & printed in colour.
3. This drawing is for illustrative purposes only.

**KEY:**

	Site Boundary
	Loading Area - Single Yellow Line
	Loading Area - Double Yellow Lines

A	New sheet added.	AFG	LD	09.06.21
Rev	Details	<b>REVISION HISTORY</b>		Drawn Checked Date
Status:	<input type="checkbox"/> Preliminary	<input type="checkbox"/> For Approval	<input type="checkbox"/> For Construction	
	<input checked="" type="checkbox"/> For Information	<input type="checkbox"/> For Tender	<input type="checkbox"/> As Built	

Client:  
**Broadwick Street Holdings Ltd**

Project:  
**18 - 24 Broadwick Street**

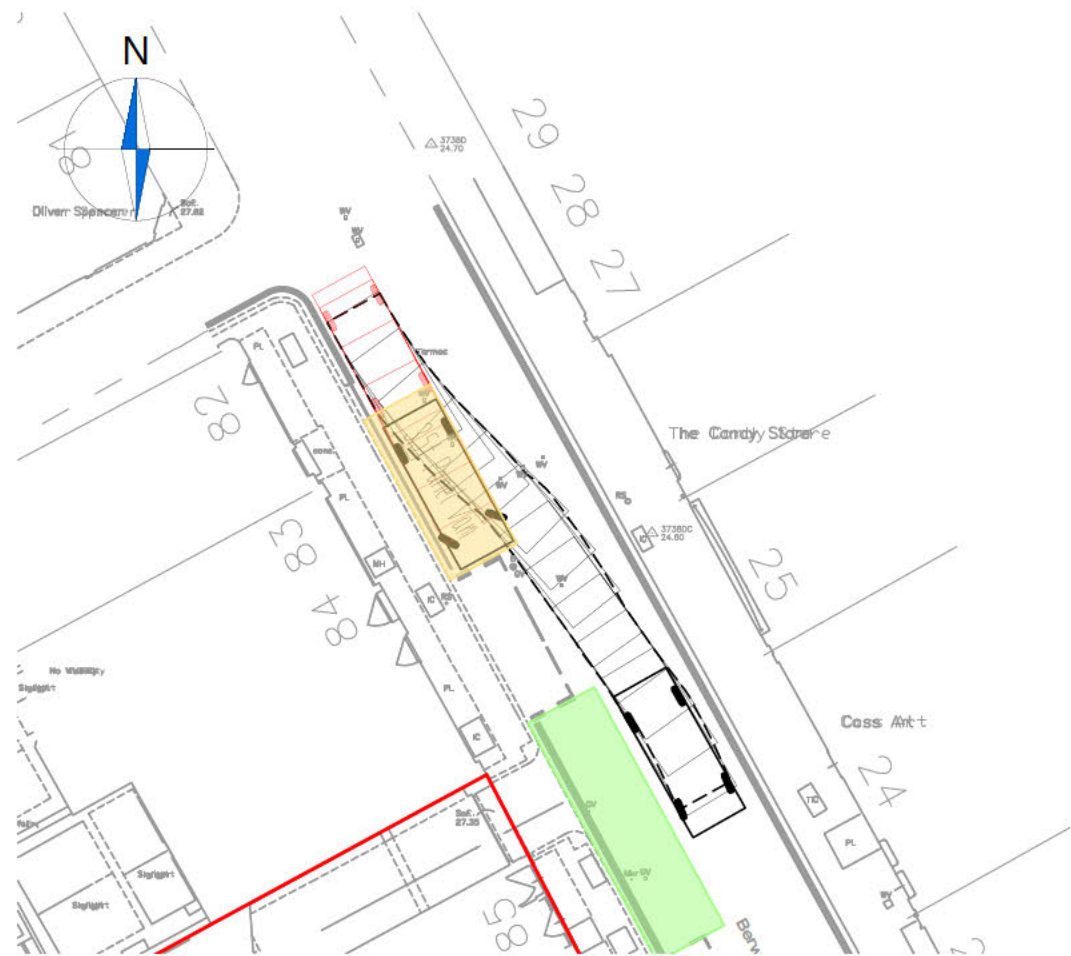
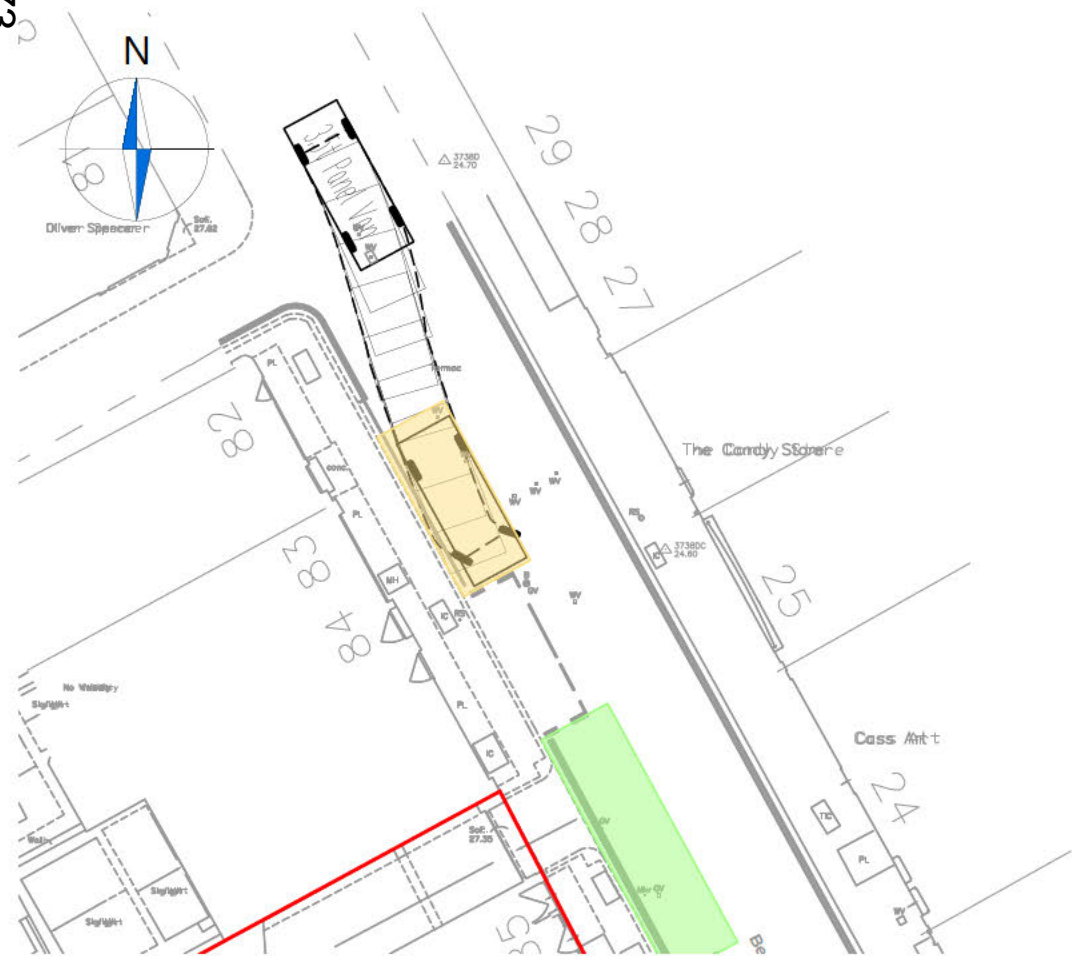
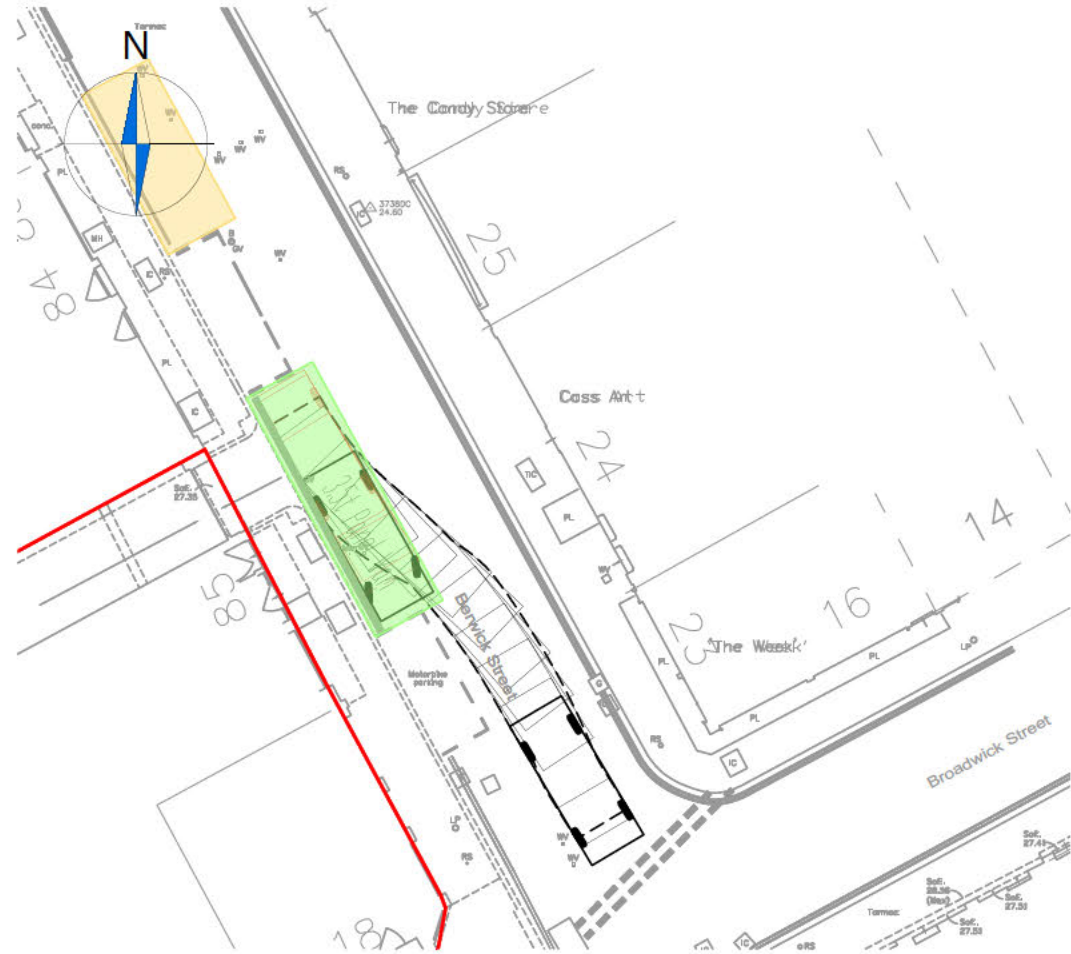
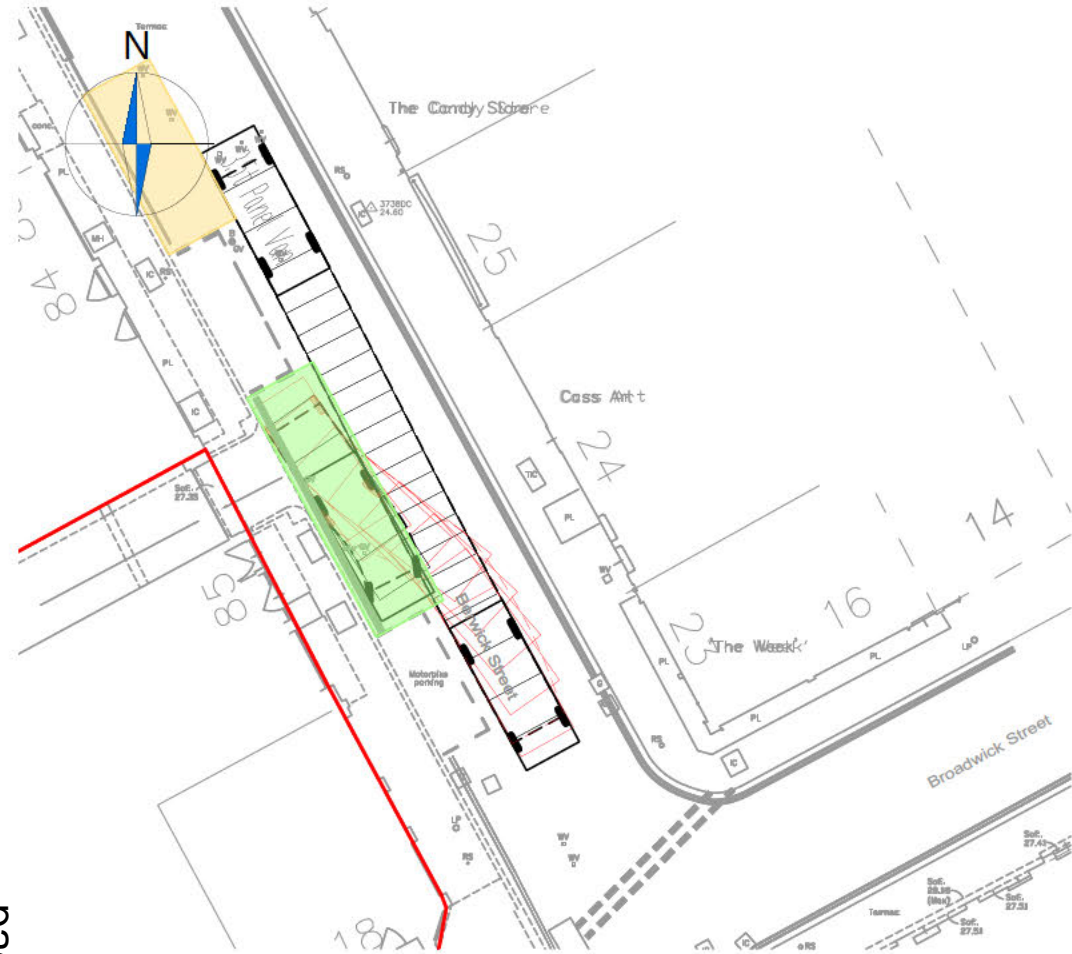
Drawing Title:  
**Vehicular Swept Paths Analysis using 3.5T Panel Van**

Scale: **1:250** Size: **A3**

Drawn by: **DW** Checked by: **LD** Date: **23.09.2016**

**CANEPARO ASSOCIATES**  
Transport Planning & Highway Design  
131-151 Great Titchfield Street • London • W1W 5BB • Tel. 020 3542 4840

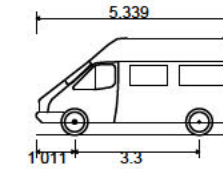
Scheme Ref:	Drawing No:	Sheet:	Rev:
<b>3113</b>	<b>TR01</b>	<b>1 of 1</b>	<b>A</b>



**NOTES**

1. Do not scale from this drawing.
2. This drawing to be read & printed in colour.
3. This drawing is for illustrative purposes only.

**3.5T PANEL VAN**



Overall Length	5.339m
Overall Width	1.986m
Overall Body Height	2.565m
Min Body Ground Clearance	0.338m
Track Width	1.986m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	6.400m

FORWARD MOVEMENTS ARE SHOWN IN BLACK (design speed - 0.1kph)

REVERSE MOVEMENTS ARE SHOWN IN BLUE (design speed - 0.1kph)

A	Site Boundary Added.	AFG	LD	09.06.21
Rev	Details	<b>REVISION HISTORY</b>		Drawn Checked Date
Status:	<input type="checkbox"/> Preliminary	<input type="checkbox"/> For Approval	<input type="checkbox"/> For Construction	
	<input checked="" type="checkbox"/> For Information	<input type="checkbox"/> For Tender	<input type="checkbox"/> As Built	

Client:  
**Broadwick Street Holdings Ltd**

Project:  
**18 - 24 Broadwick Street**

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131-151 Great Titchfield Street • London • W1W 5BB • Tel. 020 3542 4840

Scheme Ref:	Drawing No:	Sheet:	Rev:
3113	TR01	1 of 1	A

# **Appendix II**

## **Supplier Instructions**



## **20-24 Broadwick Street – Supplier Instructions**

In order to meet the objectives of the Delivery and Servicing Management Plan for the building, the following initiatives will be adopted:

- The DSP coordinator will issue written / email instructions to all suppliers of the hotel and ancillary uses (restaurant and bar) who book deliveries setting out the delivery procedures to be adopted by them.
- Deliveries will be programmed so as to avoid waste / recycling collections.
- Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e. when their vehicle is stationary).
- The staff for all hotel and ancillary uses will be responsible for the transfer of goods from the point of receipt to their ultimate destination.
- The DSP coordinator will be responsible for the smooth and efficient operation of the 'Plan'.

**From:** [Jackaman, Kevin: WCC](#)  
**To:** [Jackaman, Kevin: WCC](#)  
**Subject:** Licensing application - Broadwick Hotel : Letter of Support from Ken White  
**Date:** 19 April 2023 14:02:52

---

**From:** [REDACTED]  
**Sent:** 17 March 2023 11:08  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Licensing application - Broadwick Hotel

Licensing sub-committee, Westminster.  
Broadwick Hotel, 23/00159/FULL

I write in support of the application for an extension of weekend hours to 1.30am and a capacity of 65 for the roof restaurant of the Broadwick hotel, Soho.

I have lived [REDACTED] for the last 26 years. Before retirement in 2003 I was uniform police inspector for 13 years at West End Central police station, whose operational area covered Soho.

For many years I was active in local community groups and charities, including being on the board of the Soho Housing Association, a member of the steering group that developed the Soho Neighbourhood Plan and Chair of the Soho Police/Community liaison group. As such I have developed an intimate knowledge of the late night economy and its associated problems of noise, crime and disorder. I am also acutely aware of the need to strike a balance between the competing needs of business, residents and visitors in order to ensure a thriving and well regulated Soho and the wider West End.

The hotel owners have reached out to the wider Soho community at every stage. I am also well acquainted with [REDACTED] of the restaurant Randall and Aubin who has consulted on the hotel project. Randall and Aubin [REDACTED] and it has always been well managed, ensuring the quiet enjoyment of our home, whilst adding to the vibrancy of Soho.

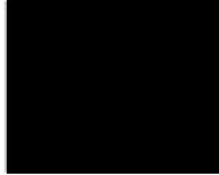
In my opinion the Broadwick will be a well managed, high end hotel, where food and beverage is ancillary to hotel usage. To borrow a phrase, the hotel is in the business of selling sleep not noise. Access to the roof restaurant will be monitored, with no direct access; noise mitigation will be in place and the balcony terrace will be restricted to 10pm; traffic will not be increased and servicing will be appropriate to ensure neighbours peace.

The four licensing objectives will be maintained and not adversely affected. Although core hours will be exceeded I believe that there will be little or no cumulative impact, whilst giving a well needed boost to the Soho and West End economy.

I am willing to attend any hearing if required.

[REDACTED]  
[REDACTED]





Friday, 14 April 2023

Licensing Service  
Public Protection and Licensing  
Westminster City Council  
15th Floor  
Westminster City Hall  
64, Victoria Street  
London SW1E 6QP

Sent via email to [licensing@westminster.gov.uk](mailto:licensing@westminster.gov.uk)

Dear Sir

**Reference: 23/00942/LIPN: Broadwick Soho Hotel, 22-24, Broadwick Street W1F 8HT**

I have read the objection to the above application by the [REDACTED] dated 12 March 2023 and am writing to add my support to that objection.

I would have objected in my capacity as neighbour personally but I had been told by a representatives of the applicant that there would be no use of the outdoor terrace after 10pm but it is now no longer clear to me that that is the case.

I live [REDACTED]  
[REDACTED]

[REDACTED] The bedroom has four large sash windows looking to the South and to the West. Noise at street level is amplified by the narrow street and high buildings and is audible within the bedroom.

I live in the flat with my partner and my 16 year old daughter who visits at the weekend. She is doing her A levels next year.

The premises are on the North West corner of the intersection rising some eight storeys with the outdoor terraces immediately above my flat overlooking the garden at the area at the back.

I moved to my flat in January 1991 and have lived here for more than 30 years. The agent of change principle here is relevant in terms of protecting my existing residential use. Prior to the hotel development the premises were offices above and retail at the ground floor and created no noise nuisance whatsoever and were not occupied after 6 pm.

The hotel is still under construction and it has been for the last 3 or 4 years. It has not opened so we have no direct experience of what will happen when it opens to customers later this year in terms of noise from deliveries, dispersal and cars and taxis picking up and dropping off outside the hotel on Broadwick Street where car parking space is extremely limited (2 or 3 spaces I believe).

I am concerned about:-

noise from the terraces above me on the 7th and 8th floor being audible in my flat and damaging my residential amenity - noise in the early evening can be disruptive as you can't read or watch TV if there is constant background noise from people shouting, talking and drinking;

noise from dispersal of customers when they leave the premises at the end of the evening;

noise from cars and taxis either collecting or dropping customers outside the hotel and the risk that traffic will back up along Broadwick Street blocking Wardour and Berwick Streets leading to drivers using their car horns both during the day but more specifically at night

Currently there is noise from customers from the Blue Posts pub on the South East corner of the intersection as many of them drink outside and block the pavement from about 6 pm though the pub has agreed to move customers off Broadwick Street at 10pm which does reduce the problem to a degree. Some noise continues on Berwick Street to about 11.20pm when drinking up time ends. Noise then increases for a period of about 20 mins as the fifty or so customers leave the pub - they often shout and Ubers and taxis use their car horns to identify themselves to customers. By midnight the situation calms down again and although there is further noise - occasional pedicabs, and loud groups, this is more intermittent rather than continuous.

My concern is that if granted this application will push the noise envelope another hour into the night as customer dispersal will start again at 1 am on Friday and Saturday and 12am on Thursday and last 20 minutes. I think it is reasonable to expect the same profile that we get from the pub as roughly the same number of people who have been drinking disperse. That will mean waiting until 1 am before some degree of quiet is available on Friday and Saturday nights.

Street noise two or three nights of the week until 12.30am and later is likely to have a significant impact on residential amenity for me directly and a number of other residents in [REDACTED] [REDACTED] Trenchard house is a matter of yards away on Broadwick Street and has some 60 flats, there are residents on Duck Lane, further east on Broadwick and up and down Berwick Street. Dispersal will impact residents that are not immediately adjacent to the hotel as customers make their way through Soho on foot to find transport home.

I have spoken at length to the management of the hotel.

They have suggested:-

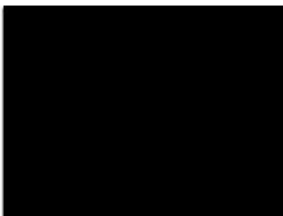
- a) because the hotel will have guests sleeping they have a strong incentive to manage the problem
- b) they will manage the dispersal effectively as they have the staff to do so
- c) there guests are of a type that will not cause a disturbance

I don't agree with a) because the hotel is brand new and the hotel has used expensive triple glazing in all its bedrooms. Its own guests will likely not suffer from the noise from the street or the terraces. Even if they did it would only be for the duration of their stay. Many flats around here are older and will not have the same level of sound insulation (mine does not). Sash windows are poor at sound insulation and cannot be replaced as we are in the Soho Conservation Area. Alternatives such as secondary glazing are very expensive and difficult to retrofit. My own planning application to build a sound proof and insulated bedroom on the roof of my flat was turned down by the council some years ago.

I don't agree with b) as we know that once customers have left the premises the hotel staff have zero legal authority over them in terms of what noise they make or what route or method they take to get home. This has been amply demonstrated at the other end of Broadwick Street with the dispersal of customers from Le Cirque nightclub on Ganton Street. On a number of occasions the police have told me that they have little legal authority and even less inclination to ask people to be quiet when leaving premises in Soho at night. Street marshals and city inspectors have told us the same thing. So the management plan suggesting that staff can control customers once they have left the premises is not something that can be relied upon.

I don't really agree with c) as we have no idea what sort of client the hotel will attract. The interior designer of the hotel also designed Annabel's and Sexy Fish in Belgrave Square and it might be assumed a similar profile of client might be interested in drinking in this hotel. These customers will be wealthy but that does not mean they will necessarily be quiet. Our experience is often the opposite. Wealthy customers are much more likely to take private cars and Ubers which can cause really significant disturbance were there is little room for parking and narrow one way streets that congest as here. Noise from powerful expensive cars is a real issue in Belgrave Square and we might expect the same issues here.

For these reasons all parts of the application that go beyond core hours should be refused. The roof terrace should be closed at 10pm without any exceptions.





Westminster Licensing Team  
Westminster City Hall  
15<sup>th</sup> Floor 64 Victoria Street  
SW1E 6QP

Westminster Police Licensing Team  
Westminster City Hall  
15<sup>th</sup> Flr 64 Victoria Street  
SW1E 6QP  
**Mobile** - 07442419872  
**Email** – [steve.muldoon@met.police.uk](mailto:steve.muldoon@met.police.uk)  
**Email** – [smuldoon1@westminster.gov.uk](mailto:smuldoon1@westminster.gov.uk)  
**Licensing Team mailbox** -  
[AWMailbox.LicensingCW@met.police.uk](mailto:AWMailbox.LicensingCW@met.police.uk)

**Wednesday, 19 April 2023**

**Re: - 23/00942/LIPN – Broadwick Soho, Broadwick Street W1. – Further Submissions**

Dear Ms Tricker,

Please see the below crime stats for Soho. I have below documented the stats which run for 1 month from 1<sup>st</sup> March – 31<sup>st</sup> March 2023.

I have included the crime maps for Robbery, Violent Crime, Violent Crime (Assault ABH and GBH), Theft from/Theft other (pickpocketing/theft from tables, All crime and finally a table showing the peak times for all crime in Soho.

**Robbery -**





**Violent Crime Gbh/ABH –**



**Theft From/Theft other –**







All Crime –



Peak Times –

	0700 - 0959	1000 - 1259	1300 - 1559	1600 - 1859	1900 - 2159	2200 - 0059	0100 - 0359	0400 - 0659																	
Mon	2	2	2	6	2	2	3	10	5	5	9	4	4	1	4	1	2	2	1	67					
Tue	1		1	3	3	2	3	2	3	8	10	11	9	8	4	1	2	3	3	1	79				
Wed	1	1	1	3	1	3	8	5	4	3	7	9	9	12	10	12	5	6	2	5	3	5	3	118	
Thu			3	2	4	3	4	10	2	4	12	17	6	8	13	9	11	10	5	5	5			133	
Fri		2	4	2	5	5	5	8	3	11	8	20	15	13	28	25	18	8	12	13	2			207	
Sat	1	1	1	1	1	2	3	3	11	12	8	8	14	14	15	15	13	17	12	12	8	2	4	178	
Sun		2		1	1	3	3	7	5	5	5	12	5	3	4	3	2			2		1	1	65	
<b>Total</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>12</b>	<b>8</b>	<b>22</b>	<b>31</b>	<b>28</b>	<b>43</b>	<b>30</b>	<b>48</b>	<b>62</b>	<b>80</b>	<b>70</b>	<b>63</b>	<b>83</b>	<b>59</b>	<b>57</b>	<b>37</b>	<b>39</b>	<b>35</b>	<b>17</b>	<b>4</b>	<b>4</b>	<b>847</b>

We accepted and have agreed conditions with the venue but maintain our objection based on the high levels of crime within the area.

Yours sincerely

Pc Steve Muldoon  
Westminster Licensing Unit

Yours sincerely

*Steve Muldoon 2332AW*  
Pc Steve Muldoon 2332AW  
Westminster Police Licensing Team



There is no licence or appeal history for the premises.

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must 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—
    - (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 in a manner which carries a significant risk of undermining a licensing objective;
    - (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 in a manner which carries a significant risk of undermining a licensing objective;

- (d) 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;
  - (e) dispensing alcohol 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).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) 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 either—
- (a) a holographic mark, or
  - (b) an ultraviolet feature.
7. The responsible person must 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: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

- 8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
- 8(ii) For the purposes of the condition set out in paragraph 8(i) above -
- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula -
- $$P = D + (D \times V)$$
- Where -
- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
- (i) the holder of the premises licence,
- (ii) the designated premises supervisor (if any) in respect of such a licence, or
- (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.

## Conditions consistent with the operating schedule

10. Licensable activities authorised under this licence shall remain ancillary to the primary use of the premises as a hotel.
11. The Sale and supply of alcohol between the hours of 07:00 and 10:00 Monday to Sunday where permitted shall be limited to persons seated taking a table meal except for hotel residents and up to 4 of their bona fide guests.
12. There will be no self-service of alcohol except in the guest bedrooms.
13. There shall be waiter/waitress service available throughout the entire premises with the exception of hotel bedrooms.
14. The reception desk on the ground floor shall be staffed at all times the premises are in operation.
15. There shall be no advertising of the bar facilities or alcohol sales external to the premises building.
16. The exhibition of film is permitted in the hotel bedrooms and as an ancillary to other licensable activities throughout the premises.
17. Between the hours of 20:00 and 01:30 there shall be a personal licence holder on the premises whenever alcohol is sold at the premises.
18. From 20:00 until the close of all public restaurant/lounge spaces a minimum of 2 SIA licensed door supervisors shall be on duty at the premises at all times whilst it is open to the public, who will be wearing distinctive uniforms. Such door supervisors shall be trained in conflict management. Further door supervisors shall be provided on a risk assessed basis
19. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
20. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
21. An incident log shall be kept at the premises and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following: a. all crimes reported to the venue b. all ejections of patrons c. any complaints received concerning crime and disorder d. any incidents of disorder e. all seizures of drugs or offensive weapons f. any faults in the

- CCTV system, searching equipment or scanning e equipment g. any refusal of the sale of alcohol h. any visit by a relevant authority or emergency service.
22. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
  23. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
  24. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
  25. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service, Premises Management so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Environmental Health Service and access shall only be by persons authorised by the Premises Licence holder. The limiter shall not be altered without prior agreement with the Environmental Health Service. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised Officer of the Environmental Health Service. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.
  26. A direct telephone number for the manager of the premises shall be publicly available at all times the premises are open. This telephone number is to be made available to residents and businesses in the vicinity.
  27. From 19.00 the licence holder or duty manager shall make regular patrols at no less than hourly intervals around the perimeter of the premises when regulated entertainment is taking place
  28. Patrons permitted to temporarily leave and then re-enter the premises to smoke shall be restricted to designated smoking areas on the ground floor and supervised by staff after 22:00. All designated smoking areas shall be monitored by CCTV.
  29. Smokers shall be limited to 10 persons at any one time in the designated smoking area on the ground floor, as hatched in red.
  30. Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.
  31. The licence holder shall implement a dispersal and outdoor management policy. This policy shall deal with, as a minimum, the entry and entrance of patrons and staff to the Hotel, the management of smoking areas and the duty of staff and security to ensure the prevention of public nuisance is being upheld. This policy shall be made available to local residents and responsible authorities upon request. All necessary staff, including security shall be trained on the contents and implementation of the dispersal policy and records of training shall be retained by the licence holder. The dispersal policy shall be

reviewed regularly, at least annually, or whenever a complaint is received (whichever is the earlier) and thereafter amended if needed to respond to such complaint.

32. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
33. Other than in hotel bedrooms there shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence.
34. Substantial food and non-alcoholic beverages including drinking water shall be available in all parts of the premises where alcohol is sold or supplied for the consumption on the premises.
35. There shall be no sales of hot food or hot drink to the public for consumption 'Off' the premises after 23:00 hours
36. All sales of alcohol for consumption 'Off' the premises to the public shall be either (a) in sealed containers or (b) restricted to alcohol consumed by persons who are seated in an area appropriately authorised for the use of tables and chairs on the highway, and where the supply of alcohol is by waiter or waitress service only
37. Prior to any event/function being taken at the premises a risk assessment for that event/function shall be undertaken which will address as a minimum entrance and dispersal of patrons, provision and service of alcohol and the monitoring of consumption of alcohol and whether the provision of SIA shall be required. This risk assessment shall be retained at the premises for 31 days after the event takes place and must be made available on request to the Responsible Authorities and signed off by a person with management responsibilities and must contain information and assessments, as a minimum, on the following aspects where relevant:
  - i. Details of responsible persons present including at least one person with management responsibilities of the licence holder
  - ii. Stewarding
  - iii. Ticketing and entrance check arrangements, eg bag search
  - iv. Non-glass drinking receptacles
  - v. Emergency Evacuation
  - vi. Maximum Capacity for the function space
  - vii. Temporary Structures including any licensing requirements
  - viii. Use of Special effects such as dry ice, cryogenic fog, smoke machines, firearms, pyrotechnics, real flame, strobe lighting, lasers etc
  - ix. Noise Management Plan including arrival and dispersal arrangements.
38. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
  - a. The police (and, where appropriate, the London Ambulance Service) are called without delay;
  - b. All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
  - c. The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
  - d. Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.



39. No unauthorised advertisements of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or be distributed to the public.
40. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
41. No rubbish, including bottles, shall be moved, removed or placed in outside areas between 2300 hours and 0800 hours or as in compliance with Westminster City Council's own waste contractor collection hours.
42. No deliveries to the premises shall take place between 23:00 hours and 07:00 hours on the following day.
43. All waste shall be stored internally prior to collection.
44. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
45. No licensable activities shall take place at the premises until the Environmental Health Consultation Team has determined the capacity of the premises and the Licensing Authority has replaced this condition on the licence with a condition detailing the capacity so determined
46. The licence holder, duty manager or member of security shall make regular patrols at no less than hourly intervals around the perimeter of the premises when regulated entertainment is taking place.
47. Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used on 10 days prior notice being given to the Licensing Authority where consent has not previously been given. a. dry ice and cryogenic fog b. smoke machines and fog generators c. pyrotechnics including fireworks d. firearms f. lasers g. explosives and highly flammable substances f. real flame g. strobe lighting.
48. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
49. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
50. All emergency doors shall be available at all material times without the use of a key, code, card or similar means.

51. All emergency doors shall be maintained effectively self-closing and not held open other than by an approved device.
52. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
53. Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment.
54. All fabrics, curtains, drapes and similar features including materials used in finishing and furnishing shall be either non-combustible or be durably or inherently flame-retarded fabric. Any fabrics used in escape routes (other than foyers), entertainment areas or function rooms, shall be non-combustible.
55. Flashing or particularly bright lights on or outside the premises shall not cause a nuisance to nearby properties, save insofar as they are necessary for the prevention of crime.
56. The premises may remain open for the sale of alcohol, regulated entertainment and the provision of late-night refreshment from the terminal hour for those activities on New Year's Eve through to the commencement time for those activities on New Year's Day.
57. On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities and to the closing time for the premises where the existing terminal hour for the activities and/or closing hour for the premises ends after 01.00.
58. Before the premises open to the public, the plans as deposited will be checked by the Environmental Health Consultation Team to ensure they are an accurate reflection of the premises constructed. Where the premises layout has changed during the course of construction new plans shall be provided to the Environmental Health Consultation Team and the Licensing Authority.
59. The licence will have no effect until the Licensing Authority are satisfied that the premises is constructed or altered in accordance with the appropriate provisions of the District Surveyors Association – technical Standards for Places of Entertainment and the reasonable requirements of Westminster Environmental Health Consultation Team, at which time this condition will be removed from the licence.
60. Loudspeakers shall not be located on any terraces or outside the building.

**Conditions specific to the lower ground and ground floor restaurant area, also known as Dear Jackie**

61. With the exception of condition [62], the ground and lower ground hotel restaurant shall only operate as a restaurant,
  - (i) in which customers are shown to their table or the customer will select a table themselves,
  - (ii) where the supply of alcohol is by waiter or waitress service only,
  - (iii) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table,

(iv) which do not provide any takeaway service of food or drink for immediate consumption off the premises,

(v) where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.

(vi) For the purpose of this condition 'Substantial Table Meal' means – a meal such as might be expected to be served as the main midday or main evening meal, or as a main course at either such meal and is eaten by a person seated at a table, or at a counter or other structure which serves the purposes of a table and is not used for the service of refreshments for consumption by persons not seated at a table or structure servicing the purposes of a table.

(vii) Notwithstanding this condition customers are permitted to take from the premises part consumed and resealed bottles of wine supplied ancillary to their meal.

62. The sale of alcohol in the restaurant shall be to persons seated at tables and as ancillary to table meals as per condition [61] except to:
- a) persons in the holding bar area hatched on the plans at Annex 4 and limited to 8 persons, where alcohol may be supplied and consumed prior to their meal;
  - b) persons attending a bona fide pre-booked private function to which members of the public cannot attend;
  - c) hotel residents and their bona fide guests;
  - d) Employees, Performers and/or Artistes and their bona fide guests;
63. The restaurant shall be laid out as a restaurant except when there is a pre-booked private function.
64. With the exception of the holding bar area, as hatched in condition [56] the supply of alcohol in the restaurant shall be by waiter or waitress only.
65. A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for "drop in" events such as exhibitions or auctions.
66. The number of persons permitted at any one-time (excluding staff) shall not exceed [100] persons.

**Conditions specific to the 7<sup>th</sup> floor, also known as Flute**

67. The sale and supply of alcohol shall be by way of waiter/waitress and only to seated customers, with the exception that seated and standing customers may be served at the bar in the area hatched on the plan. There shall be a minimum of 8 seats at the bar
68. Condition [67] shall not apply to persons attending a private pre-booked function to which members of the public have no access, a list of which shall be retained for a period of 31 days and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period
69. The main terrace hatched in red on the 7<sup>th</sup> floor shown on the approved plan at Annex 4 shall not be used between 22:00 and 07.00.

70. The smoking terrace hatched in green on the approved plan at Annex 4 shall not be used between 23:00 and 0700 Sunday to Saturday
71. Entrance to the 7<sup>th</sup> floor for patrons shall be via a reception/host
72. From 20:00 there shall be a minimum of 1 door supervisor on duty dedicated to the 7<sup>th</sup> floor, unless otherwise agreed in writing with the Westminster Police Licensing Team. Further door supervisors shall be provided on a risk assessed basis
73. A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for “drop in” events such as exhibitions or auctions.
74. With the exception of private prebooked events to which members of the public are not invited, the number of persons permitted at any one-time (excluding staff) shall not exceed (140) persons.
75. With the exception of private prebooked events to which members of the public are not invited, after 22.00 the number of persons permitted at any one-time (excluding staff) shall not exceed (80) persons.
76. When the 7<sup>th</sup> floor operates for a private prebooked event to which members of the public are not invited the number of persons permitted at any one-time (excluding staff) shall not exceed (175) persons

**Conditions specific to the 8<sup>th</sup> floor, also known as The Dining Room**

77. With the exception of condition 78, the 8<sup>th</sup> floor shall only operate as a restaurant/private dining room,
  - (i) in which customers are shown to their table or the customer will select a table themselves,
  - (ii) where the supply of alcohol is by waiter or waitress service only,
  - (iii) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table,
  - (iv) which do not provide any takeaway service of food or drink for immediate consumption off the premises,
  - (v) where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.
  - (vi) For the purpose of this condition ‘Substantial Table Meal’ means – a meal such as might be expected to be served as the main midday or main evening meal, or as a main course at either such meal and is eaten by a person seated at a table, or at a counter or other structure which serves the purposes of a table and is not used for the service of refreshments for consumption by persons not seated at a table or structure servicing the purposes of a table.
  - (vii) Notwithstanding this condition customers are permitted to take from the premises part consumed and resealed bottles of wine supplied ancillary to their meal.

78. The sale of alcohol shall be to persons seated at tables and as ancillary to table meals (in accordance with condition 77) except:
  - a) persons attending a bona fide pre-booked private function to which members of the public cannot attend; and/or
  - b) to hotel residents and their bona fide guests (up to a maximum of 5 guests per resident); and/or
  - c) guests of the proprietor; a list of such guests shall be maintained at reception and/or
  - d) Employees, Performers and/or Artistes and their guests;
79. Entrance to the 8<sup>th</sup> floor for patrons shall be via a reception/host
80. A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for “drop in” events such as exhibitions or auctions.
81. The 8<sup>th</sup> floor shall be laid out as a restaurant except when there is a private pre-booked function to which members of the public have no access on this floor.
82. The supply of alcohol shall be by waiter or waitress only.
83. The number of persons permitted at any one-time (excluding staff) shall not exceed 30 persons.
84. When the 8<sup>th</sup> floor operates for a private prebooked event to which members of the public are not invited the number of persons permitted at any one-time (excluding staff) shall not exceed {50} persons.

**Rear ground floor Hotel Lounge known as ‘The Nook’**

85. Licensable activities in the rear ground floor Hotel Lounge, shall only be to:
  - a. residents of the hotel and their bona fide guests (up to a maximum of 5 guests per resident).
  - b. guests of the proprietor; a list of such guests shall be maintained at reception.
  - c. Artistes or persons employed on the premises.
  - d. Proprietors, directors, shareholders and management of the operating company and their bona fide guests.
  - e. persons attending a bona fide pre-booked private function to which members of the public cannot attend;
  - f. persons who are having a substantial table meal in the ground/basement restaurant known as Dear Jackie
86. A register of persons attending any private prebooked events shall be kept for a minimum period of 31 days at the premises and made available for immediate inspection by police or an authorised officer of the Council throughout the entire 31 day period. A register will not be required for “drop in” events such as exhibitions or auctions.
87. The sale and supply of alcohol shall be by waiter or waitress service and only to seated customers except when there is a private pre-booked function in this area of the Hotel

88. The rear ground floor Hotel Lounge, shall close to non hotel residents and their bona fide guests between the hours of [00.00 -0700 Sun-Thurs and 00.30 -0700 Fri-Sat]
89. The number of persons permitted at any one-time (excluding staff) shall not exceed 45 persons.

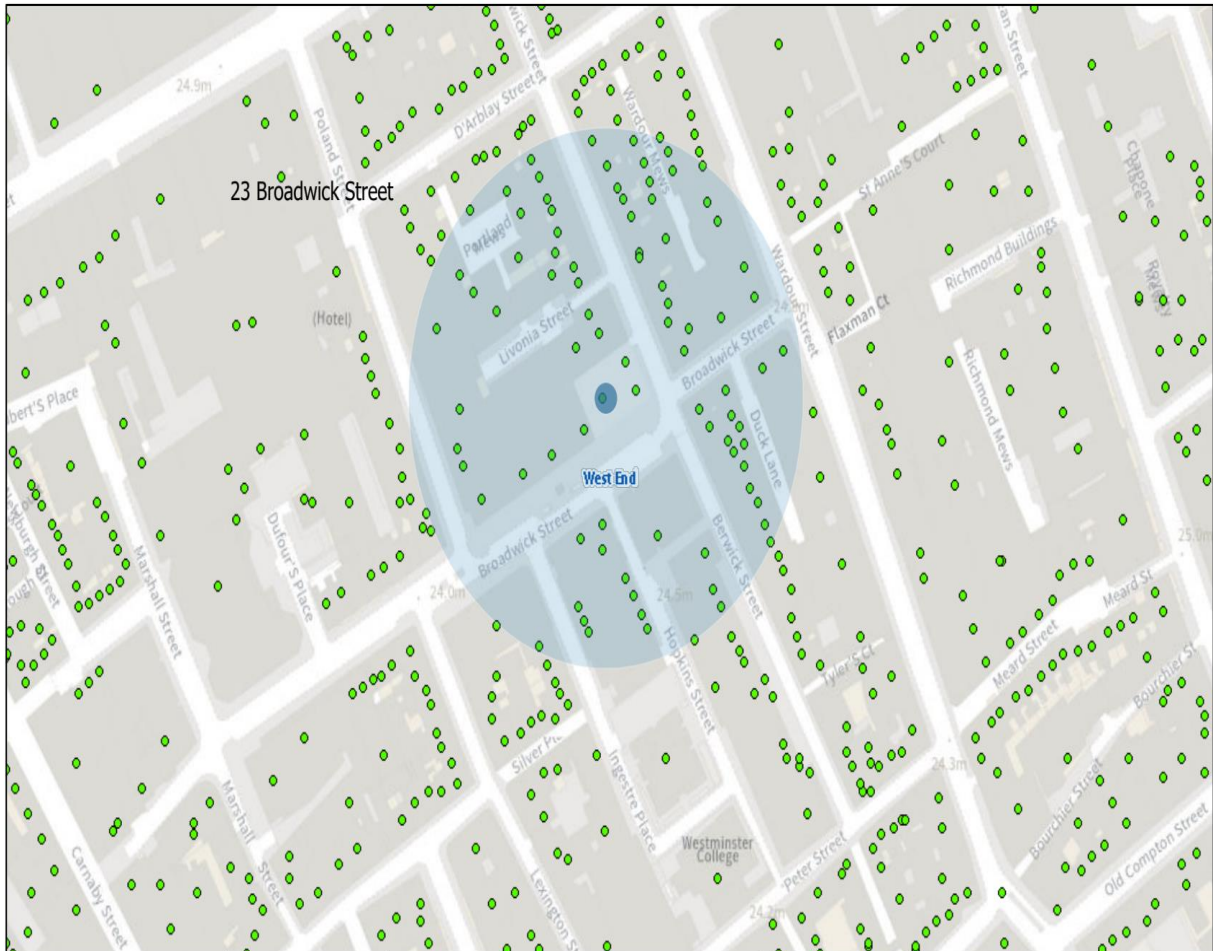
**Conditions proposed by the Police and agreed by the applicant so as to form part of the operating schedule**

90. There shall be a written training document/policy for dealing with 'vulnerable people'. This document/policy shall be reviewed every year on or before 1st April and signed each year as current by the DPS.
91. The premises licence holder shall ensure that the management team and all relevant staff as agreed with the Police Licensing Team, at the premises complete the nationally recognised counter terrorism training product referred to as ACT eLearning package within 3 months of the licence becoming operational
92. The premises licence holder shall ensure that the management team and all relevant staff as agreed with the Police Licensing Team, at the premises complete Welfare And Vulnerability Engagement (WAVE) training within 3 months of the licence becoming operational

**Conditions proposed by the Environmental Health**

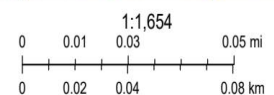
None

**Broadwick Soho, 20 Broadwick Street**



12/04/2023, 10:47:41

- Property Mailing List
- Borough Boundary - Mask
- Ward Boundaries
- Ward Labels
- Borough Boundary - Detailed



Resident count: 52

Licensed premises within 75m of 20 Broadwick Street, London, W1				
Licence Number	Trading Name	Address	Premises Type	Time Period
22/03290/LIPDPS	Ivy Soho Brasserie	Amalco House 26 - 28 Broadwick Street London W1F 8JB	Restaurant	Sunday; 08:00 - 23:00   Monday to Thursday; 08:00 - 00:00   Friday to Saturday; 08:00 - 00:30

17/06881/LIPN	Nespresso	Amalco House 26 - 28 Broadwick Street London W1F 8JB	Not Recorded	Sunday; 07:00 - 22:30   Monday to Saturday; 07:00 - 23:00
21/04982/LIPCHD	Not Recorded	23 Berwick Street London W1F 8RB	Shop	Monday to Sunday; 07:00 - 22:00
19/06990/LIPN	Not Recorded	23 Berwick Street London W1F 8RB	Shop	Monday to Sunday; 07:00 - 22:00
21/09379/LIPDPS	Blue Posts Public House	22 Berwick Street London W1F 0QA	Pub or pub restaurant with lodge	Sunday; 12:00 - 23:00   Monday to Saturday; 10:00 - 23:30
22/09052/LIPRW	My Place	Basement And Ground Floor 21 Berwick Street London W1F 0PZ	Cafe	Sunday; 10:00 - 22:30   Monday to Wednesday; 07:00 - 23:30   Thursday to Saturday; 07:00 - 00:00   Sundays before Bank Holidays; 10:00 - 00:00
21/09669/LIPDPS	Yauatcha	Basement And Ground Floor 15 - 17 Broadwick Street London W1F 0DA	Restaurant	Monday to Sunday; 08:00 - 01:00
11/00024/LIPDPS	Yauatcha	Basement 15 - 17 Broadwick Street London W1F 0DL	Restaurant	Sunday; 10:00 - 00:00   Sunday; 12:00 - 23:00   Monday to Saturday; 08:00 - 01:00   Monday to Saturday; 10:00 - 23:30
15/04952/LIPN	Red Dog	Basement And Ground Floor 20 Berwick Street London W1F 0PY	Restaurant	Sunday; 12:00 - 22:30   Monday to Thursday; 10:00 - 23:30   Friday to Saturday; 10:00 - 00:00



				Sundays before Bank Holidays; 12:00 - 00:00
19/06818/LIPCH	The Player	Basement 8 - 12 Broadwick Street London W1F 8HN	Night clubs and discos	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 01:30
22/06888/LIPRW	Miznon	8 Broadwick Street London W1F 8HW	Not Recorded	Sunday; 09:00 - 22:30   Monday to Thursday; 09:00 - 23:30   Friday to Saturday; 09:00 - 00:00
22/08995/LIPT	Violets	Ground Floor 19 Berwick Street London W1F 0PX	Restaurant	Monday; 10:00 - 01:00   Tuesday; 10:00 - 01:00   Wednesday; 10:00 - 01:00   Thursday; 10:00 - 01:00   Friday; 10:00 - 01:00   Saturday; 11:00 - 01:00   Sunday; 12:00 - 00:00
22/08991/LIPT	Mediterranean Cafe	18 Berwick Street London W1F 0PU	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
19/01200/LIPDPS	Maharani Restaurant	77 Berwick Street London W1F 8TH	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
22/11067/LIPT	Not Recorded	77 Berwick Street London W1F 8TH	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
21/08576/LIPN	Shadow - Whole Premises	90 Berwick Street London W1F 0QB	Not Recorded	Sunday; 12:00 - 22:30   Monday to Thursday; 10:00 - 23:30   Friday to Saturday; 10:00 - 00:00   Sundays before Bank

				Holidays; 12:00 - 00:00
20/00815/LIPCH	Duck & Rice	90 Berwick Street London W1F 0QB	Restaurant	Sunday; 12:00 - 22:30   Monday to Thursday; 10:00 - 23:30   Friday to Saturday; 10:00 - 00:00   Sundays before Bank Holidays; 12:00 - 00:00
22/12056/LIPDPS	Hub By Premier Inn	90 Berwick Street London W1F 0QB	Hotel, 4+ star or major chain	Sunday; 07:00 - 23:00   Monday to Saturday; 07:00 - 00:00
15/06480/LIPN	Duck & Rice First Floor	90 Berwick Street London W1F 0QB	Restaurant	Sunday; 12:00 - 22:30   Monday to Thursday; 10:00 - 00:00   Friday to Saturday; 10:00 - 00:30
23/01063/LIPCH	Flat White	17 Berwick Street London W1F 0PT	Cafe	Sunday; 08:00 - 22:30   Monday to Thursday; 08:00 - 23:30   Friday to Saturday; 08:00 - 00:00   Sundays before Bank Holidays; 09:00 - 23:00
19/11661/LIPDPS	Temper	Former Trenchard House 19 - 25 Broadwick Street London	Restaurant	Sunday; 10:00 - 22:30   Monday to Thursday; 08:00 - 23:30   Friday to Saturday; 08:00 - 00:00
21/07753/LIPT	Princi	Basement And Ground Floor 135 - 139 Wardour Street London W1F 0UT	Restaurant	Monday to Sunday; 00:00 - 00:00



City of Westminster

## Licensing Sub-Committee Report

Item No:	
Date:	27 April 2023
Licensing Ref No:	23/00868/LIPN - New Premises Licence
Title of Report:	Development Site at Former Westcourt House Old Marylebone Road London
Report of:	Director of Public Protection and Licensing
Wards involved:	Marylebone
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Emanuela Meloyan Licensing Officer
Contact details	Telephone: 0207 641 6500 Email: emeloyan@westminster.gov.uk

# 1. Application

1-A Applicant and premises			
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	9 February 2023		
<b>Applicant:</b>	Whitbread Group Plc		
<b>Premises address:</b>	Development Site At Former Westcourt House Old Marylebone Road London	<b>Ward:</b>	Marylebone
		<b>Cumulative Impact Area:</b>	None
		<b>Special Consideration Zone:</b>	None
<b>Premises description:</b>	<p>According to the application form the premises is currently a development site with the intention to create Premier Inn Hotel at the location.</p> <p>There will be a ground floor reception area, entrance and associated licensed food and beverage area.</p> <p>Bedrooms –will be located in the basement and on the ground floor through to the thirteenth floor.</p>		
<b>Premises licence history:</b>	This is a new premises licence application, and no premises history exists		
<b>Applicant submissions:</b>	<p>As part of the application form the applicant has provided supporting documents that appear at Appendix 2</p> <p>Additionally, the applicant has proposed 25 conditions that appear at Appendix 4</p>		
<b>Applicant amendments:</b>	None		

1-B Proposed licensable activities and hours							
<b>Films:</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	10:00
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>Residents – 24 hours</p> <p>To extend the licensing hours on New Year's Eve: 10:00 to New Year's Day 23:00 (being 2nd January)</p>					

Sale by retail of alcohol				On or off sales or both:			Both
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	10:00
<b>End:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>Seasonal variations/ Non-standard timings:</b>			Residents – 24 hours To extend the licensing hours on New Year's Eve: 10:00 to New Year's Day 23:00 (being 2nd January)				

Hours premises are open to the public							
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	06:00	06:00	06:00	06:00	06:00	06:00	06:00
<b>End:</b>	23:30	23:30	23:30	23:30	23:30	23:30	23:30
<b>Seasonal variations/ Non-standard timings:</b>			The premises shall remain open 24 hours a day for hotel residents.				
<b>Adult Entertainment:</b>			None				

## 2. Representations

2-A Responsible Authorities	
<b>Responsible Authority:</b>	Environmental Health
<b>Representative:</b>	Ayesha Bolton
<b>Received:</b>	9 <sup>th</sup> March 2023
<p>I refer to the application for a New Premises Licence.</p> <p>The applicant has submitted floor plans of the premises.</p> <p>This representation is based on the application, plans and operating schedule submitted.</p> <p>The applicant is seeking the following:</p> <ol style="list-style-type: none"> <li>To provide for the Regulated Entertainment of Films indoors only from Monday to Sunday between 10.00 to 23.00 hours. For hotel residents 24 hours a day. Non standard timings to extend the proposed hours on New Years Eve until New Years Day terminal hour is proposed 23:00 hours on 2nd January.</li> <li>To provide for the Supply of Alcohol both ON and Off the premises from Monday to Sunday between 10.00 to 23.00 hours. For hotel residents the sale of alcohol will be available 24 hours a day. Non standard timings to extend the proposed hours on New Years Eve until New Years Day terminal hour is proposed 23:00 hours on 2nd January.</li> </ol> <p>I wish to make the following representation:</p> <ol style="list-style-type: none"> <li>The hours requested for the Regulated Entertainment of Films will have the likely effect of causing an increase in Public Nuisance within the area.</li> <li>The hours requested for the Supply of Alcohol will have the likely effect of causing</li> </ol>	

an increase in Public Nuisance within the area and may impact on Public Safety.

The applicant has provided additional information with the application which is being addressed. Additional conditions will be proposed to address the licensing objectives.

Should you wish to discuss the matter further please do not hesitate to contact me.

## 2-B Other Persons

**Name:**

[REDACTED]

**Address and/or Residents Association:**

[REDACTED] Street

**Received:**

01.03.2023

With the 2-way systems introduced in Baker Street and Gloucester Place, which is causing non-stop traffic jams, pollution and in my opinion, more accidents, a licence for this establishment would create more traffic jams and more pollution - and probably more drunks on the road, who think they have right of way over a road, which is also used by motor vehicles.

Enough is enough please do NOT make the area worse than it is!

On the 19<sup>th</sup> of April Mr [REDACTED] was contacted by the case officer Emanuela Meloyan via email to provide additional information in respect to their representation.

### 3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:

#### Policy HRS1 applies

A. Applications within the core hours set out below in this policy will generally be granted for the relevant premises uses, subject to not being contrary to other policies in the Statement of Licensing Policy.

B. Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following:

1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children from harm.
2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation.
3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed.
4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises.

	<ol style="list-style-type: none"> <li>5. The proposed hours when any music, including incidental music, will be played.</li> <li>6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises.</li> <li>7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity.</li> <li>8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night.</li> <li>9. The capacity of the premises.</li> <li>10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs and bars are higher risk than theatres, cinemas and other cultural and sporting venues due to the nature of the operation.</li> <li>11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely.</li> <li>12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises.</li> <li>13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives.</li> <li>14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation applications.</li> </ol>
<p><b>Policy HOT1 applies</b></p>	<p>A. Applications outside the West End Cumulative Impact Zone will generally be granted subject to:</p> <ol style="list-style-type: none"> <li>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.</li> <li>2. The hours for licensable activities being within the council's Core Hours Policy HRS1.</li> <li>3. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary purpose of the venue as a hotel.</li> <li>4. The applicant has taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated zone.</li> </ol> <p>5. The application and operation of the venue meeting the definition of a Hotel as per Clause C.</p>

	<p>B. Applications inside the West End Cumulative Impact Zone will generally be granted subject to:</p> <ol style="list-style-type: none"> <li>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.</li> <li>2. The hours for licensable activities are within the council's Core Hours Policy HRS1.</li> <li>3. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary purpose of the venue as a hotel.</li> <li>4. The applicant has demonstrated that they will not add to cumulative impact within the Cumulative Impact Zone.</li> <li>5. The application and operation of the venue meeting the definition of a Hotel as per Clause C.</li> </ol> <p>C. For the purposes of this policy a Hotel is defined as a premises that is primarily used as an establishment providing overnight accommodation for customers.</p>
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#### 4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

#### 5. Appendices

<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Premises history
<b>Appendix 4</b>	Proposed conditions
<b>Appendix 5</b>	Residential map and list of premises in the vicinity

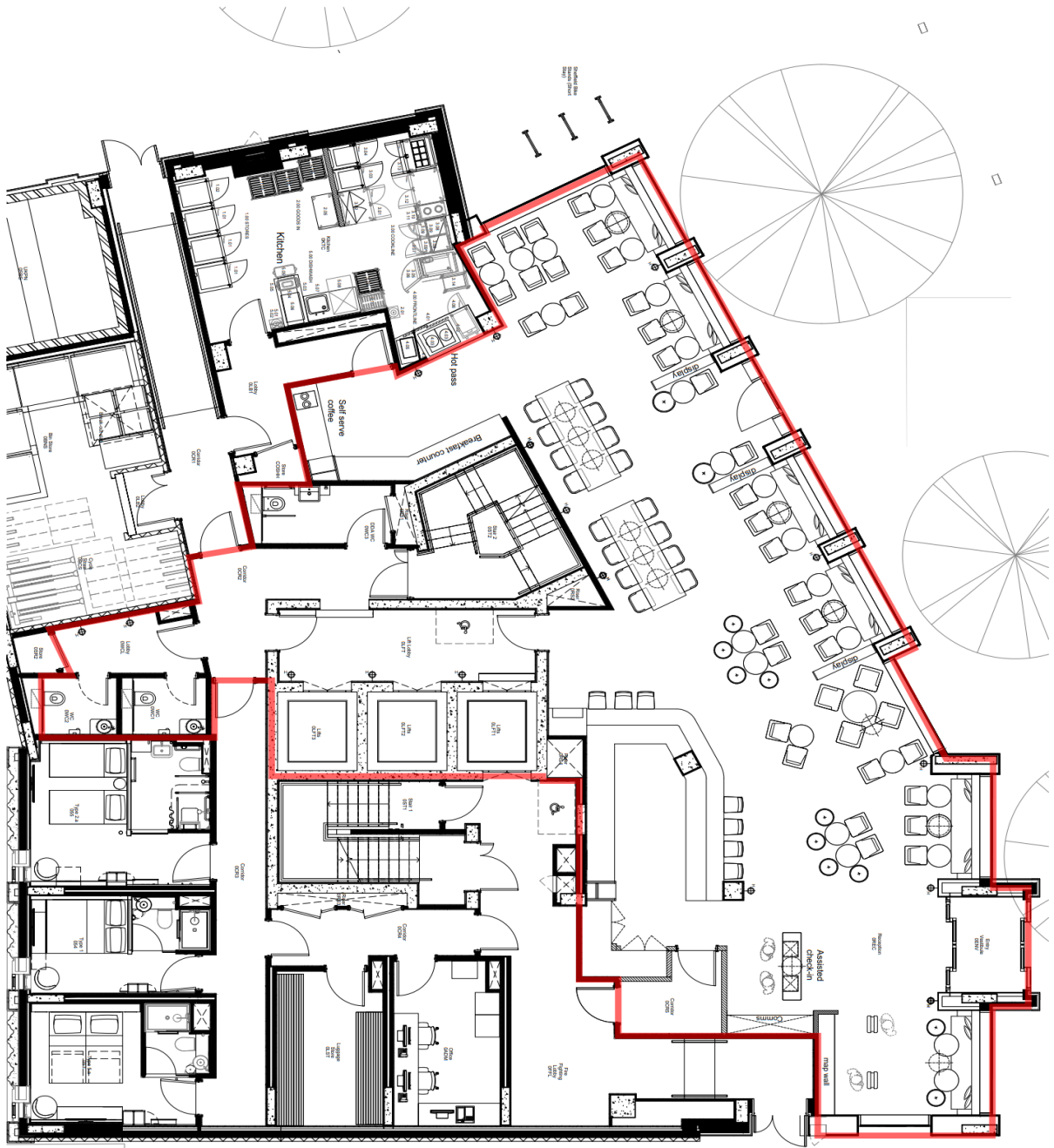
<b>Report author:</b>	Emanuela Meloyan Licensing Officer
<b>Contact:</b>	Telephone: 0207 641 6500 Email: emeloyan@westminster.gov.uk



**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

**Background Documents – Local Government (Access to Information) Act 1972**

<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	October 2021
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	December 2022
<b>4</b>	Environmental Health	09 March 2023
<b>5</b>	Interested Party representation (1)	01 March 2023



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Legend:  
 - Licensed Area

**PRELIMINARY ISSUE**

DATE	DESCRIPTION	BY
11/17/22	ISSUED FOR PERMIT	...
11/17/22	ISSUED FOR PERMIT	...
11/17/22	ISSUED FOR PERMIT	...
11/17/22	ISSUED FOR PERMIT	...
11/17/22	ISSUED FOR PERMIT	...

Client: **Whitbread Hotels & Restaurants**  
 Project: **Hub F&B & Reception**  
 Address: **Old Mayelorne Road**

Architect: **Reception & F&B**  
 General Arrangement  
 Scale: **NTS @ A1**  
 Date: **November 2022**

2022004-01-01 E

# SHEPPARD ROBSON

77 Parkway Camden Town London NW1 7PU  
 T: +44 (0)20 7564 7565 E: london@sheppardrobson.com

CLIENT  
**WHITBREAD**  
 WHITBREAD GROUP PLC

NOTES  


## T01 Site Location Plan

REV.	DATE	APPROVED	REVISION
1	08/07/11	[Signature]	ISSUE FOR PLANNING
2	08/07/11	[Signature]	STAGE 2
3	26/07/11	[Signature]	FOR CONSULTING OFFICE

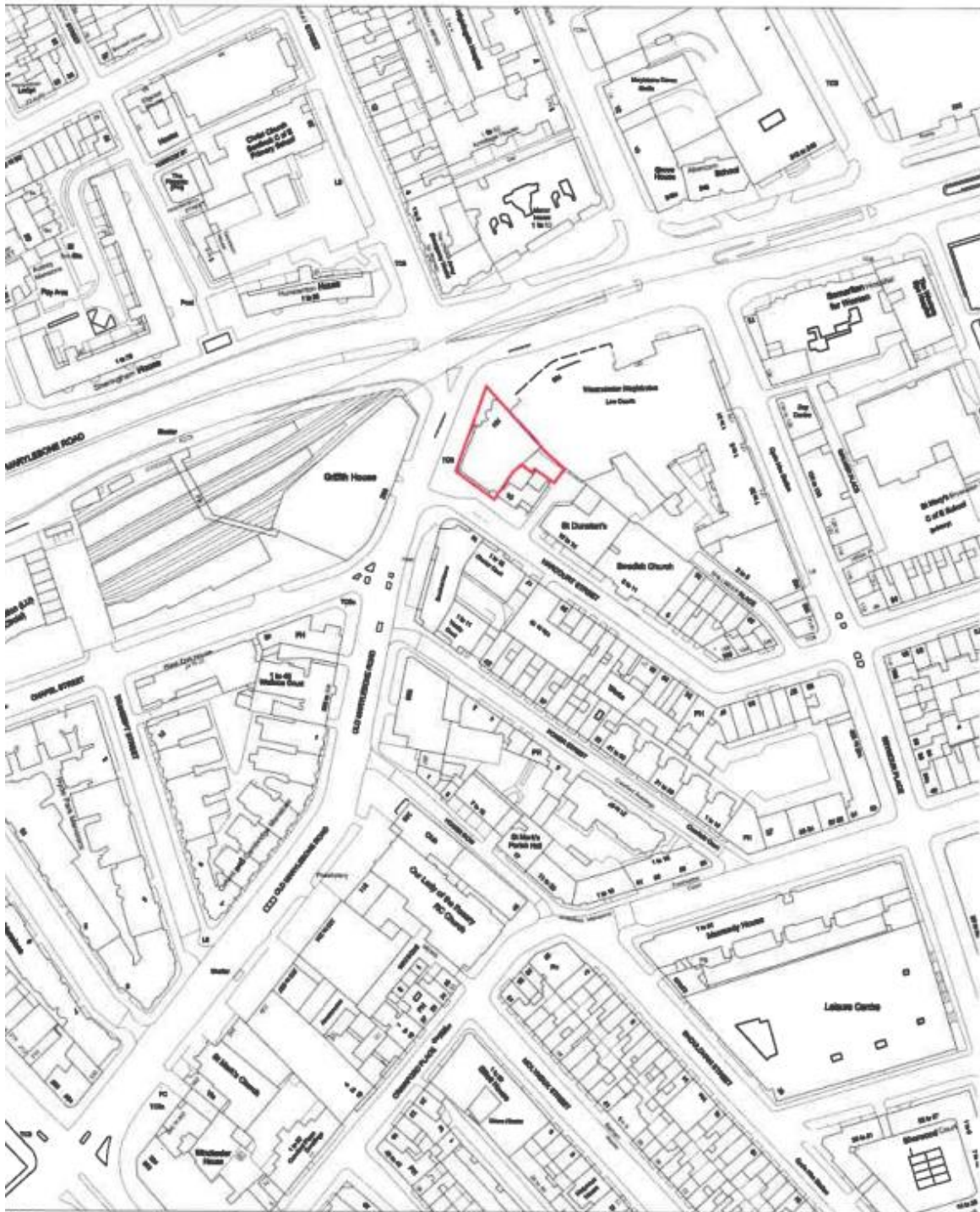
## PROJECT T01 Old Marylebone Road

SCALE/DAY	DATE	ORIGINATOR	DESIGNER	AUTHOR
1:1000	01.05.2011	PH	PH	PH

STATUS  
**PLANNING**

DRAWING NO.  
**SES 00 001**

REV.  
**3**



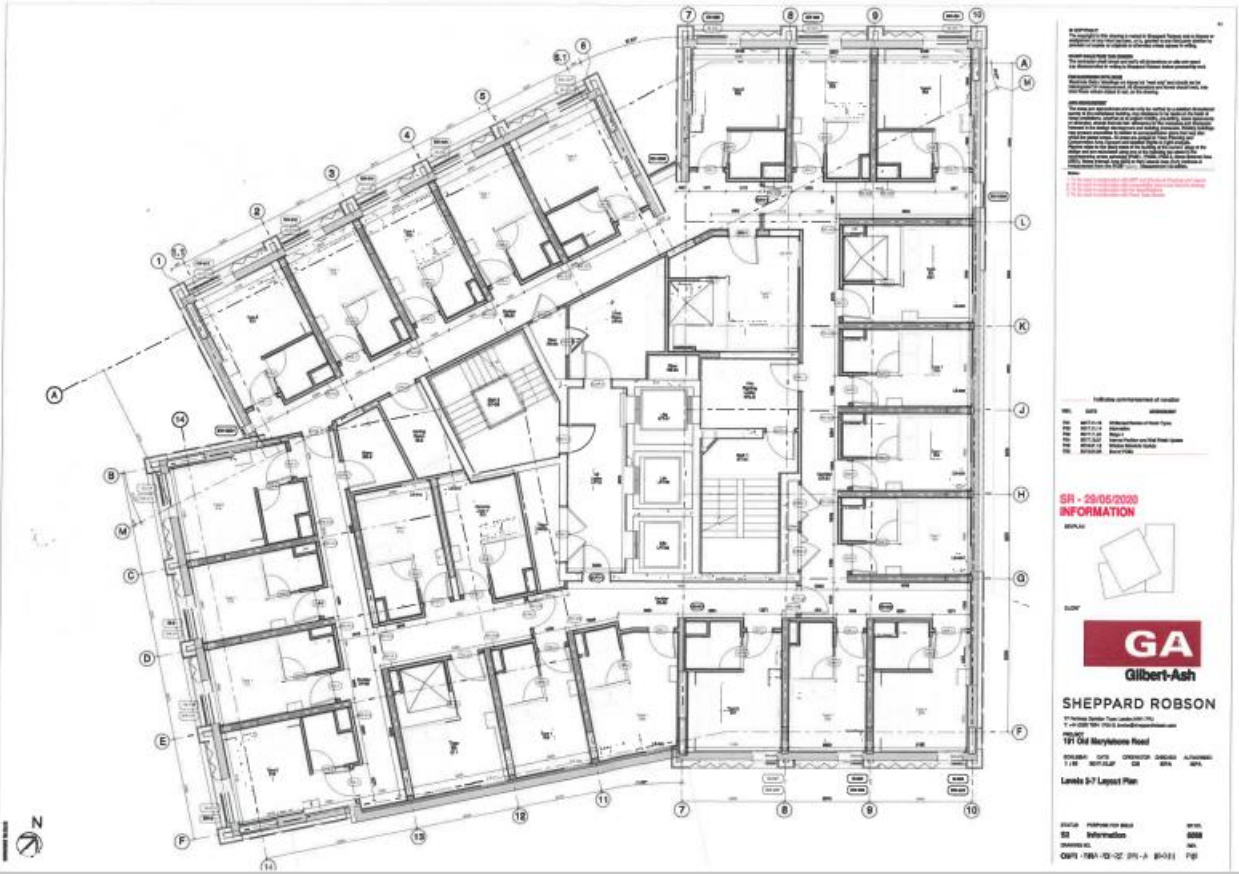
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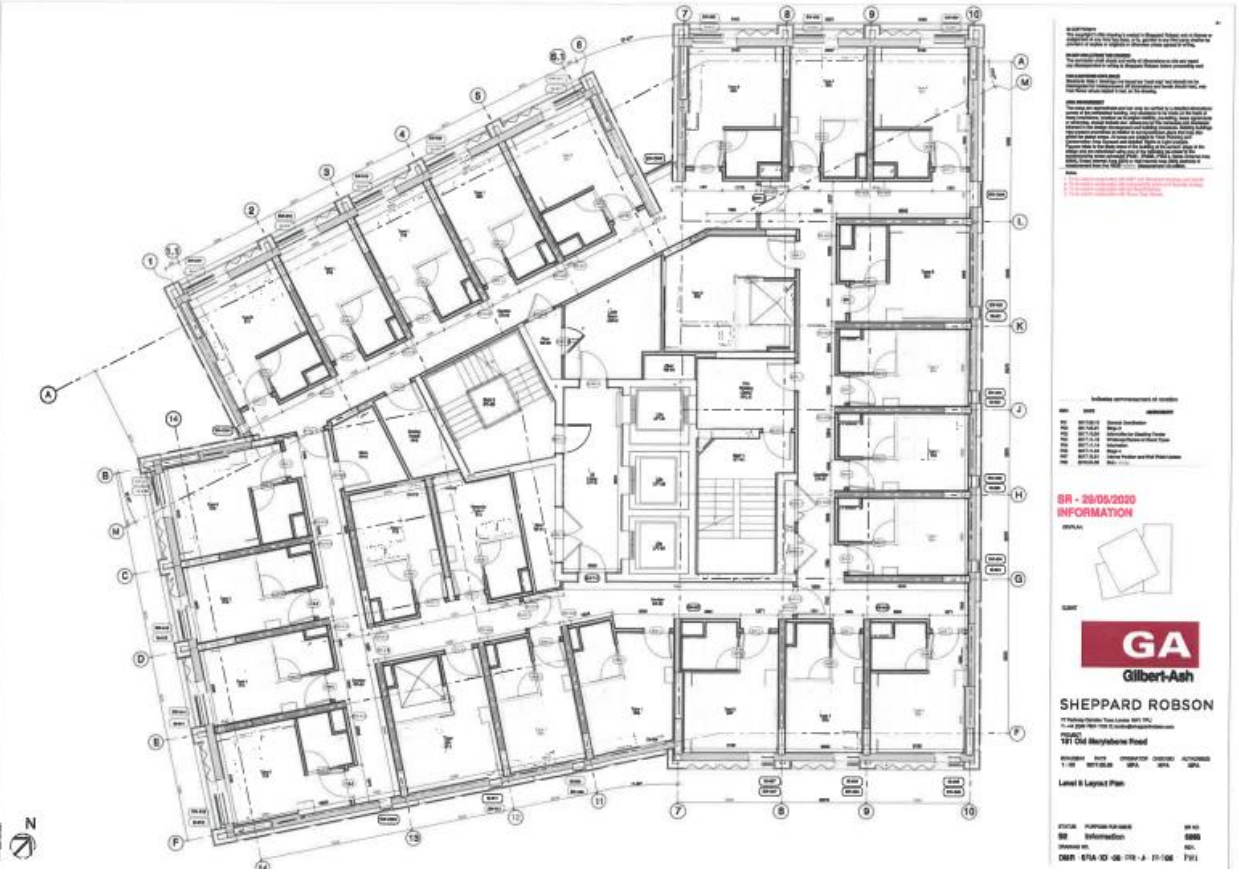
NO.	DATE	DESCRIPTION
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02	20/05/2020	Issue for Information
03	20/05/2020	Issue for Information
04	20/05/2020	Issue for Information
05	20/05/2020	Issue for Information
06	20/05/2020	Issue for Information
07	20/05/2020	Issue for Information
08	20/05/2020	Issue for Information
09	20/05/2020	Issue for Information
10	20/05/2020	Issue for Information

**SR - 20/05/2020**  
**INFORMATION**



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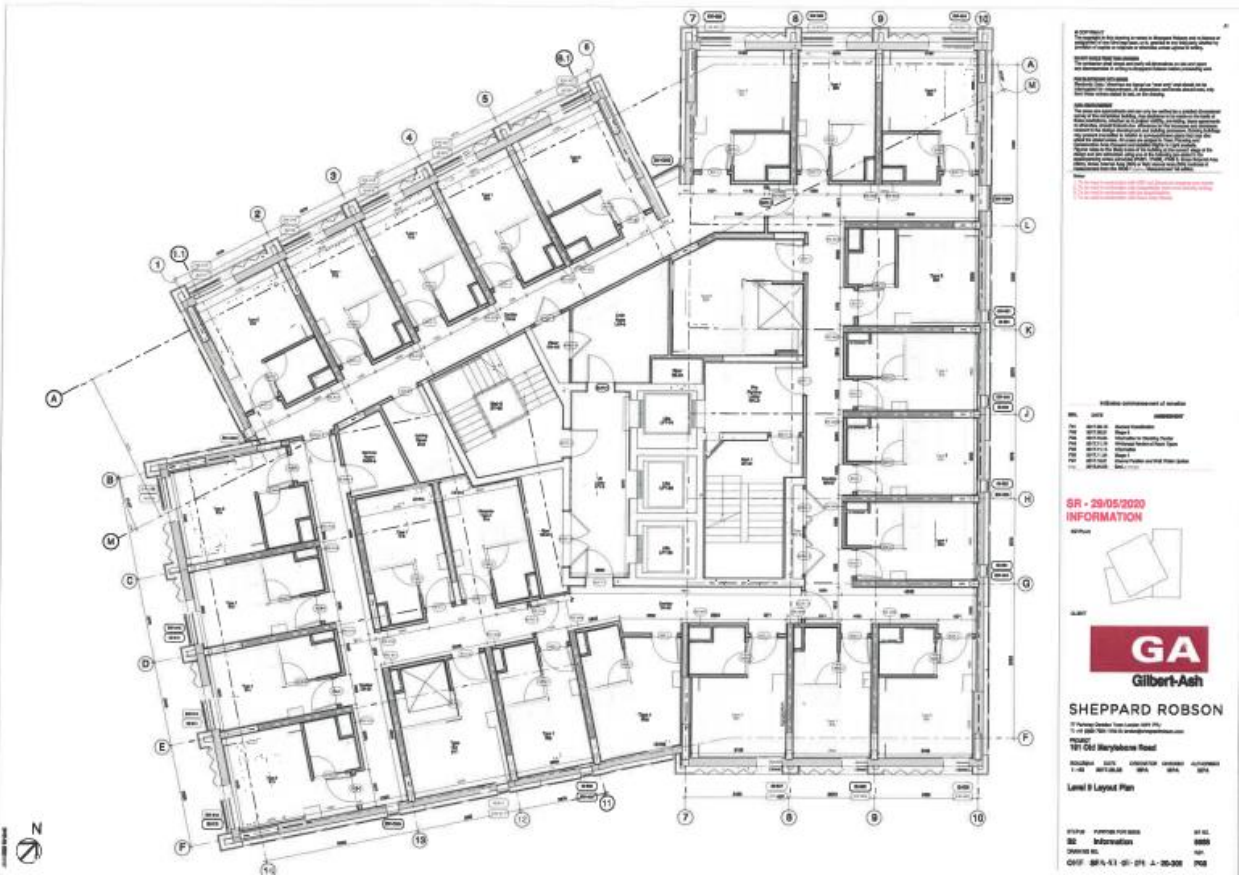
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08	20/05/2020	Issue for Information
09	20/05/2020	Issue for Information
10	20/05/2020	Issue for Information









**IN THE MATTER OF:**

**A PROPOSED DEVELOPMENT SITE/HUB BY PREMIER INN, FORMER WESTCOURT HOUSE,  
191 OLD MARYLEBONE ROAD**

**HEARING: 27<sup>TH</sup> APRIL 2023**

**WHITBREAD GROUP PLC**

**APPLICANT**

**WRITTEN SUBMISSION ON BEHALF OF THE APPLICANT**

**Introduction**

1. This is an application for a new Premises Licence pursuant to Section 17 of the Licensing Act 2003 for a proposed Premier Inn at the above location.
2. A hearing is required as representations have been received and not resolved.
3. The applicant is Whitbread Group Plc which operates some 800 licensed premises in England, Wales and Scotland. These comprise principally hotel premises with associated food and beverage operations. Premier Inn welcome over 20 million guests per year and have over 78,000 rooms. Whitbread Group plc currently operates Premier Inns within the Westminster City Council Licensing area and across London.
4. The proposed development at Old Marylebone Road represents a significant inward investment by Whitbread and will lead to the creation of some 100 career positions.
5. Whitbread are responsible and experienced operators of licensed premises (the majority in town or city centre locations) with robust systems in place for the exercise of due diligence to ensure their premises are properly and responsibly run in accordance with the law and to ensure the avoidance of the commission

of regulatory offences and the possibility of public nuisance and/or crime and disorder in particular.

6. The nearest residents likely to be affected by the proposed development will be those residents who are staying in the proposed accommodation itself. The amenity of their customers and particularly hotel residents is a paramount concern and priority.
7. As a development site, these premises have yet to be developed but upon completion and before opening, a Designated Premises Supervisor will be appointed, a Senior Manager of the premises with appropriate qualifications and all staff will be trained as part of Whitbread's national development programme.
8. What is proposed here is a Hub by Premier Inn hotel and the site will be served by a single food and beverage area as shown on the plans deposited and is relative modest and providing over 294 bedrooms.
9. The applicant requests licensable activities of sale of alcohol for consumption on and off the premises which are more restrictive than the "core hours" and the hours requested are in fact as follows:
  - Sale of alcohol by retail food consumption on and off the premises, Monday to Sunday – 10:00 to 23:00, 7 days a week, to non-residents.
  - Sale of alcohol 24 hours a day to residents.

### **Representations**

10. The hearing is required because there have been representations. A representation was received from the Environmental Health Officer and discussions are ongoing relating to conditions requested.
11. In addition, there is one outstanding representation from a single resident.

### **The Licensing Objectives.**

12. Central to the statutory regime are the four licensing objectives which are the only relevant areas for consideration in licensing applications. They are as follows:

- Prevention of crime and disorder.
- Public safety
- Prevention of public nuisance.
- Protection of children from harm.

### **The Guidance**

13. Under Section 182, the Secretary of State is required to issue Guidance to Licensing Authorities on the discharge of their functions under the Act. Section 4(3) requires Licensing Authorities to have regard to the Guidance.

14. Paragraph 1.17 states each application must be considered on its own merits. This is essential to avoid the imposition of disproportionate overly burdensome conditions on premises where there is no need for such condition. Standardised conditions should be avoided and indeed may be unlawful where they cannot be shown to be appropriate for the promotion of the licensing objectives in an individual case.

15. Guidance paragraph 2.21 stipulates "beyond the immediate surrounding of the premises these are matters for the personal responsibility of individuals under law and an individual engaged in anti-social behaviour is accountable for their own right. However, it would be perfectly reasonable for the Licensing Authority to impose a condition following relevant representations to require Licence Holder or club to place signs on exists around the building encouraging patrons to be quiet until they leave the area and to respect the right of people living nearby to a peaceful night."

16. Failure to comply with any condition attached to a Licence or Certificate is a criminal offence, which on conviction, is punishable by an unlimited fine or up to 6 months imprisonment. The Courts have made it clear that it is particularly

important that the conditions which are imprecise or difficult for a licence holder to observe should be avoided (paragraph 10(2)).

17. The Licensing Authority may not impose any conditions unless its discretion has been engaged following receipt of relevant representations and it is satisfied that as a result of a hearing (unless all parties agree that a hearing is not necessary) that it is appropriate to impose conditions that promote one or more of the four licensing objectives (10.8).
18. It is possible that in some cases no additional conditions are appropriate to promote the licensing objectives (10.9).
19. The 2003 Act requires that licensing conditions should be tailored to the size, type, location and characteristics and activities taking place at the premises concerned. **Conditions should be determined on a case by case basis and standardised conditions which ignore these individual aspects should be avoided. Licensing Authorities and Responsible Authorities should be alive to the indirect costs that can arise because of conditions.... Licensing Authorities should therefore ensure that any conditions they impose are only those which are appropriate for the promotion of the licensing objectives** (our emphasis) (10.10)
20. The determination of the Licensing Committee must be evidence based on what is before them (9.42 and Daniel Thwaites Plc v Wirral Borough MC (2008) EWHC 838).

### **The Application Process**

21. Section 17 sets out the procedure for making a Premises Licence Application and Section 18 sets out the provisions for determination of that application where representations have been made by the Responsible Authorities or other persons.
22. Section 18 provides that where an application for a new Licence is properly made, following receipt of relevant representations, the Licensing Authority must

hold a hearing following which it may, if it thinks it is necessary, take one or more of the steps set out in Section 18(4) as follows:

(a) to grant the Licence subject to:

- (i) the conditions mentioned in sub-section 2(a) modified to the extent the Authority considers appropriate for the promotion of the licensing objections; and
- (ii) any condition must under Section 19, 20 or 21 be included on the Licence.

(b) to exclude from the scope of the Licence any of the licensing activities to which the application relates.

(c) To refuse to specify a person on the Licence as Premises Supervisor.

(d) To reject the application.

### **Conditions**

23. The general principles which govern the imposition of conditions upon Premises Licences may be summarised under 4 heads :-

- (1) A condition may only be attached to a Licence if it is appropriate for the promotion of one or more of the licensing objections.
- (2) A condition must not duplicate other statutory provisions.
- (3) The conditions must be proportionate.
- (4) In order to give rise to criminal liability a condition must be framed so as to give precision and clarity for definition in the prescribed Act.

24. The residential representation received appears to centre on a perceived concern that the premises will lead to a potentially detrimental effect on the residential amenity of those in the vicinity. No evidence is offered or is available to support any of these assertions.

25. Although the single resident who has opposed the application has anxieties it is the view of the Applicant that these anxieties are substantially unfounded (borne out by their experience of the many similar developments which they operate) but in any event are mitigated by conditions offered within the application and the additional conditions.

### **Westminster City Council Licensing Policy**

26. Westminster City Council has a detailed Licensing Policy and consideration has been given to this and the detail in preparing the application.

27. These premises do not fall within in a "stress area" and it is submitted that the application submitted is in line with the Licensing Policy in its terms and parameters.

28. In summary:

- a. The applicant is a well-known and highly respected operator of Hotel style premises. They operate family friendly hotels.
- b. The amenity of their own residents is of paramount importance and the management of the premises will be designed to ensure minimum impact upon those residents and indeed any other residents within the neighbourhood.
- c. No evidence is or can be put forward specific to this proposed development that problems and disturbance will occur. The Applicant is acutely aware of their responsibility and always seek to have good relationships with their neighbours and neighbouring premises.
- d. No evidence is or can be advanced or is otherwise available that Whitbread are not a responsible operator or that they do not have in place effective and credible due diligence policies to ensure the proper management of their hotel premises in particular the other premises operated by Whitbread Plc within the Westminster City Council Licensing area without particular issue.
- e. In addition, there will be careers created with new full and part time careers, with the opportunity to progress through the Whitbread Academy.

- f. The style of business to be operated are family friendly and will be a positive addition to the area is such that it will improve the offer to customers within the area and will not impact adversely.
- g. Attached to this document is a copy of various documents which are images of existing similar hotels operated being Hub by Premier Inn.

**John Gaunt & Partners**

**April 2023**

**IN THE MATTER OF:**

**A PROPOSED DEVELOPMENT SITE/HUB BY PREMIER INN, 191 OLD MARYLEBONE ROAD**

**HEARING: 27<sup>TH</sup> APRIL 2023**

**WHITBREAD GROUP PLC**

**APPLICANT**

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**APPLICANT'S DOCUMENTS**

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1.











There is no licence or appeal history for the premises.

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must 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—
    - (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 in a manner which carries a significant risk of undermining a licensing objective;
    - (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 in a manner which carries a significant risk of undermining a licensing objective;

- (d) 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;
  - (e) dispensing alcohol 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).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) 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 either—
- (a) a holographic mark, or
  - (b) an ultraviolet feature.
7. The responsible person must 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: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

- 8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

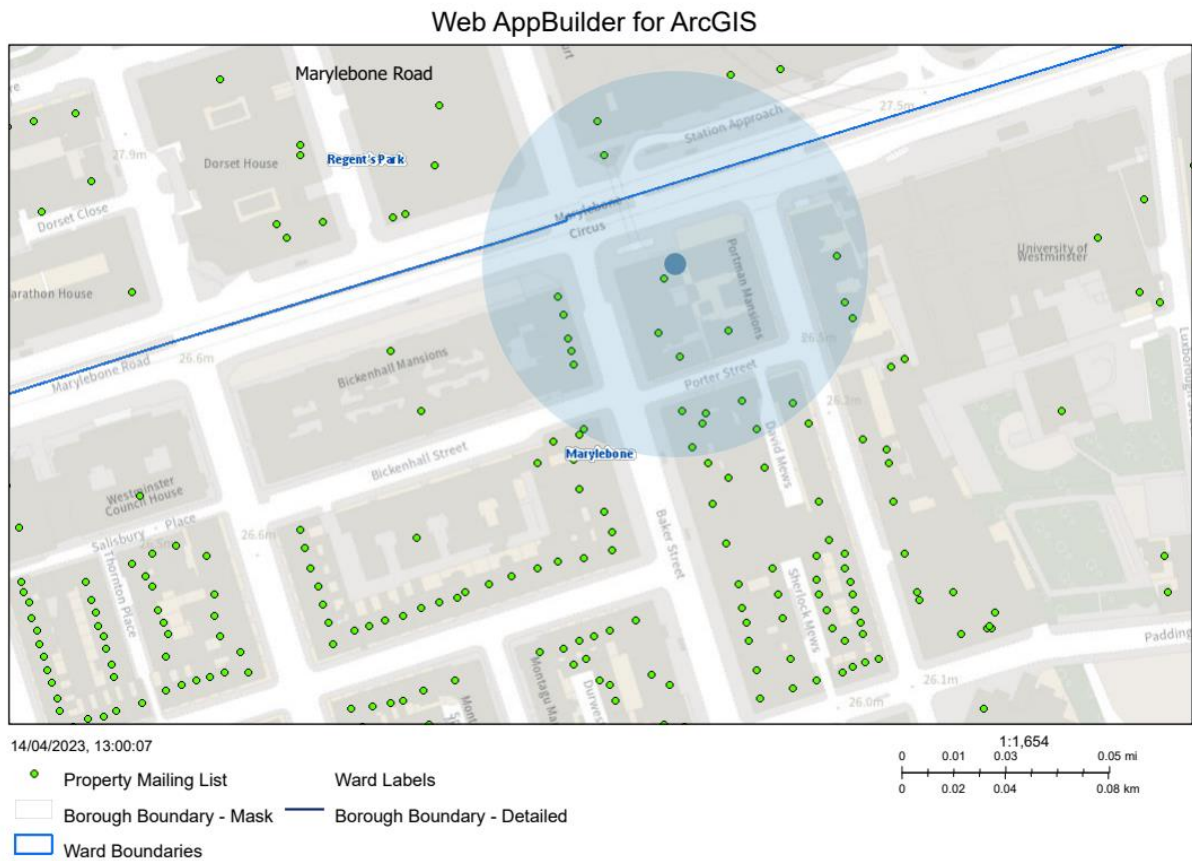
- 8(ii) For the purposes of the condition set out in paragraph 8(i) above -
- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
  - (b) "permitted price" is the price found by applying the formula -  
$$P = D + (D \times V)$$
  
Where -
    - (i) P is the permitted price,
    - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
    - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
  - (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
    - (i) the holder of the premises licence,
    - (ii) the designated premises supervisor (if any) in respect of such a licence, or
    - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
  - (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
  - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.



## Conditions consistent with the operating schedule

9. The use of door staff will be risk assessed on an ongoing basis by the licence holder of premises supervisor. Where engaged, door staff shall be licensed by the Security Industry Authority.
10. Staff will receive training on matters concerning underage sales, drugs policies and operating procedures to include safety, evacuation and use of emergency equipment as required.
11. There shall be a zero tolerance policy in relation to drugs at the premises and there shall be regular checks by management to prevent the use of drugs by patrons. Drugs seized shall be stored securely and handed to the police.
12. The premises shall operate a proof of age scheme and will require photographic identification from any person who appears to be under the age of 21 years.
13. The management of the premises will liaise with police on issues of local concern or disorder.
14. The premises shall install and maintain a CCTV system as per the minimum requirements of Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and at all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the proper request of Police or authorised Officers during the preceding 31-day period.
15. A staff member who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open to non-residents of the hotel. The staff member must be able to provide a Police or authority Council Officer copies of recent CCTV images or data with the absolute minimum of delay when properly requested.
16. There shall be no striptease or nudity in the public licensed area and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue Licence.
17. There shall be no drinks promotions at the premises which are inconsistent with the need to promote responsible drinking.
18. A record shall be kept detailing all refused sales of alcohol. The record shall include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the Police or an authorised officer of the City Council at all times when the premises are open to non-residents.
19. To comply with the reasonable requirements of the fire officer from time to time.
20. The premises will have adequate safety and fire fighting equipment, and such equipment will be maintained in good operational order.
21. Spillages and breakages will be removed as soon as possible to reduce the risk to patrons and staff.
22. Toughened glasses will be used in the premises where appropriate.

23. Fire Exits and means of escape shall be kept clear and in good operational condition.
24. Where appropriate, prominent, clear and legible notices shall be displayed at all exits requesting the public respect the needs of local residents and to leave the premises and area quietly.
25. Patrons will be encouraged by staff to leave quietly and respect the interests of the occupiers of any nearby noise sensitive premises, Where appropriate the licensee or a suitable staff member will monitor patrons leaving at the closing time.
26. Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties.
27. Contact numbers for local taxi firm(s) shall be kept at the premises and made available to patrons requiring a taxi.
28. No films or videos of any description will be shown so that they can be viewed by persons under the age of any applicable BBFC/Local Authority certification.
29. Children under the age of 16 shall not be permitted to enter the premises after 21:00 unless dining with an adult or attending a pre booked function or resident in the hotel.
30. There shall be adequate controls in place including staff training to safeguard against the sale of alcohol to persons under 18 years.
31. The premises supervisor or appointed staff member shall ensure that when children are admitted to the premises their presence is not inconsistent with the style of operation of the premises at that time and the licensable activities that are being carried out.
32. Policies in relation to children shall be adequately communicated to patrons by staff or through appropriate signage.
33. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:
  - (a) all crimes reported to the venue
  - (b) all ejections of patrons
  - (c) any complaints received concerning crime and disorder
  - (d) any incidents of disorder
  - (e) any faults in the CCTV
  - (f) any visit by a relevant authority or emergency service.



Resident Count: 121

Licensed premises within 75m of Basement and Ground Floor, 10 Golden Square, London, W1F 9JA				
Licence Number	Trading Name	Address	Premises Type	Time Period
22/07315/LIPVM	Globe Public House	The Globe 43-47 Marylebone Road London NW1 5JY	Public Notice	Monday – 07:00 – 00:30 - Sunday – 07:00 – 00:00
19/01953/LIPCH	CHIK'N Limited	134 Baker Street London W1U 6UB	Restaurant	Monday to Sunday – 07:00 – 00:00
22/04983/LIPCH	Itsu	Ground Floor 132 Baker Street London W1U 6UA	Restaurant	Monday to Sunday – 07:00 – 22:30
20/02102/LIPD	KFC	128 Baker Street London W1U 6TZ	Restaurant	Monday to Sunday – 23:00 – 00:00

21/06237/LIPVM	Pizza Express	133 Baker Street London W1U 6SF	Restaurant	Monday to Saturday – 10:00 – 00:30 - Sunday – 12:00 – 00:00
22/04617/LIPDPS	The Metropolitan Bar	7 Station Approach Marylebone Road London NW1 5LD	Public House	Monday to Saturday – 09:00 – 00:30 - Sunday – 09:00 – 00:00
14/07362/LIPN	The Pie Shop	Ground Floor 5 Station Approach Marylebone Road London NW1 5LD	Shop	Monday to Saturday – 07:00 – 00:00 - Sunday – 09:00 – 22:30
16/06146/LIPT	McDonald's	122 Baker Street London W1U 6TX	Restaurant	Monday to Sunday – 23:00 – 00:00
22/01952/LIPN	Shawarma N More	123 Baker Street London W1U 6RZ	Takeaway	Monday to Thursday – 10:00 – 23:30; Friday to Saturday – 10:00 – 00:00; Sunday – 12:00 – 22:30
22/11965/LIPDPS	Bills	119 - 121 Baker Street London W1U 6RY	Restaurant	Monday to Thursday – 08:00 – 23:30; Friday to Saturday – 08:00 – 00:00; Sunday – 09:00 – 22:30



City of Westminster

# Licensing Sub-Committee Report

Item No:

Date:

27 April 2023

Licensing Ref No:

23/00731/LIPN - New Premises Licence

Title of Report:

The Piano Works - West End  
Sub-Basement, Basement Part And Ground Floor Part  
Clareville House  
47 Whitcomb Street  
London  
WC2H 7DH

Report of:

Director of Public Protection and Licensing

Wards involved:

St James's

Policy context:

City of Westminster Statement of Licensing Policy

Financial summary:

None

Report Author:

Jessica Donovan  
Senior Licensing Officer

Contact details

Telephone: 020 7641 6500  
Email: [Jdonovan@westminster.gov.uk](mailto:Jdonovan@westminster.gov.uk)

## 1. Application

1-A Applicant and premises			
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	1 February 2023		
<b>Applicant:</b>	TDC Ents Limited		
<b>Premises:</b>	The Piano Works - West End		
<b>Premises address:</b>	Sub-Basement, Basement Part And Ground Floor Part Clareville House 47 Whitcomb Street London WC2H 7DH	<b>Ward:</b>	St James's
		<b>Cumulative Impact Area:</b>	West End
		<b>Special Consideration Zone:</b>	None
<b>Premises description:</b>	The premises operates as a live music venue with a restaurant and bar.		
<b>Premises licence history:</b>	<p>The premises has had the benefit of a premises licence since 2014. The current premises licence (22/11676/LIPDPS) can be viewed at <b>Appendix 3</b> of this report along with the history at <b>Appendix 4</b>.</p> <p>This application replicates the same hours, licensable activities and conditions as 22/11676/LIPDPS save that the existing capacity of 400 persons is increased to 700 in the sub-basement. On the grant of this new licence in the terms applied for the existing licence will be surrendered.</p>		
<b>Applicant submissions:</b>	<p>The applicant has provided the following submissions:</p> <ul style="list-style-type: none"> <li>• Applicant's written submissions</li> <li>• Presentation</li> <li>• Appendices</li> <li>• Support Letter from Kate Nicholls OBE of UK Hospitality</li> <li>• Support Letter from Sue Uings</li> <li>• Safe Occupancy Assessment</li> </ul> <p>A copy of the documents can be found at <b>Appendix 2</b>.</p>		
<b>Applicant amendments:</b>	None		

1-B Proposed licensable activities and hours							
<b>Films:</b>	<b>Indoors, outdoors or both</b>						<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	12:00
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>	<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>						

<b>Live Music:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	12:00
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>				

<b>Recorded Music:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	12:00
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>				

<b>Performance of dance:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	12:00
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>				

<b>Anything of a similar description to that falling within live music, recorded music and performance of dance:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	12:00
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>			<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>				

Late Night Refreshment:				Indoors, outdoors or both			Indoors
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	23:00	23:00	23:00	23:00	23:00	23:00	N/A
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	N/A
<b>Seasonal variations/ Non-standard timings:</b>		<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>					

Sale by retail of alcohol				On or off sales or both:			On sales
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	12:00
<b>End:</b>	01:00	01:00	02:00	03:00	03:00	03:00	22:30
<b>Seasonal variations/ Non-standard timings:</b>		<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>					

Hours premises are open to the public							
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	09:00	09:00	09:00	09:00	09:00	09:00	12:00
<b>End:</b>	01:30	01:30	02:30	03:30	03:30	03:30	00:00
<b>Seasonal variations/ Non-standard timings:</b>		<p>On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</p> <p>For the Sub Basement only: From the end of the permitted hours on New Year's Eve to the start of the permitted hours on the following day.</p>					



## 2. Representations

2-A Responsible Authorities	
<b>Responsible Authority:</b>	The Licensing Authority
<b>Representative:</b>	Angela Seaward
<b>Received:</b>	01 March 2023
<p>I write in relation to the application submitted for a new premises licence for The Piano Works - West End - Clareville House, 47 Whitcomb Street, London, WC2H 7DH.</p> <p>As a responsible authority under section 13 (4) of the Licensing Act 2003 as amended under the Police and Social Responsibility Act 2011, the Licensing Authority have considered your application in full. The Licensing Authority has concerns in relation to this application and how the premises would promote the four Licensing Objectives:</p> <ul style="list-style-type: none"><li>• Public Nuisance</li><li>• Prevention of Crime &amp; Disorder</li><li>• Public Safety</li><li>• Protection of children from harm</li></ul> <p>The Licensing Authority notes that the premises already benefits from premises licence 22/11676/LIPDPS and that the above application is made on the same terms and by the same licence holder, however there is an increase to the overall capacity from 400 to 700 excluding staff and performers. The applicant has chosen to apply for a new application rather than a variation application and have proposed to surrender the current licence if this application is granted.</p> <p>For the avoidance of doubt the application seeks the following:</p> <ul style="list-style-type: none"><li>• <b>Performance of Dance</b> Monday to Tuesday 10:00 to 01:00 Wednesday 10:00 to 02:00 Thursday to Saturday 10:00 to 03:00 Sunday 12:00 to 22:30  Non-Standard Timings: On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours.</li><li>• <b>Exhibition of Film</b> Monday to Tuesday 10:00 to 01:00 Wednesday 10:00 to 02:00 Thursday to Saturday 10:00 to 03:00 Sunday 12:00 to 22:30  Non-Standard Timings: On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours</li><li>• <b>Performance of live music</b> Monday to Tuesday 10:00 to 01:00 Wednesday 10:00 to 02:00 Thursday to Saturday 10:00 to 03:00 Sunday 12:00 to 22:30</li></ul>	

Non-Standard Timings: On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours

- **Anything of a Similar description**

Monday to Tuesday 10:00 to 01:00

Wednesday 10:00 to 02:00

Thursday to Saturday 10:00 to 03:00

Sunday 12:00 to 22:30

Non-Standard Timings: On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours

- **Late Night Refreshment**

Monday to Tuesday 23:00 to 01:00

Wednesday 23:00 to 02:00

Thursday to Saturday 23:00 to 03:00

Non-Standard Timings: On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours

- **Supply of Alcohol On and Off the Premises**

Monday to Tuesday 10:00 to 01:00

Wednesday 10:00 to 02:00

Thursday to Saturday 10:00 to 03:00

Sunday 12:00 to 22:30

Non-Standard Timings: On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours

- **Opening Hours to Public**

- Monday to Tuesday 09:00 to 01:30

- Wednesday 09:00 to 02:30

- Thursday to Saturday 09:00 to 03:30

- Sunday 12:00 to 00:00

**Capacity:** 700

The premises is located within the West End Cumulative Impact Zone and as such various policy points must be considered namely MD1, CD1, PS1, PN1, CH1 and including CIP1 and HRS1.

Policy CIP1 states;

It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone for: pubs and bars, fast food premises, and music and dancing and similar entertainment, other than applications to:

1. Vary the hours within Core Hours under Policy HRS1, and/or
2. Vary the licence to reduce the overall capacity of the premises.

The premises operate as a nightclub.

Policy MD1(b) States

It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone other than: 1. Applications to vary the existing licence hours within the council's Core Hours Policy HRS1, and/or, 2. Applications that seek to vary the existing licence so as to reduce the overall capacity of the premises. The applicant will be required to demonstrate how the proposal of the increase in hours will truly be an exception to policy.

The Licensing Policy advises that in terms of capacities ‘each incremental increase in capacity contributes in part to increasing the attraction of the area as a “honey pot” destination for night-life and to the cumulative problems created by such a high concentration of activity in the area. The applicant is required to demonstrate how this increased capacity will be managed and what policy they hold in place for dispersals.

The applicant is required to provide an exceptional circumstance as to why the application should be granted in contrary to the Westminster Licensing Policy, however it is noted that the applicant has provided no submissions to this effect.

Although the applicant has offered upon grant of this application to surrender 22/11676/LIPDPS, as conditioned within the operating schedule, the premises in which this application relates to is still located in the cumulative impact zone and any increase in capacity is likely to add to the cumulative stress in that area and therefore will need to demonstrate an exceptional circumstance as to why increase in capacity of another 300 customers should be granted.

It will be for Licensing Sub-Committee Members to determine this application, given its location within the West End Cumulative Impact area and the proposed increase of capacity.

The Licensing Authority looks forward to receiving any further submissions from the applicant in due course.

Please accept this as a formal representation.

<b>Responsible Authority:</b>	Environmental Health Service
<b>Representative:</b>	Ayesha Bolton
<b>Received:</b>	01 March 2023

I refer to the application for a New Premises Licence. The applicant has submitted floor plans of the premises.

This representation is based on the plans and the operating schedule submitted.

The applicant is seeking the following

1. To provide for the Regulated Entertainment of Films, Live Music, Recorded Music, Performances of Dance, Anything of Similar Description, indoors only, from Monday to Tuesday 10.00 to 01.00, Wednesday 10.00 to 02.00, Thursday to Saturday 10.00 to 03.00 and Sunday 12.00 to 22.30 hours. On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours. For the Sub Basement only: From the end of the permitted hours on New Year’s Eve to the start of the permitted hours on the following day.
2. To provide for the Late Night Refreshment “Indoor” only from Monday to Tuesday 23.00 to 01.00, Wednesday 23.00 to 02.00 and Thursday to Saturday 23.00 to 03.00 hours. On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours. For the Sub Basement only: From the end of the permitted hours on New Year’s Eve to the start of the permitted hours on the following day.
3. To provide for the Supply of Alcohol ‘ON’ the premises only from Monday to Tuesday 10.00 to 01.00, Wednesday 10.00 to 02.00, Thursday to Saturday 10.00 to 03.00 and Sunday 12.00 to 22.30 hours. On the morning of the beginning of the British Summer time the finish hour will be 04:00 hours. For the Sub Basement only: From the end of the permitted hours on New Year’s Eve to the start of the permitted hours on the following

day.

I wish to make the following representation

1. The Regulated Entertainment and the hours requested will have the likely effect of causing an increase in Public Nuisance within the area and may impact on Public Safety.
2. The Late Night Refreshment and the hours requested will have the likely effect of causing an increase in Public Nuisance within the area.
3. The Supply of Alcohol and the hours requested will have the likely effect of causing an increase in Public Nuisance within the area and may impact on Public Safety.

The applicant has provided additional information within the application which is being considered. Additional conditions will be proposed to address the licensing objectives.

Should you wish to discuss the matter further please do not hesitate to contact me.

<b>Responsible Authority:</b>	Metropolitan Police Service
<b>Representative:</b>	PC Tom Stewart
<b>Received:</b>	27 February 2023

I am writing on behalf of the Chief Officer of Police for the Metropolitan Police Service ("The Police") to make representations opposing the grant of a new premises licence application for **The Piano Works - West End, Clareville House, 47 Whitcomb Street, London WC2H 7DH.**

### **The Application**

1. The application seeks the following:
  - To replicate the same hours, licensable activities, and conditions as 22/11676/LIPDPS save that the existing capacity of 400 persons is increased to 700 in the sub-basement.
2. The current premises licence benefits from the following licensable activities and hours:

#### **Playing of Recorded Music,**

#### **Sale by Retail of Alcohol**

#### **Performance of Live Music**

#### **Performance of Dance**

Monday to Tuesday: 10:00 to 01:00

Thursday to Saturday: 10:00 to 03:00

Wednesday: 10:00 to 02:00

Sunday: 12:00 to 22:30

#### **Late Night Refreshment**

Monday to Tuesday: 23:00 to 01:00

Thursday to Saturday: 23:00 to 03:00

Wednesday: 23:00 to 02:00

### **The Police representation**

3. In respect of the proposed increase in capacity from 400 to 700, the Police submit that if

granted, this application would likely undermine the licensing objective ‘**the prevention of crime and disorder**’, as well as adversely effecting cumulative impact within the West End Cumulative Impact Zone.

#### **Statement of licensing policy**

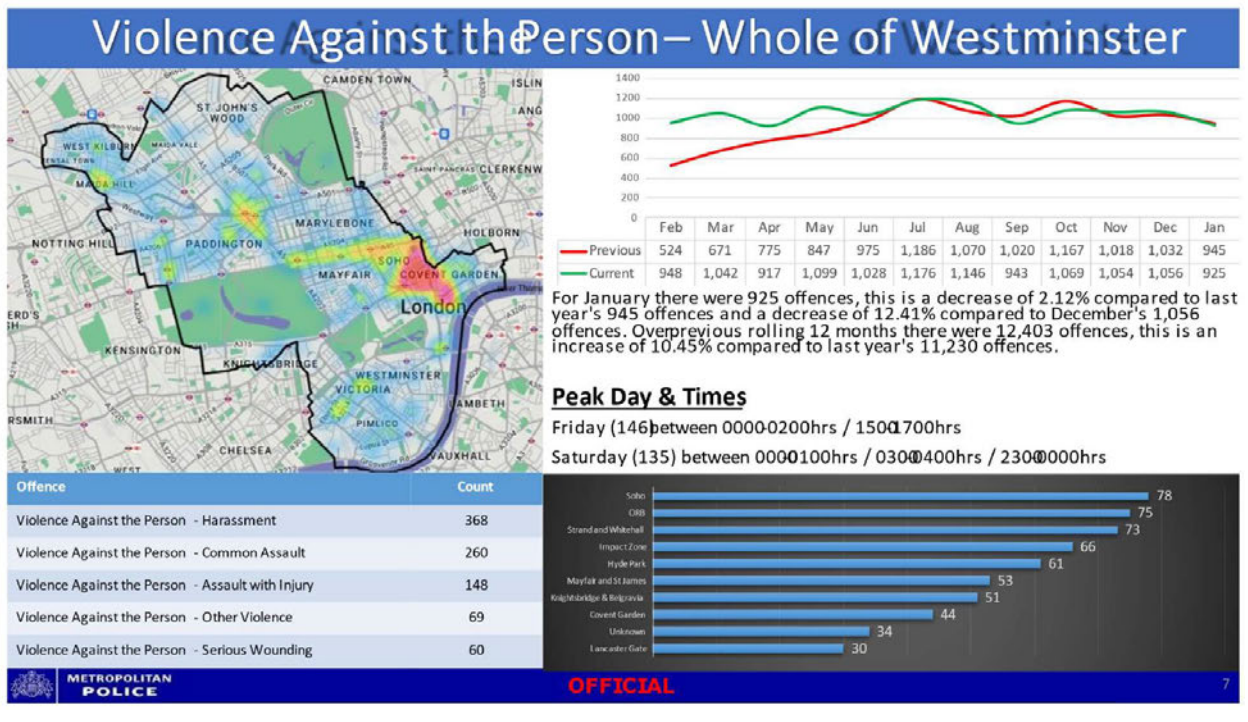
4. This premises falls within the Music and Dance premises Policy (“MD1”) and/or Public Houses and Bars Policy (“PB1”). The premises is located within the West End Cumulative Impact Zone (“CIZ”) and as such it is Licensing Authority’s policy to refuse applications within the CIZ for such premises. This policy is intended to be strict and will only be overridden in ***genuinely exceptional*** (*emphasis added*) circumstances<sup>1</sup>.
5. In relation to a proposed increase in capacity, paragraph F79 within the MD1 policy states: *“The Licensing Authority does not consider a case to be exceptional because the capacity of the premises, or any proposed increase in capacity is small. The high number of premises within the West End Cumulative Impact Zone means that a small increase in capacity in each premises would lead to a significant increase overall within that area. It has been commonly argued that customers will be drawn from other premises and there will be no increase in people within the area. The experience of the Licensing Authority is that this is not the case. The massive increase in capacities in the past and, the continuing number of further applications and the observable night-time occupancy levels of premises serve to discredit the argument. Each incremental increase in capacity contributes in part to increasing the attraction of the area as a “honey pot” destination for night-life and to the cumulative problems created by such a high concentration of activity in the area”.*
6. The proposed increase in capacity could not be considered as being small as it is an increase of approximately 75%.
7. Paragraph D16 of the SLP states *“The Licensing Authority’s policy, in relation to the West End Cumulative Impact Zone, **is directed at the global and cumulative effects of licences on the area as a whole** (emphasis added). Therefore, a case is most unlikely to be considered exceptional unless it is directed at the underlying reason for having the policy. Exceptions to the West End Cumulative Impact Zone policy to refuse certain types of applications must be for **genuinely exceptional reasons** (emphasis added)”.*
8. It is the police’s submission that the underlying reasons for the having the policy is due

to the significant levels of crime, disorder and anti-social behaviour within the West End. Current levels of alcohol related assaults, sexual assaults and robberies are higher now than they were when the Cumulative Impact Assessment was undertaken in 2020. The peak times of these crimes are 00:00 to 5am Friday to Saturday (trading days). If the application were to be granted, the effect would be to increase the number of potentially intoxicated people in the West End at a time when crime levels are at a peak. Please see **appendix 1** for recent crime statistics for the West End.

- It should be noted that the application offers a significant number of conditions (consistent with those already attached to the current licence), which support the promotion of the licensing objectives. The premises is considered as being well run by the current operator and licence holder. The issues raised in this representation are not directed at the current operation but are aimed at the potential adverse impact on Cumulative Impact. For the licence to be granted, the applicant will need to satisfy the sub-committee that this application can be treated as an exception to policy. I would recommend that the applicant submits further evidence to support this.

**Appendix 1**

**West End crime statistics – January 2023**



# Robbery– Whole of Westminster

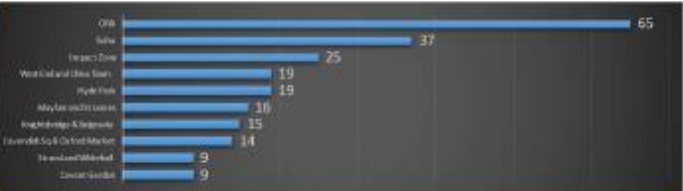


For January there were 300 offences, this is an increase of 33.93% compared to last year's 224 offences and a decrease of 15.49% compared to December's 355 offences. Over previous rolling 12 months there were 3,338 offences, this is an increase of 44.75% compared to last year's 2,306 offences.

### Peak Day & Times

Saturday (65) between 0000600hrs / 1500300hrs  
 Sunday (45) between 00000600hrs / 1400600hrs

Offence	Count
Robbery – Personal Property	278
Robbery – Business Property	22



# Violence Against the Person West End

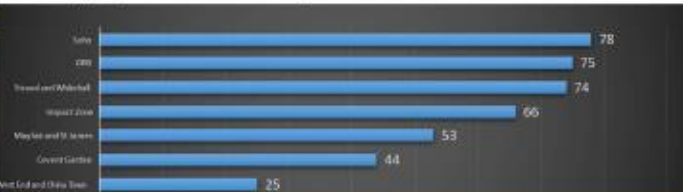


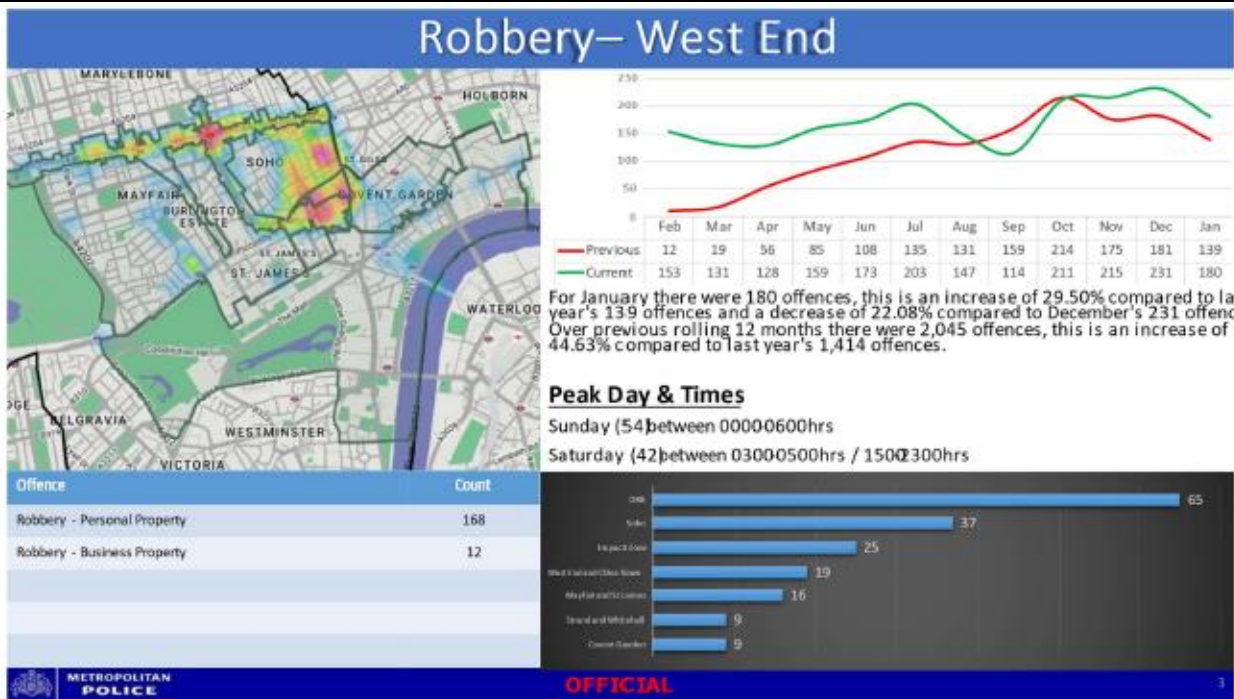
For January there were 415 offences, this is an increase of 4.01% compared to last year's 399 offences and a decrease of 19.42% compared to December's 515 offences. Over previous rolling 12 months there were 5,383 offences, this is an increase of 25.95% compared to last year's 4,274 offences.

### Peak Day & Times

Sunday (90) between 00000500hrs / 1800000hrs  
 Saturday (78) between 00000400hrs / 2100000hrs

Offence	Count
Violence Against the Person - Common Assault	144
Violence Against the Person - Harassment	127
Violence Against the Person - Assault with Injury	70
Violence Against the Person - Other Violence	35
Violence Against the Person - Serious Wounding	34





Further submissions received from the Metropolitan Police on 13 April 2023

**Appendix 2** - Crime statistics in relation to *day and time committed* within the West End. Inclusive of Violence against the person, Sexual assault and Robbery between March 2022 and March 2023.

**Combined (Violence against the person, Sexual assault and Robbery)**

	0700 - 0959	1000 - 1259	1300 - 1559	1600 - 1859	1900 - 2159	2200 - 0059	0100 - 0359	0400 - 0659																	
Mon	3	3	3	4	3	10	4	6	10	12	9	12	13	13	20	15	20	31	15	24	13	9	6	3	261
Tue	1	2	2	5	11	13	6	2	10	5	9	6	16	14	21	28	27	27	42	35	29	8	4	6	329
Wed	4	1	2	3	6	1	2	6	3	6	8	16	21	17	15	21	29	44	36	42	35	15	2	4	339
Thu	3	4	9	1	5	3	3	10	9	13	14	15	26	17	19	42	46	70	63	51	39	25	9	3	499
Fri	7	6	6	6	9	9	8	10	13	11	21	16	22	32	46	29	74	91	84	103	79	44	10	7	743
Sat	9	6	2	4	11	8	4	9	16	14	25	30	22	34	49	62	82	98	103	101	77	48	19	5	838
Sun	7	2	3	8	2	3	6	8	13	9	13	17	17	20	27	29	26	29	30	10	24	6	5	4	318
<b>Total</b>	<b>34</b>	<b>24</b>	<b>27</b>	<b>31</b>	<b>47</b>	<b>47</b>	<b>33</b>	<b>51</b>	<b>74</b>	<b>70</b>	<b>99</b>	<b>112</b>	<b>137</b>	<b>147</b>	<b>197</b>	<b>226</b>	<b>304</b>	<b>390</b>	<b>373</b>	<b>366</b>	<b>296</b>	<b>155</b>	<b>55</b>	<b>32</b>	<b>3,327</b>

**Violence against the person - March 2022 and March 2023**

	0700 - 0959	1000 - 1259	1300 - 1559	1600 - 1859	1900 - 2159	2200 - 0059	0100 - 0359	0400 - 0659																	
Mon	1	3	3	3	2	8	3	4	10	11	3	10	8	9	13	7	13	20	9	12	4	6	5	2	169
Tue	1	1	2	5	8	12	4	1	9	3	7	4	9	10	14	23	15	19	32	21	21	6	4	6	237
Wed	4	1	2	3	6	1	2	5	1	4	7	13	12	12	10	12	17	29	18	19	17	11	2	2	210
Thu	3	4	7	1	4	3	2	7	7	8	10	10	18	12	12	30	30	44	34	27	19	15	6	1	314
Fri	4	3	5	3	7	8	5	7	9	9	17	13	14	16	32	23	41	61	35	53	43	25	5	5	443
Sat	8	3	1	2	7	5	3	7	8	11	16	20	13	21	30	39	48	71	63	53	51	29	11	1	521
Sun	4	1	2	4	2	1	3	5	8	6	6	11	14	14	22	21	20	20	21	7	14	4	2	3	215
<b>Total</b>	<b>25</b>	<b>16</b>	<b>22</b>	<b>21</b>	<b>36</b>	<b>38</b>	<b>22</b>	<b>36</b>	<b>52</b>	<b>52</b>	<b>66</b>	<b>81</b>	<b>88</b>	<b>94</b>	<b>133</b>	<b>155</b>	<b>184</b>	<b>264</b>	<b>212</b>	<b>192</b>	<b>169</b>	<b>96</b>	<b>35</b>	<b>20</b>	<b>2,109</b>



**Sexual Assault**

	0700 - 0959	1000 - 1259	1300 - 1559	1600 - 1859	1900 - 2159	2200 - 0059	0100 - 0359	0400 - 0659	
Mon		1 1		1		3	2 1 1 4 3 1		18
Tue		1 1	1	1	2 2 5	1 2 2 2 1 1			22
Wed			1	1	1	4 3 5 5 11 3 1			35
Thu		1	1 1	1 1	3 2 4 4 3 10 7 5 2 1			1	47
Fri	2 1 1 1		3 1	2 2 2 2 3 2 17 12 16 14 7 3					91
Sat	1	3 3	1 3	3 2 1 3 10 15 16 15 15 3 4					98
Sun	1	1 2	2 1 1 1	1 2	2 1 5 2 5 1 1 5		1	35	
<b>Total</b>	3 2 2 3 6 7 5 5 5 2 5 8 9 10 19 25 43 51 47 52 24 11 1 1								<b>346</b>

**Robbery**

	0700 - 0959	1000 - 1259	1300 - 1559	1600 - 1859	1900 - 2159	2200 - 0059	0100 - 0359	0400 - 0659	
Mon	2	1	1 1 2	1 5 2	5 4 4	8 5 10	5 8 6 2 1 1		74
Tue	1	2	2	1 1 2 3	5 2 2	5 11 6	9 13 8 1		74
Wed			1 1 2 1 2	9 4	5 5 9 10	13 12 15 3		2	94
Thu		2	2 2 4 3 5 5 3 3 8 13 16 22 19 19 9 3 1						139
Fri	1 2	2 2 1	2 4 2 2 1 6 14 11 4 16 18 34 36 29 16 5 2						210
Sat	1 2 1 2 1		1 1 5 3 10 7 7 12 16 14 19 12 27 35 23 15 8 4						226
Sun	2 1	2	2 2 5 3 6 4 3 4 4 3 4 4 8 2 5 2 2 1						69
<b>Total</b>	6 6 3 7 5 2 6 10 18 16 29 24 40 43 45 47 77 76 118 125 105 48 19 11								<b>886</b>

### 3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:	
<b>Policy CIP1 applies</b>	<p>A. It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone for: pubs and bars, fast food premises, and music and dancing and similar entertainment, other than applications to:</p> <ol style="list-style-type: none"> <li>1. Vary the hours within Core Hours under Policy HRS1, and/or</li> <li>2. Vary the licence to reduce the overall capacity of the premises.</li> </ol> <p>C. Applications for other premises types within the West End Cumulative Impact Zones will be subject to other policies within this statement and must demonstrate that they will not add to cumulative impact.</p> <p>D. For the purposes of this policy the premises types referred to in Clause A are defined within the relevant premises use policies within this statement.</p>
<b>Policy HRS1 applies</b>	<p>A. Applications within the core hours set out below in this policy will generally be granted for the relevant premises uses, subject to not being contrary to other policies in the Statement of Licensing Policy.</p> <p>B. Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following:</p> <ol style="list-style-type: none"> <li>1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children from harm.</li> <li>2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation.</li> <li>3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed.</li> <li>4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises.</li> <li>5. The proposed hours when any music, including incidental music, will be played.</li> <li>6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises.</li> <li>7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity.</li> <li>8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night.</li> <li>9. The capacity of the premises.</li> <li>10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs</li> </ol>

and bars are higher risk than theatres, cinemas and other cultural and sporting venues due to the nature of the operation.

11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely.

12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises.

13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives.

14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation applications.

C. For the purpose of Clauses A and B above, the Core Hours for applications for each premises use type as defined within this policy are:

1. **Casinos:** Up to 24 hours a day whilst casino gaming is permitted by a premises licence under the Gambling Act 2005.

2. **Cinemas, Cultural Venues and Live Sporting Premises:**  
Monday to Sunday: 9am to 12am

3. **Hotels:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am. For the sale of alcohol to guests for consumption in hotel/guest rooms only: Anytime up to 24 hours.

4. **Off licences:** Monday to Saturday: 8am to 11pm. Sunday: 9am to 10.30pm.

5. **Outdoor Spaces:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.

6. **Pubs and bars, Fast Food and Music and Dance venues:**  
Monday to Thursday: 10am to 11.30pm. Friday and Saturday: 10am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 12pm to 12am.

7. **Qualifying Clubs:** Monday to Thursday: 9am to 12am.. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.

8. **Restaurants:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.

9. **Sexual Entertainment Venues and Sex Cinemas:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.

D. Core hours are when customers are permitted to be on the premises and therefore the maximum opening hours permitted will be to the same start and terminal hours for each of the days where licensable activity is permitted.

	<p>E. For the purposes of this policy, 'premises uses' are defined within the relevant premises use policies within this statement.</p>
<p><b>Policy MD1 applies</b></p>	<p>A. Applications outside the West End Cumulative Zone will generally be granted subject to:</p> <ol style="list-style-type: none"> <li>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.</li> <li>2. The hours for licensable activities being within the council's Core Hours Policy HRS1.</li> <li>3. The operation of any delivery services for alcohol and/or latenight refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1.</li> <li>4. The applicant has taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated zone.</li> <li>5. The application and operation of the venue meet the definition of a music and dance premises or similar entertainment in Clause D.</li> </ol> <p>B. It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone other than:</p> <ol style="list-style-type: none"> <li>1. Applications to vary the existing licence hours within the council's Core Hours Policy HRS1, and/or,</li> <li>2. Applications that seek to vary the existing licence so as to reduce the overall capacity of the premises.</li> </ol> <p>C. The applications referred to in Clause B1 and B2 will generally be granted subject to:</p> <ol style="list-style-type: none"> <li>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.</li> <li>2. The operation of any delivery services for alcohol and/or latenight refreshment meeting the Council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1.</li> <li>3. The application and operation of the venue continuing to meet the definition of a music and dance premises in Clause D.</li> </ol> <p>D. For the purposes of this policy a music and dance premises is defined as a premises whereby the primary purpose of the venue is to:</p> <ol style="list-style-type: none"> <li>1. Provide regulated entertainment in the form of music, either in the form of live performances or recorded, to customers.</li> <li>2. Provide regulated entertainment in the form of music, either as live performances or recorded, and provide facilities for the provision of dance.</li> <li>3. The sale by retail of alcohol may be provided as either a considerable element of the operation of the premises or ancillary to the provision of regulated entertainment. <ol style="list-style-type: none"> <li>a. Examples of venues that would fall within this policy are night clubs or bars that provide music and dancing.</li> <li>b. De-regulated entertainment (as set out in the glossary will not be subject to this policy).</li> </ol> </li> </ol>

#### 4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

#### 5. Appendices

<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Existing premises licence 22/11676/LIPDPS
<b>Appendix 4</b>	Premises history
<b>Appendix 5</b>	Proposed conditions
<b>Appendix 6</b>	Residential map and list of premises in the vicinity

<b>Report author:</b>	Jessica Donovan Senior Licensing Officer
<b>Contact:</b>	Telephone: 020 7641 6500 Email: Jdonovan@westminster.gov.uk

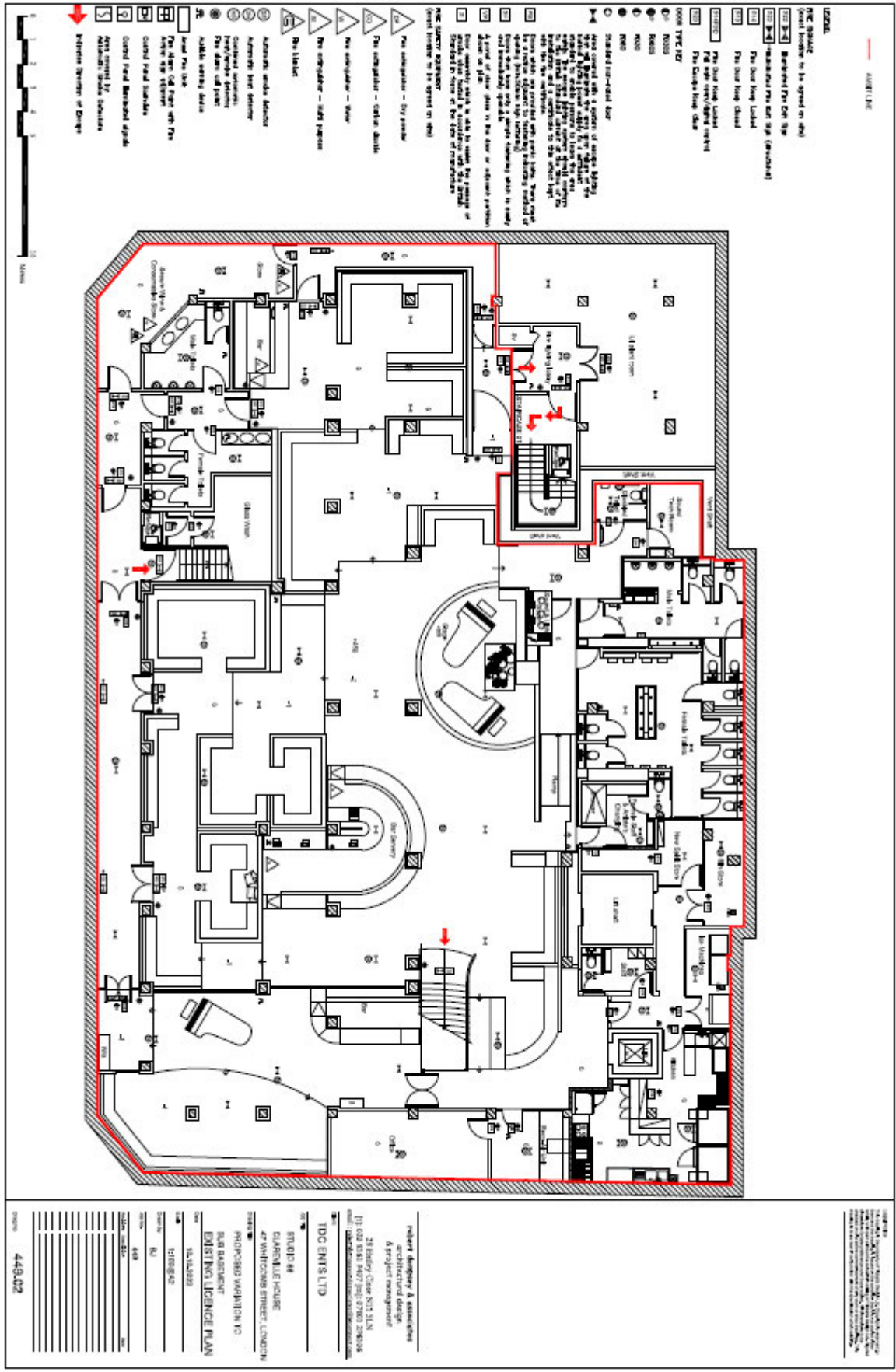
**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

#### **Background Documents – Local Government (Access to Information) Act 1972**

<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	01 October 2021
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	December 2022
<b>4</b>	The Licensing Authority representation	01 March 2023
<b>5</b>	Environmental Health Service representation	01 March 2023
<b>6</b>	Metropolitan Police Service representation	27 February 2023









BEFORE THE CITY OF WESTMINSTER'S  
LICENSING SUB-COMMITTEE



47 Whitcomb Street, London WC2H 7DH

APPLICANT'S SUBMISSIONS

*For Hearing: 27 April 2023*

Summary of the application

1. This is a simple but important application to increase the maximum capacity of The Piano Works (West End) from 400 to 700 customers (before 1am only) by way of a new premises licence application. If granted, the new licence will replace the existing one which will then be surrendered. The operating hours and licensable activities are unchanged from before. The existing extensive suite of conditions on the current licence are replicated but with significant additions now proposed. The sustainability of The Piano Works as a viable business turns on the sub-committee's determination today.
2. Given the premises lies within the West End Stress Area, the applicant recognises that it must establish this application merits being treated as an exception to Westminster's cumulative impact policy. That policy is not absolute. The sub-committee will, as always, consider this application on its individual circumstances and merits. In summary, the applicant contends that:
  - a. A number of additional measures and conditions now being proposed go well beyond those on the existing licence. These conditions focus on the reasons for the cumulative impact policy and are likely to mitigate and counteract the potential impact of permitting more customers into the premises;

and,

- b. The Piano Works is such a unique and worthy ornament to London's West End and the UK's live music culture, and its customer base demonstrably so unproblematic, that an exception to policy is justified on the very special circumstances of this venue.

3. These submissions will deal with the following matters:

- a. The Piano Works as a licensed premises, its contribution to live music in the UK, and the reasons for this application;
- b. The capacity limit and its impact;
- c. The policy-based representations from the responsible authorities (there are no representations from residents or resident groups);
- d. The additional measures and conditions being proposed and why these serve to mitigate and counteract any potential impact on the licensing objectives and cumulative impact issues. (The additional conditions proposed are set out below);
- e. Conclusion.

4. Ultimately, the sub-committee will wish to weigh up the pros and cons of granting this application. The applicant hopes and believes that given the particular circumstances of this venue and these proposals the pros deserve to win out.

## The Piano Works, its positive contribution and reasons for this application

5. The Piano Works is an extraordinary and nationally acclaimed live music venue in the heart of London's West End. Together with its smaller sister venue in Farringdon, it provides a unique offering in the UK: non-stop live music played in response to audience requests. Each night a six-piece band of musicians of the highest calibre takes the stage to perform any song a member of the audience asks for. Within the venue, and adjacent to the main basement stage arena, is an intimate "SingEasy", where customers dine whilst their multi-talented waiters and waitresses pause service to perform audience requested songs from stage musicals and Disney movies.
6. A Presentation slide-deck has been served detailing the nature of the premises, its operators, its plaudits and supporters. This is supported by a number of Appendices. The sub-committee is respectfully referred to these documents in full.
7. The venue is one of the largest employers of live musicians in the country with over 90 musicians on its books (a number of whom have made supporting statements in relation to this venue as set out within the Presentation). It employs over 150 people including musicians, waiting and bar staff, chefs, security, managers and back of house. Performers include many actors, stage performers, and grassroots musicians who are "between jobs" and rely on their employment at The Piano Works for their livelihoods or to supplement their incomes so that they can continue to ply the profession of their dreams. The lives of both Londoners and tourists benefit from their talents.
8. A video giving an insight into nights at The Piano Works, performers explaining what the venue means to them and their professional development, and customer experiences is viewable here: <https://www.youtube.com/watch?v=sXu6VHUdMnA> . (Given the time limitations in the hearing Members are invited to pre-view this 4 minute clip).
9. In addition to the music, and importantly, the venue is substantially food-led with most (but not all) of its customers purchasing alcoholic drinks together with substantial high-quality food served at tables by waiters/waitresses. (Menus are within the Presentation and Appendices).
10. Whilst questionable claims are often made that this or that national initiative will lead to a "world-beating" offering, it is perhaps less controversial to state that London and the UK

genuinely does enjoy a “world-beating” reputation for live and grassroots music.

11. As the testimonials included in the Presentation and supporting documents attest, The Piano Works significantly contributes to that reputation. Supporters of this venue include the Arts Council of England, UK Hospitality, the Mayor of London’s Night Czar Amy Lamé, the Night Time Industries Association, the Music Venue Trust, the Songwriting Academy, Heart of London Business Alliance, charities, musicians and local residents.
  
12. The Piano Works was one of the limited number of arts and cultural venues given a financial lifeline during the Covid lockdowns by the Arts Council of England from their Culture Recovery Fund. In their “Cultural Significance Statement” in 2021 the Arts Council assessed The Piano Works as follows:

*“Piano Works has local and regional significance. It is one of London’s most popular grass roots music venues. It’s a music offer that allows the audience to interact and choose their favourite songs to be performed by 8 musicians... it is one of the biggest employers of independent Musicians in London (85 throughout the year) spending up to £500,000 pa for musicians’ wages. Their programme provides an important cultural offer in London and England, creating a bespoke experience at every performance. It’s one of London’s 94 [Grassroots Music Venues] and plays an important role in contributing to employment within the creative communities.*

*The organisation has demonstrated that they lead the way in driving innovation in their art-form. Their unique artist and audience interaction provides an alternative music offering to audiences and creative employment opportunities to musicians. The organisation has demonstrated that they have a leading role in driving innovation in their art form, due to the unique artists and audience interaction, providing an alternative music offer to audiences and creative employment opportunities. They employ 164 people, 74 management and staff, with a core team of 5 experts in musical direction, sound engineering, lighting, hosting and programming. The Piano Works have stated that they are a key launch-pad for many careers and over 500 musicians have performed there.”*

13. Michael Kill, the CEO of the Night Time Industries Association has stated:

*“Piano Works have showcased the amazing talent of London’s world class musicians and artists, providing Londoners and visitors with a unique non-stop late night live music experience. Their much needed West End venue situated*

*in the heart of theatreland is one of the very few remaining live music venues remaining in Westminster. Over the course of the last 4 years we have lost so many, and with the current economic crisis we are very likely to lose many more. It is vitally important that we support this business and others like it, so they remain an important part of the cultural tapestry of the Capital.”*

14. Amy Lame, the Mayor of London’s Night Time Czar, offers this view:

*“I would like to highlight the vital importance of businesses such as The Piano Works to London’s economy and cultural landscape before setting out what the Mayor is doing to protect grassroots music venues, pubs and clubs in London”*

15. Kate Nicholls OBE, the CEO of UK Hospitality, has provided a letter dated 14 March 2023 in support of today’s application which is within the submitted papers. She outlines the important initiatives the operators of The Piano Works spearheaded during the Covid lockdowns to support the hospitality industry in London and nationally and live musicians in particular. She states:

*“The Piano Works provides a much-needed music venue in the heart of London’s Theatreland showcasing the amazing talent that London’s musicians can provide to Londoners and visitors alike. We have lost so many live music venues in London that the remaining ones need all the support they can get... The Piano Works is valuable not only to central London’s diverse night-time economy but also to secure London’s place amongst the best live music cities in the world.”*

Ms Nicholls concludes:

*“I hope the above demonstrates our belief that as a business playing a key role in building a modern and vibrant London night-time environment, The Piano Works deserves support from the Council for their application. Put simply, it is a venue that is good for London and good for the UK.”*

16. However, as some of these testimonials indicate, The Piano Works forms part of a rapidly declining live music sector. The Mayor of London and The Music Venue Trust have estimated that since 2007 London has lost some 35% of its live music venues<sup>1</sup>. As of 2019 there were 94 grassroots music venues in London. Despite live music taskforces being established to stop the decline, since 2022 eight have closed in London. In the first four

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<sup>1</sup> <https://www.london.gov.uk/programmes-strategies/arts-and-culture/music/saving-londons-music-venues>

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months of 2023 alone a further four grassroots music venues have closed their doors forever in London.<sup>2</sup> For reasons explained below, the grant of this licence application will help to avoid The Piano Works becoming a sad addition to those statistics.

17. The promotion of a diverse cultural offering in Westminster that goes beyond simply vertical-drinking alcohol-led venues is an important objective within Westminster's Statement of Licensing Policy. For example at §A5:

*A5. Westminster's licensed operators contribute significantly to enriching Westminster. Many licensed operators in Westminster play a pivotal role as cultural venues that are crucial in sustaining Westminster's visitor economy and offering a diversity of world class and cutting-edge cultural experiences. The council strongly believes that the Westminster should be accessible and inclusive for all; this includes those who live here, the many people who work here, and those who visit and support local businesses.*

18. The Piano Works' continued existence serves this objective and so, the sub-committee may conclude, is worthy of support from the Council.
19. The venue attracts a peaceful, fun-loving, crowd of live music lovers (a number of whom live locally) who appreciate listening to high quality musicians in a friendly and smart atmosphere. Given the priority the operator of The Piano Works gives to safeguarding its customers, it is no coincidence that some 70% of are women.
20. Unlike many late night venues or nightclubs in the West End that attract the usual 18-25 year age demographic who, statistics suggest, are more prone to getting into the sort of trouble that led to the West End Stress Area being introduced in the first place, most of The Piano Works' customers are older and aged between 25-35 (with a significant number much older).
21. In other words, The Piano Works provides: (a) a diverse cultural offering that is not easy to find elsewhere, and (b) a safe environment which attracts people unlikely to add to cumulative impact issues or cause trouble in the West End Stress Area after they depart.

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<sup>2</sup> Data from : <https://www.musicvenuestrust.com/>

These factors are relevant to Westminster's Statement of Licensing Policy which states at §B4:

*B4... It gives high priority to the development of greater diversity in the types of entertainment and cultural activity on offer and in the age groups attracted to them. By doing this it furthers the licensing objectives of prevention of crime and disorder and public nuisance.*

22. Since opening its doors in January 2018 the venue has welcomed over 1,000,000 customers through its doors (some 260,000 per year). Despite its popularity, there have been no significant incidents at the venue, or associated with its customers, raised as a concern by police over that period. For a venue of this size operating until the early hours of the morning just off Leicester Square that is a remarkable track record. It demonstrates that this venue is something out of the ordinary in the West End's late night economy. It does not attract or produce trouble-makers. It attracts people who wish to enjoy themselves and at the end of their night go home peacefully and a little happier. An increase in its capacity to permit more like-minded people through its doors is unlikely to add to cumulative impact issues.
23. The Piano Works also plays its full part in promoting diversity and mental health in London. It hosts and celebrates key cultural events and initiatives including Gay Pride, BAME in Hospitality and Performers in Mind. The premises has a 57% BAME employee ratio and actively promotes an "open to all" approach. The premises' motto is "In our House we are all equal". More details can be found online here: <https://pianoworks.bar/in-our-house-we-are-all-equal-2/>.
24. Whilst diversity, equality and culture are not licensing objectives in themselves, they do play a full part in Westminster's vision for London as set out in its Statement of Licensing Policy<sup>3</sup> and so they are relevant factors for the sub-committee to consider when weighing this application in the balance. The following policy statements are apposite (with emphasis added):

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<sup>3</sup> Effective from October 2021



## **Equality & Inclusion in Licensed Venues**

*B28. Westminster City Council is committed to creating Vibrant Communities through our City for All vision. This includes **achieving equality and inclusion** in all that we do, to improve the quality of life and opportunities for all people who live, work and visit our city.*

*B29. We are already proud to be called home to our diverse resident population, as well as being host to the largest concentrated volume of venues in the UK, which means every day our cosmopolitan city has so much to offer. With the elaborate network of public transport connecting people into and around our city, you can find anything from a tremendous array of multi-cultural cuisines in cheap fast food eateries to world class dining experiences, charming local pubs to high end bars. You can shop and explore late into the night, be taken in by the intimate surroundings of shows, late night exhibitions, **live music venues**, and comedy clubs; or get involved in glitz and glamour of our West End theatre, international film premiers, casinos and nightclubs. What further enriches this inclusive offer, is that all of this is immersed in a backdrop of rich cultural history and situated amongst the eclectic mix of historical and modern architecture, and world-famous landmarks and attractions.*

25. Alan Lorrimer, the vastly experienced founder of The Piano Works, together with Tristan Moffat its Operations Director, contribute to the community in which they operate. (CV's for both are within the Appendices). They lead charitable drives within the hospitality industry that last year, for example, raised £17,000 for Ukrainian charities.

### **The capacity limit and cumulative impact**

26. Westminster City Council granted planning permission for the venue in 2017 with a maximum customer capacity of 800 persons<sup>4</sup>. A Safe Occupancy Assessment from March 2023 indicates a safe capacity of 725 persons.<sup>5</sup> However, Piano Works currently operates under an inherited premises licence with a highly restrictive condition capping customer numbers at just 400 persons. This large venue is therefore half-empty even during peak periods.

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<sup>4</sup> Condition 14 on planning consent #16/10619/FULL.

<sup>5</sup> The Safe Occupancy Assessment is within the served papers.

27. Even in the best of economic climates, this would be problematic. However, in an industry sector still reeling from the impact of the Covid lockdowns and accrued debts (the operators had to take out a £1 million Covid Business Interruption Loan to stay afloat), together with the current cost of living crisis and increased utility costs, the artificially restrictive cap on customer numbers at the venue is now economically unsustainable for the business.
28. By way of examples, local West End theatre producers, cinemas, business and charitable institutions often seek to book the venue for launch events for film and stage premieres, charitable events, fashion launches and so on. Most enquiries have to be turned down because the organisers require a capacity that can accommodate 600 plus customers (and so a temporary event notice is impermissible<sup>6</sup>). The sub-committee is referred to the letter from Sue Uings, formerly Head of Marketing at Sir Cameron Mackintosh's theatre group, as confirmation. Whilst the venue can easily accommodate that number of people safely, the current premises licence prohibits it.
29. Therefore, because of the artificially low capacity limit, a great deal of custom needs to be turned away.
30. This experienced applicant recognises that, generally, increasing the capacity of a venue has the potential to add to cumulative impact issues. However the applicant does not agree that the grant of this particular application - judged on its individual merits - will have an adverse impact on the stress area due to the customer base it attracts (for which see above) and other factors considered below including the new Dispersal Policy and deployment of street marshals the applicant proposes is conditioned into the new licence.
31. Although some 85% of customers pre-book entry and reserve tables (and some 40% are repeat customers), given the popularity of the venue even on normal nights, large queues form outside. This is, in part, because once the current 400 capacity limit is reached, entry is on a strictly one-in/one-out basis. It must be better for the number of people waiting outside in queues to be reduced by permitting more people to enter into this safe, entertaining and feel-good venue rather than being left outside potentially adding to

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<sup>6</sup> A temporary event notice is limited to 499 persons.

cumulative impact. A condition designed to reduce queue numbers is proposed below.

32. Other customers left outside waiting are bound to give up or be deterred from attending in the first place if it is running to capacity and, experience has shown, they will simply migrate to nearby alcohol-led venues in the stress area. This migration of customers refused entry due to the capacity cap has the potential to increase cumulative impact more than if these people are allowed to enter the Piano Works. In this regard both the Council's Statement of Licensing Policy and the Secretary of State's section 182 Guidance recognise that different types of premises can have different impacts in a stress area. The Piano Works' customers have demonstrated over the years they are not "high-impact" not least because they do not spend their night in an alcohol-led venue. They are overwhelmingly there for the live music and food, not to get drunk.
  
33. Permitting a premises like The Piano Works - that appeals to a customer-base who are not troublemakers - to increase its capacity does not automatically mean adding to cumulative impact issues. Cumulative impact is not merely about numbers. It is about how those customers behave inside and outside the premises on arrival or departure. By way of (imperfect) analogy: 1,000 junior doctors and nurses peacefully protesting in Parliament Square are likely to have less of an adverse impact on the area than 100 football hooligans running amok. Given its exceptionally good track record since opening, there is a good evidence base from which to infer that its customers do not and will not add to cumulative impact issues even if the capacity of The Piano Works is increased.

### The representations

#### *No residential objections*

34. It is notable that not a single resident or residential amenity group have objected to this application. Although unusual, this is not wholly surprising: a considerable number of local residents and people who work in the area are customers of The Piano Works. Its current operation does not adversely impact on residents who live in the area. A major driver for the introduction of Westminster's cumulative impact policy was to protect residents. The fact that none object to this application speaks volumes.

***Police***

35. The Metropolitan Police’s representation is solely on policy grounds. The police fairly accept in their representation:
- a. The application offers a significant number of conditions (consistent with those already attached to the current licence), which support the promotion of the licensing objectives;
  - b. The premises is considered as being well-run by the current operator and licence holder;
  - c. The issues raised in their representation are not directed at the current operation but are aimed at the potential (not actual) adverse impact on cumulative impact;
  - d. For the licence to be granted, the applicant will need to satisfy the sub-committee that this application can be treated as an exception. Police recommend the applicant submits further evidence to support this.
36. In further communications with the police following the consultation period, when the additional conditions (outlined below) were offered, on 16 March 2023 Pc Tom Stewart indicated in an email to legal representatives for the applicant that “the police do indeed welcome these proposals” but “they do not mitigate our concerns entirely”. Ultimately, Pc Stewart correctly observed, it will be a matter for the sub-committee to decide if the proposed conditions allow the application to be treated as an exception to policy. The applicant agrees. Reference to crime statistics are unlikely to assist the sub-committee’s assessment given that there is no evidence The Piano Works’ operation contributes to them in any significant (or insignificant) way.

### *Environmental Health*

37. The environmental health representation is also based solely on policy grounds.
38. Ms Bolton indicates in her representation that “the applicant has provided additional information within the application which is being considered. Additional conditions will be proposed to address the licensing objectives”. The applicant’s additional conditions (for which see below) were served on Ms Bolton on 14 March 2023. At the time of writing we understand those are still being considered and a site visit is due to take place on 20 April 2023.

### *Licensing*

39. The licensing department’s representation is, once again, solely based on policy grounds.
40. Ms Lynch suggests that the licence holder seek to demonstrate how the increased capacity will be managed and what policy they hold in place for dispersals.
41. In later communications with Ms Lynch, on 22 March 2023 the licence holder offered this information in response to her reasonable queries as to how the reduction in capacity from 700 back to 400 persons from 1am would be managed:
  - a. The SingEasy space (which is part of but separate from the main room) is closed at midnight. This has a 100 capacity and the people will be directed to leave the whole premises on at midnight.
  - b. Arrival times and dispersal will be staggered through the evening. This can be achieved by the booking system – and the overwhelming number of customers pre-book tables (some 85%). In addition, if required, the premises can operate a maximum sitting length at certain table.
  - c. From 23:00 the premises will start enforcing capacity management planning to ensure capacity was reduced to 400 by 01:00 and deny entry after 01:00.

- d. The licence holder is a highly experienced operator who knows its business and so is able to ensure the reduced capacity condition is complied with.

42. The licence holder also confirmed the venue features live music every evening and offers a new conditions to this effect (see below).

### ***General***

43. All the responsible authorities appear to accept that The Piano Works is not a problem premises is well-run, its customers are not trouble-makers and the venue does not discernibly undermine the licensing objectives by its operation in the stress area. Ultimately, it is for the sub-committee to determine if an exception to policy is made out on the individual circumstances of this premises and the individual merits of this application. The applicant respectfully agrees with this approach.

### **Additional conditions and concessions**

44. The applicant suggests that a number of significant additional measures and conditions - that do not appear on the existing premises licence - can be usefully added to the new premises licence if granted. All these conditions will help to counteract the increased capacity, mitigate any potential for cumulative impact issues and promote the licensing objectives.

45. The additional measures and conditions now proposed in light of the three representations are as follows:

- a. The capacity of the premises shall be no more than 400 persons (excluding staff) after 1am.

*Comment:* Therefore there will be no increase in capacity after 1am.

- b. The increased capacity of 700 customers before 1am shall only apply when the venue operates as a venue where live music is played.

Comment: This measure will ensure the premises continues to operate as a live music venue if this application is granted and so help to future-proof the new licence and prevent the venue morphing (under hypothetical future operators) into a more problematic traditional alcohol-led nightclub style of premises.

- c. No entry or re-entry after 1am save for persons who have temporarily left the premises (e.g. to smoke).

Comment: This will prevent customers migrating from other venues to The Piano Works in the early hours of the morning to extend their night or have a last drink. The applicant does not wish to attract people looking for an “after-party”. There is currently no last entry condition on the existing licence, the grant of this application will introduce one for the first time.

- d. There shall be a minimum of 350 seats laid out at tables whilst licensable activities are taking place.

Comment: This ensures the premises has at least half its customers seated at tables and so it cannot morph into a wholly vertical drinking establishment. This measure is supported by Westminster’s Statement of Licensing Policy at D17 which states: “*The introduction of measures to reduce the extent of or remove opportunities for vertical drinking can address the underlying reasons for the special policies for cumulative impact. This can be by introducing fixed seating and conditions to provide a minimum number of seats at all times and limiting sales to be by waiter or waitress service only. This measure is also unlikely to be considered as an exception to policy alone*”.

- e. No more than 60 persons are permitted to remain in the queue outside the premises after midnight.

Comment: This reduction in the much larger queues often witnessed outside the premises in the early hours of the morning is made possible by the increased capacity limit applied for.

- f. The premises shall operate in accordance with a dispersal policy drawn up in consultation with the licensing authority and police.

*Comment:* This will help to ensure a safe and orderly dispersal from the premises. (A draft Outdoor Area Management and Dispersal Policy is within the Appendices).

- g. The premises shall deploy a minimum of 2 street marshals on a Friday and Saturday from 23:59hrs until 30 minutes after the premises closes to the public to patrol the vicinity around the premises. At all other times street marshals shall be deployed on a risk assessed basis.

*Comment:* This important condition directly assists in addressing issues relating to cumulative impact caused by customers arriving or dispersing from the venue. It will have a beneficial effect on the wider cumulative impact area and help to manage crowds beyond those who have attended The Piano Works.

- h. On Fridays and Saturdays the ratio of SIA security staff to customers shall be increased to 1:50 (unless the police agree in writing to a different number for a particular event).

*Comment:* this doubles the existing SIA requirement of 1:100 and is double the industry standard. More SIA means better control of people inside the venue and in the immediate vicinity outside and helps to safeguard the venue's customers.

- i. On Sundays the closing hour is reduced from the current midnight to 11pm.

*Comment:* For many Sunday remains a special day and this reduces the impact of the operation of Sundays.



## Conclusion

46. For all the reasons outlined above, the highly experienced applicant suggests that the increased capacity can properly be granted as an exception to policy. There are significant measures being proposed that will counteract the impact of more people being allowed to enter. The Piano Works has demonstrated over the past five years that it is not a problem premises, that its customers are well-behaved and do not contribute to crime and disorder or nuisance issues in the West End.
47. The Piano Works makes a positive contribution to London's West End and the live music sector in the UK. The sub-committee may feel that it is deserving of the Council's support. The grant of this application will help to secure its future for the benefit of the applicant but more importantly to live music lovers in London, the UK and from abroad.
48. The sub-committee is respectfully invited to grant this application.

**GARY GRANT**  
Barrister

Francis Taylor Building  
Inner Temple  
[www.ftbchambers.co.uk](http://www.ftbchambers.co.uk)

17 April 2023



THE PIANO WORKS

THE PIANO WORKS

NON STOP  
LIVE MUSIC

JC

page

THE PIANO WORKS

# INTRODUCTION



**Westminster City Council's Licensing Policy vision statement states:**

**“WE WANT TO MAKE SURE THAT WESTMINSTER CONTINUES TO OFFER A WIDE CHOICE OF HIGH QUALITY AND WELL MANAGED ENTERTAINMENT AND CULTURAL VENUES WITHIN A SAFE, ORDERLY AND ATTRACTIVE ENVIRONMENT; VALUED BY THOSE WHO LIVE HERE, WORK HERE AND COME TO VISIT.”**

## **Westminster City Council Cultural Strategy 2021-2025:**

**“WE WANT TO CELEBRATE AND PROMOTE CULTURE, ITS CREATIVE EXPRESSION THROUGH THE ARTS, AND ITS BENEFITS ACROSS OUR CITY.”**

**“THERE ARE MORE THAN 130 MAJOR ESTABLISHMENTS INCLUDING EIGHT HISTORICAL BUILDINGS, 56 THEATRES, FIVE CONCERT HALLS, **THREE OTHER MUSIC VENUES,** 13 COMEDY CLUBS, 15 CINEMAS, 24 MUSEUMS AND 16 ART GALLERIES”**

## Executive Summary

Alan Lorrimer the Founder and Managing Director along with Operations Director Tristan Moffat understand the sensitivities associated with operating late night premises as they've successfully operated The Piano Works West End for seven years without any complaints from neighbours or statutory bodies. This is also true for our Farringdon venue which opened 8 years ago.

We are hereby applying for consent to increase our capacity from 400 to 700.

We have had meetings with Westminster's District Surveyor and Environmental Health Officer and they confirm that the premises is suitable for the increased capacity. We have spoken to Police licensing, who confirm we are a well run premises, and their objection is purely on policy grounds.

The applicants have demonstrated that over the past 5 years they have upheld the four licensing objectives and will diligently continue to do so.

The reasons we are requesting consent are namely:

- The premises are large and are able to comfortably accommodate the extra numbers.
- The existing 2017 planning consent (16/10619/FULL) allows a 800 customer capacity.
- There are very few large late night venues this close to Leicester Sq. and none featuring world class live music.
- The restricted capacity also leads to larger queues outside the premises.
- Being in the heart of theatreland and adjacent to the country's premier cinemas, we are regularly receiving requests from theatre producers and film distributors to hold events that we have to refuse because the organisers typically wish to invite 600+ guests.

Theatre opening night after parties  
Film premiere after parties  
Cast change over parties  
End of theatre run and film end wrap parties

We offer a much needed addition to the UK's prime entertainment centre going some way to replacing the live music venues we have lost such as The Marquee, The Astoria, The Twelve Bar Club, Roadhouse, Borderline, Gaz's Rocking Blues, The Rock Garden, The Blue Posts, Pizza on the Park.

The applicants appreciate the responsibility that comes with holding a late premises licence and they demonstrably understand their obligations in promoting the licensing objectives. They have set out in this brochure the measures they intend to adopt in order to address any areas of concern. They do believe that they go the extra mile in their operational standards evidenced by the absence of complaints.

In addition to live music and dancing, substantial food has always been available, and the strategy for the business has always been to place heavy emphasis on the promotion of food when guests book their tables in advance rather than focussing on alcohol. Moreover, the business has operated with pre-booked levels of over 85% with a loyal customer base.

The applicants have proven to provide a high quality and well managed entertainment and cultural venue within a safe, orderly and attractive environment, valued by those who live here, work here and come to visit.

The following organisations have supported The Piano Works and their endorsements are contained herein: Arts Council England, Heart of London Business Alliance, Music Venue Trust, UK Hospitality (UKH), Night Time Industries Association (NTIA) and Songwriting Academy.



# TDC

WE CALL OUR COMPANIES TDC BECAUSE THEY ARE THE  
THREE CORNERSTONES OF OUR COMPANY CULTURE

**T = Target Market**

25 - 35 year old, female, university educated,

**D = Differentiation**

Our concept is unique. We provide London's only  
non-stop live music with audience requested repertoire

**C = Consistency**

We provide high quality food, music, service and drinks  
each and every day

# RESERVATIONS

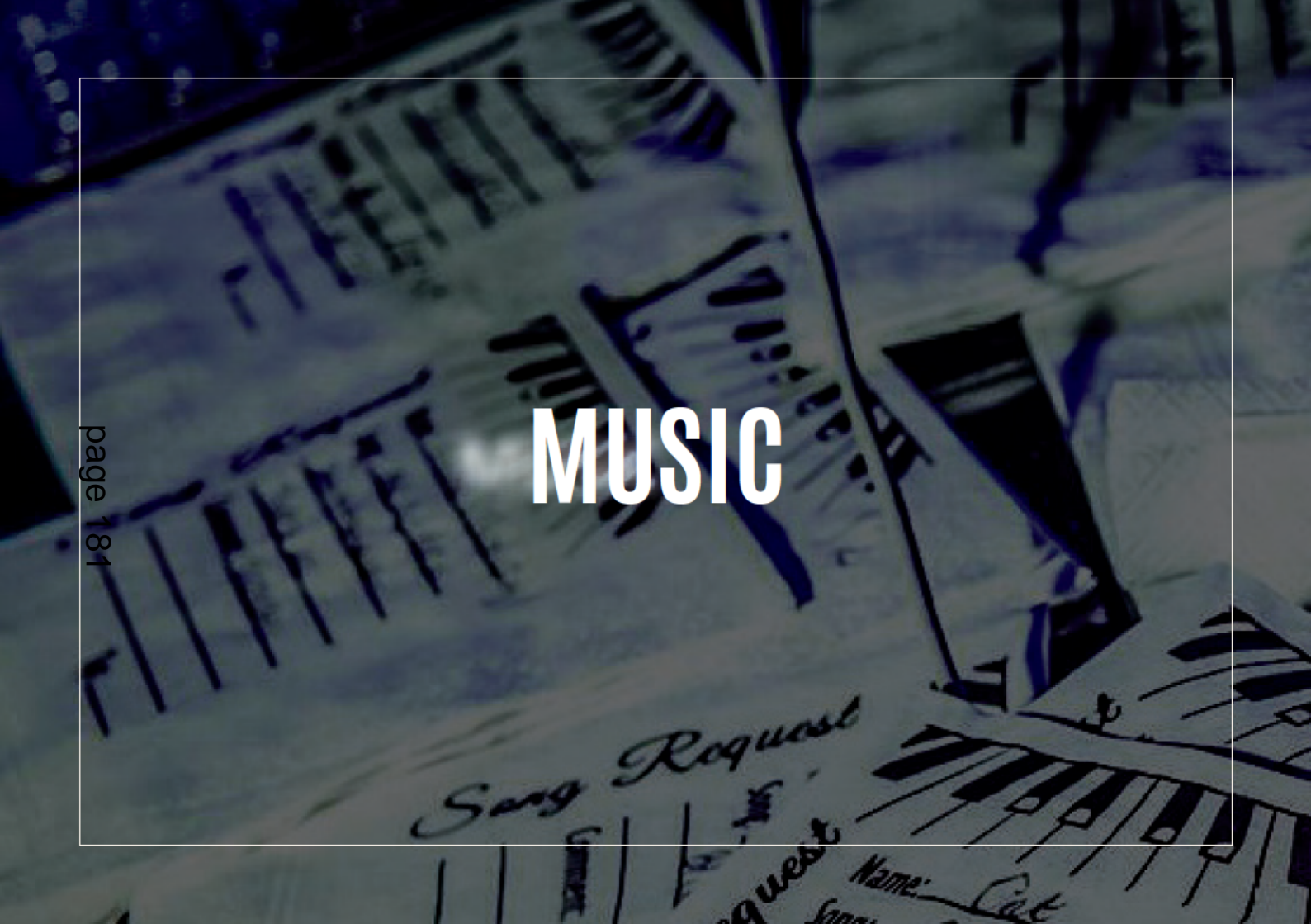
85% of our sales are pre-booked

40% of guests are repeat customers.

Guests are able to reserve tables in advance for dinner and brunch and card details are taken.

For the minority of guests who chose not to book in advance, an entrance fee of £15 is charged on weekends from 8pm.

# MUSIC



The Piano Works are the only non-stop live music venues playing audience requests in the UK.

Each night a six-piece band consisting of two pianists, a drummer, a guitarist, a bassist and horn player takes to the stage to perform any song the audience asks for.

We employ over 90 musicians, allowing them to receive regular work and income up to seven nights a week.



# MENU



WEST END

FOR THE TABLE

**CIABATTA BREAD**

today's loaf & miso butter V,S,B

4.5

**GORDAL OLIVES**

curry green spiced spanish olives VE,GF

4.5

**MIXED NUTS**

roasted in maple syrup & togarashi N,SE,VE

4.5

**PADRON PEPPERS**

blistered green spanish padron peppers & smoked salt VE,GF

6

**STARTERS**

**VEGAN CAESAR SALAD 8.5**

vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket VLS

**FETA, WATERMELON & ROASTED PEPPER SALAD 9**

spinach, red onion, pumpkin & sunflower seeds V,VE\*,GF

**VEGETABLE CAPONATA 9**

aubergine, red pepper, mint, pine nuts & toasted almond flakes V,N,M,GF\*

**DUCKLESS VEGETABLE SPRING ROLLS 8.5**

cham-soy bbq sauce VE,S,GF

**SPICED TUNA SANDO 12.5**

sashimi grade tuna, sushi rice & mango salsa served in a crispy tempura battered non-shell F,S,E,S

**BURRATA 10.5**

spiced beetroot puree, roasted golden & red pots and beet pears, cucumber & herb oil D,GF

**BUTTERMILK CHICKEN 9**

coconut srinacha mayo II

**BEEF CARPACCIO 14**

seared thinly sliced filet of beef, truffle parmesan dressing and balsamic pearls D\*,GF

**MAINS**

**VEGAN CAESAR SALAD 15**

vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket VE,S

**PLANT BURGER 16.5**

beet burger patty, vegan cheese, lettuce, relish, vegan mayo, beetroot burger bun & fries VE,S,GF\*

**BABY BACK PORK RIBS (HALF / WHOLE RACK) 17 / 30**

glazed in a jack daniels & star anise bbq sauce, fries & slaw S,GF

**CORN-FED CHICKEN CAESAR SALAD 17.5**

chicken, bacon, anchovies, parmesan & caesar dressing served in a tortilla basket B,F

**FREE RANGE CORN-FED CHICKEN SUPREME 19.5**

red hazelnut pesto, lentil & spinach salad with crushed new potatoes N,I

**AGED ANGUS BEEF BURGER 17.5**

bruschetta bun, melted Monterey jack cheese, lettuce, sweet and sour gherkins, burger sauce & fries B,S

**FISH PIE 18.5**

poached scottish salmon, king prawn, smoked haddock & saffron white sauce, mash, panko breadcrumbs & vegetables F,D,C,M

**HERBED RARE TUNA STEAK 24**

sweet potato, mussels, sushi rice, samphiro & mango salsa F,SE,S

**STEAKS**

We work closely with our butcher HIG Walker, one of London's most respected butchers. They consistently produce the best British meat that rates highly in premium welfare and flavor. HIG Walker select our beef for its marbling, and dry age our prime cuts in their Monique salt chambers for a minimum of 28 days. We serve both Aberdeen Angus and Hereford beef that we and HIG Walker believe to be the best quality available.

**DRY AGED**

FLAT IRON 120g served with fries	13.5
RIBEYE 230g	30
FILLET 300g	50

\*These rare our steaks do not include side dishes.

**SAUCES 2.5**

PEPPER CORN SAUCE V,I,GF
CHIMICHURRI VE,GF
TARRAGON V,D,GF
BBQ II

**SIDES**

FRIES VE 3.5 | CREAMY MASH V,D,GF 5 | GARLIC CRUSHED NEW POTATOES VE,GF 4.5  
SEASONAL VEGETABLES VE,GF 4.5 | MIXED SALAD VE,GF 3.5



V - VEGETARIAN | VE - VEGAN | GF - GLUTEN FREE | N - CONTAINS NUTS | F - FISH | D - DAIRY  
S - SOYBEAN | SE - SESAME | C - CRUSTACEAN | M - MOLLUSCS | \* - OPTION AVAILABLE ON REQUEST

For health and safety reasons, we don't permit food to be taken off the premises or brought onto the premises for allergy control purposes we do not permit any modification of dishes. A discretionary service charge of 12.5% will be added to your final bill, inclusive of any prepaid items. All dishes are lovingly prepared in our kitchen where nuts and peanuts are prepared. Despite great care to ensure no cross contamination takes place any items served may contain traces of nuts. For more allergen information please speak to your server for our allergen matrix or scan the Kulcode QR code above. For severe allergies please make our party planners aware ahead of your booking with us.



WEST END

FOR THE TABLE

**CIABATTA BREAD**

today's loaf & miso butter V,S,B

4.5

**GORDAL OLIVES**

curry green spiced spanish olives VE,GF

4.5

**MIXED NUTS**

roasted in maple syrup & togarashi N,SE,VE

4.5

**PADRON PEPPERS**

blistered green spanish padron peppers & smoked salt VE,GF

6

**STARTERS**

**SOUP OF THE DAY**

croustons V,GF\*

**BREADED CHICKEN GOUJONS**

bbq sauce II

**DUCKLESS VEGETABLE SPRING ROLLS**

cham-soy bbq sauce VE,S,SE

**VEGETABLE CAPONATA**

aubergine, red pepper, mint, pine nuts & toasted almond flakes VE,N,GF

**MAINS**

**120g FLAT IRON STEAK**

fries & rocket salad

**SAUCES 2.5**

Peppercorn Sauce V,D,GF  
Chimichurri VE,GF  
Tarragon V,D,GF  
BBQ D

**FISH PIE F,D,C,M**

poached scottish salmon, king prawn, smoked haddock & saffron white sauce, mash, panko breadcrumbs & vegetables

**CHICKEN SUPREME N,D**

red hazelnut pesto, lentil & spinach salad with crushed new potatoes

**VEGAN CAESAR SALAD VE,S**

vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket

**SIDES**

FRIES VE 3.5 | CREAMY MASH V,D,GF 5 | GARLIC CRUSHED NEW POTATOES VE,GF 4.5  
SEASONAL VEGETABLES VE,GF 4.5 | MIXED SALAD VE,GF 3.5



V - VEGETARIAN | VE - VEGAN | GF - GLUTEN FREE | N - CONTAINS NUTS | F - FISH | D - DAIRY  
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## COCKTAILS



**Cocktail of the week** ..... £10.50

Ask your server for this week's special

*Sour*

**Mojito** ..... £11.50

### Classic

Bacard

### Coconut

Havana especial and koko kanu float

### Passionfruit

Bacardí and passoa passion fruit liqueur float

### Vanilla

Havana 3yo and vanilla syrup

### Spiced

Bacardí spiced rum

### Raspberry

Bacardí raspberry rum

**Margarita** ..... £11.50

Patron silver tequila, cointreau, fresh lime juice and a dash of orange

**Lynchburg Lemonade** ..... £10.50

Jack daniel's, cointreau, angostura bitters, lemonade, fresh lemon juice and kwai feh lychee liqueur float

**Caipirinha** ..... £11.50

Velho barreiro cachaca, white sugars and fresh lime

**Gin Daiquiri** ..... £12.00

Beefeater pink gin, egg white, fresh lemon juice, cane sugar syrup, strawberry puree, coconut puree

**Almond and Hazelnut Sour** ..... £10.50

Disaronno almond liqueur, frangelico hazelnut liqueur, egg white, crushed almonds and hazelnut and fresh lemon

**Long Island Ice Tea** ..... £10.50

Finlandia vodka, bombay sapphire gin, bacardí white rum, olmeca tequila, cointreau orange liqueur, fresh lemon juice and a dash of fresh orange juice layered over cola and finished with a lemon wedge

DRINK AWARE - THERE IS A 50ML MINIMUM OF SPIRITS AND LIQUEURS IN OUR COCKTAILS

## WINE



### White

 125ml |  175ml |  250ml |  BOTTLE

**SACCHETTO PINOT GRIGIO** ..... £5.70 | £7.95 | £11.25 | £30.00

Veneto | ITALY

Light, crisp and refreshing

**SANTO ISIDRO BRANCO** ..... £4.56 | £6.25 | £8.95 | £24.00

Setubal | PORTUGAL

Gently fruity and easy-drinking style

### BROKEN SHACKLE

**SEMILLON/CHARDONNAY** ..... - | - | - | £30.00

SEA | AUSTRALIA

Fresh and luscious tropical fruitiness

**VELLAS SAUVIGNON BLANC** ..... £4.56 | £6.25 | £8.95 | £24.00

Central Valley | CHILE

Zesty and fresh with a zingy finish

**COLUMBA GRILLO** ..... - | - | - | £30.00

Scaly | ITALY

Delicate fruitiness with spicy hints

Our wines are laid out by style with lighter-bodied wines at the top

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## SPIRITS



### RUM

	ABV	25ml	50ml	BOTTLE	SIZE
BACARDI CARTA BLANCA	40%	£8.30	£12.60	£154	70CL
HAVANA ESPECIAL	40%	£6.30	£12.60	£154	70CL
HAVANA 3YRS	40%	£6.30	£12.60	£154	70CL
BAGARDI SPICED	35%	£6.30	£12.60	£154	70CL
SAILOR JERRY	40%	£6.30	£12.60	£154	70CL
KRAKEN	47%	£6.30	£13.10	£160	70CL
BACARDI RUM GOLD CARTA ORO	40%	£6.50	£13.00	£170	70CL
BACARDI CUATRO	40%	£6.50	£13.00	£170	70CL
BACARDI COCONUT	40%	£6.50	£13.00	£170	70CL
BACARDI RASPBERRY	40%	£6.50	£13.00	£170	70CL
HAVANA 7YRS	40%	£6.80	£13.60	£170	70CL
APPLETON VX	40%	£7.50	£14.90	£190	70CL
BACARDI RESERVA OCHO	40%	£7.60	£15.10	£190	70CL

### WHISKEY

	ABV	25ml	50ml	BOTTLE	SIZE
SLANE IRISH	40%	£6.40	£12.80	£164	70CL
JAMESON IRISH WHISKEY	40%	£6.40	£12.80	£164	70CL
JACK DANIEL'S NO. 7	40%	£6.60	£13.20	£164	70CL
JACK DANIEL'S HONEY	35%	£6.60	£13.20	£164	70CL
JACK DANIEL'S APPLE	40%	£6.60	£13.20	£164	70CL
JACK DANIEL'S TENNESSEE FIRE	40%	£6.60	£13.20	£160	70CL
WOODFORD RESERVE	43%	£7.20	£14.30	£180	70CL
CHIVAS	40%	£7.20	£14.30	£180	70CL

Our house measure is 50ml. All bottles are served with 3 cans of Red Bull and 2 of your choice plus one litre of juice and unlimited post mix.

## BAR FOOD



*Available at all times*

FRIES	£3.5
CIABATTA BREAD (V)(S)(D) <small>today's loaf &amp; miso butter</small>	£4.5
GORDAL OLIVES (VE) <small>cured green spiced spanish olives</small>	£4.5
MIXED NUTS (N)(SE)(V) <small>roasted in maple syrup &amp; togarashi</small>	£4.5
TRUFFLE FRIES (V)(D) <small>white truffle oil &amp; torched parmesan</small>	£6
PADRON PEPPERS (VE)(OF) <small>blistered green spanish padron peppers &amp; smoked salt</small>	£7
<i>On Friday and Saturday please ask your server if the following items are available</i>	
AUBERGINE CRISPS (SF) <small>coriander, sesame seeds, maple syrup &amp; indian mango chutney</small>	£6
BUTTERMILK CHICKEN (D) <small>coconut sriracha mayo</small>	£9
PINEAPPLE NORDIC SQUID (F)(M) <small>coconut sriracha mayo</small>	£9
PUMPKIN MAC 'N' CHEESE BITES (D) <small>truffle &amp; parmesan mayo</small>	£11.5
VEGAN TIKKA SKEWERS (S)(VE) <small>coconut raita</small>	£11.5
BREADED BUTTERFLY KING PRAWNS (F)(S)(C) <small>sweet chilli sauce</small>	£12
SPICED TUNA SANDO (F)(SE)(S) <small>crispy tempura battered nari shell, sashimi grade tuna, sushi rice &amp; mango salsa</small>	£12.5
AGED ANGUS BEEF BURGER (D) <small>brioche bun, melted monterey jack cheese, lettuce, sweet and sour gherkins, burger sauce &amp; fries</small>	£17.5
PLANT BURGER (VE)(S)(OF)* <small>beet burger patty, vegan cheese, lettuce, relish, vegan mayo, beetroot burger bun &amp; fries</small>	£18.5
BURGER SLIDERS (X8) (D) <small>grass-fed british beef mini patties, mini brioche buns, lettuce &amp; dijon mustard mayo</small>	£24

V - VEGETARIAN VE - VEGAN N - CONTAINS NUTS F - FISH D - DAIRY GF - GLUTEN FREE  
S - SOYBEAN S - SESAME C - CRUSTACEAN M - MOLLUSCS \* - OPTION AVAILABLE ON REQUEST

All dishes are made in our kitchen where nuts and peanuts are prepared so any items served may contain traces of nuts. For more allergen information please speak to your server for our allergen matrix or scan the QR code on the left. For severe allergies please make our party planners aware ahead of your booking with us. A discretionary service charge of 12.5% will be added to your final bill inclusive of any prepaid items.



# MANAGEMENT

Alan Lorrimer, owner, is a serial restaurateur with over 30 years experience and has launched over 18 restaurant, bar and live music venue concepts.

He has opened seven restaurants within Westminster, including Paupers and The Caviar Bar in Knightsbridge, Joe Pepetoni in Soho, Porters, Bates, Paul's Bar and Tutton's Brasserie in Covent Garden.

In addition to Piano Works West End, he has created three late night live music venues including Guanabara on Drury Lane with a 600 capacity, Charlotte St. Blues 350 capacity and most recently The Piano Works in Farringdon. He has always maintained excellent relationships with neighbours and statutory bodies.

Tristan Moffat, Operation Director, has 15 years experience working mainly within late night central London restaurant and bar operations. Within Westminster he has successfully managed Mezzo, Quaglinos, Sway, Grace, Sugar Reef, and Tiger Tiger.

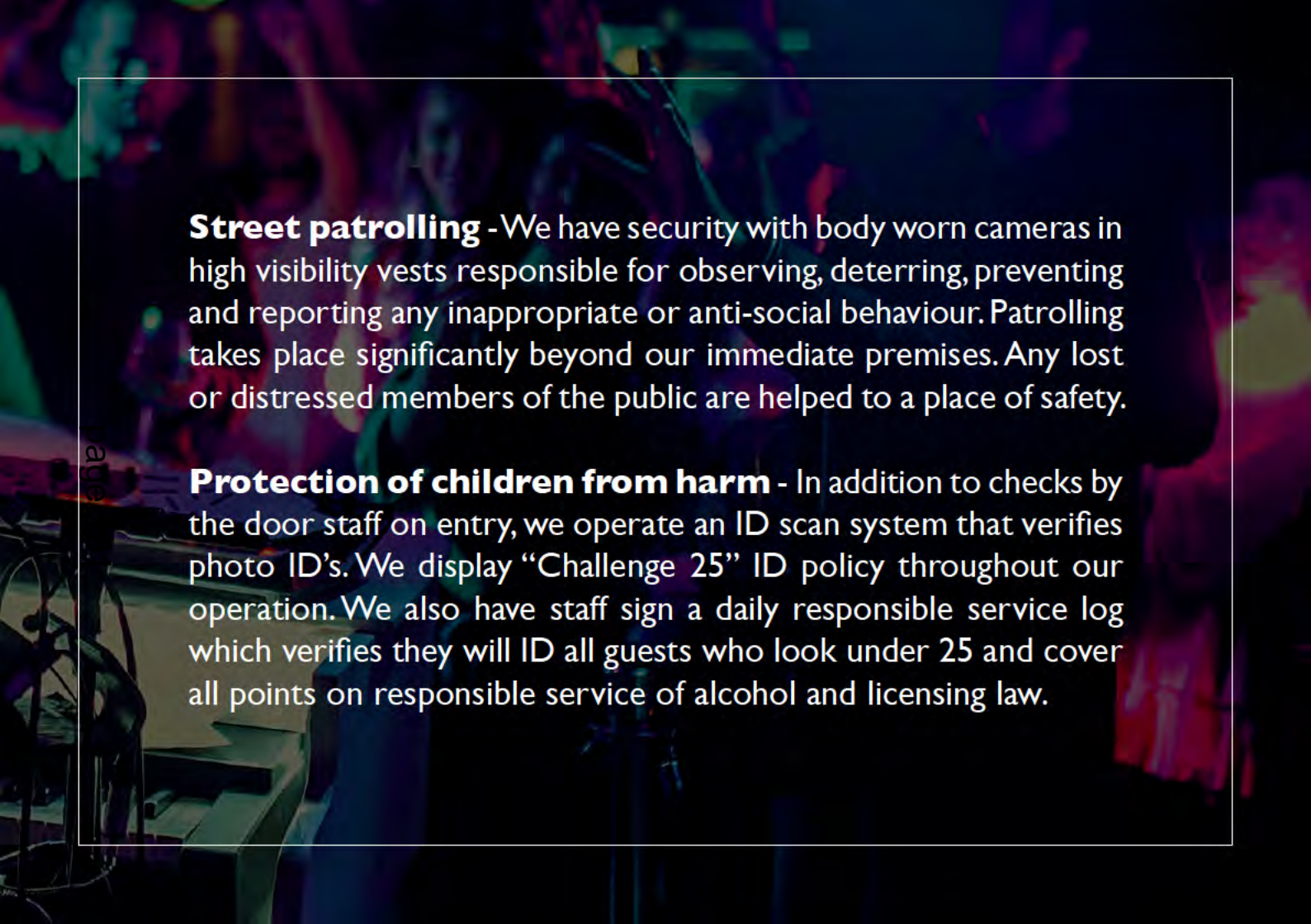
He worked with Alan previously at Guanabara and presently at The Piano Works. He is a director and partner.

A person is seen from the back, playing a piano in a dimly lit room. The room is filled with colorful, out-of-focus lights in shades of purple, blue, and green, creating a vibrant and artistic atmosphere. The person is wearing a patterned shirt. The piano is a dark-colored upright piano with a white keyboard. The overall scene suggests a performance or practice session in a creative environment.

## We go to great lengths

At The Piano Works, we as a management team take real pride in having a proactive and open minded approach to building and facilitating positive relationships with our local residents, statutory bodies, police licensing, businesses and all stakeholders in our business.

We have an ethos of continuous improvement and this is applied to all areas of the business. Management controls and staff training that we adopt on a day to day basis to uphold the four licensing objectives and have been proven to be highly effective at The Piano Works.



**Street patrolling** - We have security with body worn cameras in high visibility vests responsible for observing, deterring, preventing and reporting any inappropriate or anti-social behaviour. Patrolling takes place significantly beyond our immediate premises. Any lost or distressed members of the public are helped to a place of safety.

**Protection of children from harm** - In addition to checks by the door staff on entry, we operate an ID scan system that verifies photo ID's. We display "Challenge 25" ID policy throughout our operation. We also have staff sign a daily responsible service log which verifies they will ID all guests who look under 25 and cover all points on responsible service of alcohol and licensing law.

**Property Patrol** – We offer free storage of bags for guests and only allow hand held clutch bags into the premises beyond the cloakroom point. Security are allocated to the role of property patrol and customer welfare officers go around the venue collecting property that is left unattended to ensure there are no trip hazards for health and safety and to prevent possible thefts. They leave a card in the place of the property that will state ‘Lost Something? Don’t Panic! Please make your way to the box office at the front door and ask our property patrol for help’. This has proved to be most helpful with lost mobile phones and house keys. Our customer welfare officers look out for potentially vulnerable guests and ensure they are cared for.

**Street cleaning** - On a daily basis we clean the radius of our building in Whitcomb Street, an area significantly beyond our premises. This involves collecting litter and sweeping debris from the streets in the local area. Please refer to the green shaded area on the map to see the area we clean at the start, during and end of every day's trading.

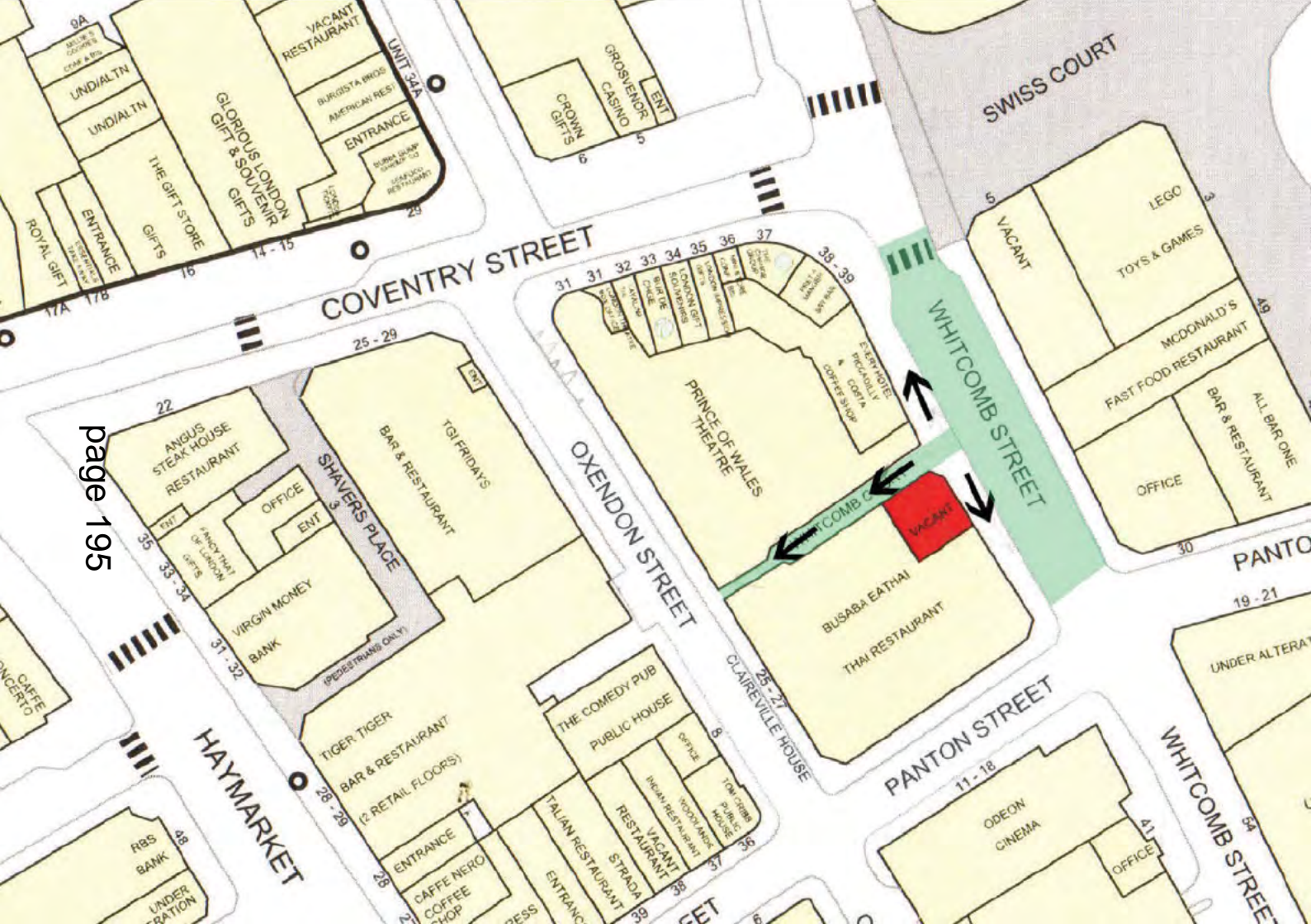
**WAVE training** - We conduct regular Welfare and Vulnerability Engagement training for our team in order to promote the five principles of WAVE and proactively prevent harm to potentially vulnerable people within and around our venue.

**External CCTV and street lighting** - We provide 6 exterior CCTV cameras to provide clear imagery and head shots looking in both directions up and down Whitcomb Street and both entrances to Whitcomb Court, again areas significantly beyond the immediate vicinity of our premises. We put clear signage of the CCTV as a deterrent to anti-social behaviour. We have significantly improved the lighting in Whitcomb Court in order to promote public safety. Please see black arrows on the map to see location and direction of external cameras.

**Internal CCTV and Body Worn Cameras** - We have 82 internal cameras and all security team members internal and external wear body worn cameras that record audio and visual footage.



page 195



HAYMARKET

COVENTRY STREET

OXENDON STREET

WHITCOMB STREET

SWISS COURT

PANTAN STREET

WHITCOMB STREET

ANGUS STEAK HOUSE RESTAURANT

TGI FRIDAY'S BAR & RESTAURANT

PRINCE OF WALES THEATRE

BUSABA EATHAI THAI RESTAURANT

GLORIOUS LONDON GIFT & SOUVENIR GIFTS

THE GIFT STORE GIFTS

VACANT RESTAURANT

CROWN GIFTS

GROSVENOR CASINO

TOYS & GAMES

FAST FOOD RESTAURANT

ALL BAR ONE BAR & RESTAURANT

PANTON STREET

UNDER ALTERATION

ODEON CINEMA

ITALIAN RESTAURANT

STRADA RESTAURANT

VACANT RESTAURANT

STRADA RESTAURANT

VACANT RESTAURANT

STRADA RESTAURANT

VACANT RESTAURANT

STRADA RESTAURANT

VACANT RESTAURANT

STRADA RESTAURANT



# MUSIC AND CULTURAL ORGANISATION TESTIMONIALS

Arts Council England Cultural Significance Statement:

“Piano Works has local and regional significance. It is one of London’s most popular grass roots music venues. It’s a music offer that allows the audience to interact and choose their favourite songs to be performed by 8 musicians. Some have never played together before and the venue has performances 5 days a week.

The band plays non-stop to an audience of up to 1700 (208,000 audience members pa) and it is one of the biggest employers of independent Musicians in London (85 throughout the year) spending up to £500,000 pa for musicians' wages. Their programme provides an important cultural offer in London and England, creating a bespoke experience at every performance.

It's one of London's 94 Grassroots Music Venues and plays an important role in contributing to employment within the creative communities. The organisation has demonstrated that they lead the way in driving innovation in their art-form. Their unique artist and audience interaction provides an alternative music offering to audiences and creative employment opportunities to musicians. They employ 164 people, 74 management and staff, with a core team of 5 experts in musical direction, sound engineering, lighting, hosting and programming. The Piano Works have stated that they are a key launchpad for many careers and over 500 musicians have performed there."

POWDER, ROCK

“For the past seven years Piano Works have showcased the amazing talent of London’s world class musicians and artists, providing Londoners and visitors with a unique non-stop late night live music experience. Their much needed West End venue situated in the heart of theatreland is one of the very few remaining live music venues remaining in Westminster. Over the course of the last 4 years we have lost so many, and with the current economic crisis we are very likely to lose many more. It is vitally important that we support this business and others like it, so they remain an important part of the cultural tapestry of the Capital.”

- Michael Kill CEO Night Time Industries Assoc

“I would like to highlight the vital importance of businesses such as The Piano Works to London’s economy and cultural landscape before setting out what the Mayor is doing to protect grassroots music venues, pubs and clubs in London”

- Amy Lame, London Night Czar

“The Piano Works has, since opening in July 2015, established both an excellent reputation and a strong business model.”

- Beverley Whitrick, Strategic Director, Music Venue Trust

“Pianoworks has become our favourite London venue to put on live music as a result of its professionalism and quality of its service, personnel and physical space.”

- Paul Ettinger (Pablo), Business Development & Music Director, Caffe Nero

“I believe the venue is an incredible showcase platform for new artists and is pivotal in the enhancement of new music and musicians in the UK. It is venues like Pianoworks that keep the live music scene alive and help it thrive in the UK.”

- Luc Floreani, CEO, Floreani Management (Luc Floreani discovered the now famed, award winning singer songwriter, Sam Smith)


“We currently host regular nights looking for new talent and showcase curated artist nights every month at The Piano Works, which we find to be an excellent venue to give artists a professional stage with an informed and appreciative audience.”

- Martin Sutton, Founder and Head Course Instructor,  
The Songwriting Academy



# LOCKDOWN CAMPAIGNS





Alan remains a very active member of the hospitality community, and initiated three campaigns during lockdown:

1. The UK Grand Summer Outdoor Cafe campaign was supported by 160 operators that proposed that the UK adopt the initiative successfully launched by the Mayor of Vilnius in Lithuania which allowed venues to simplify placing tables and chairs outside their premises.

The idea became law and allowed a much quicker and simpler application process which has continued to greatly benefit operators.

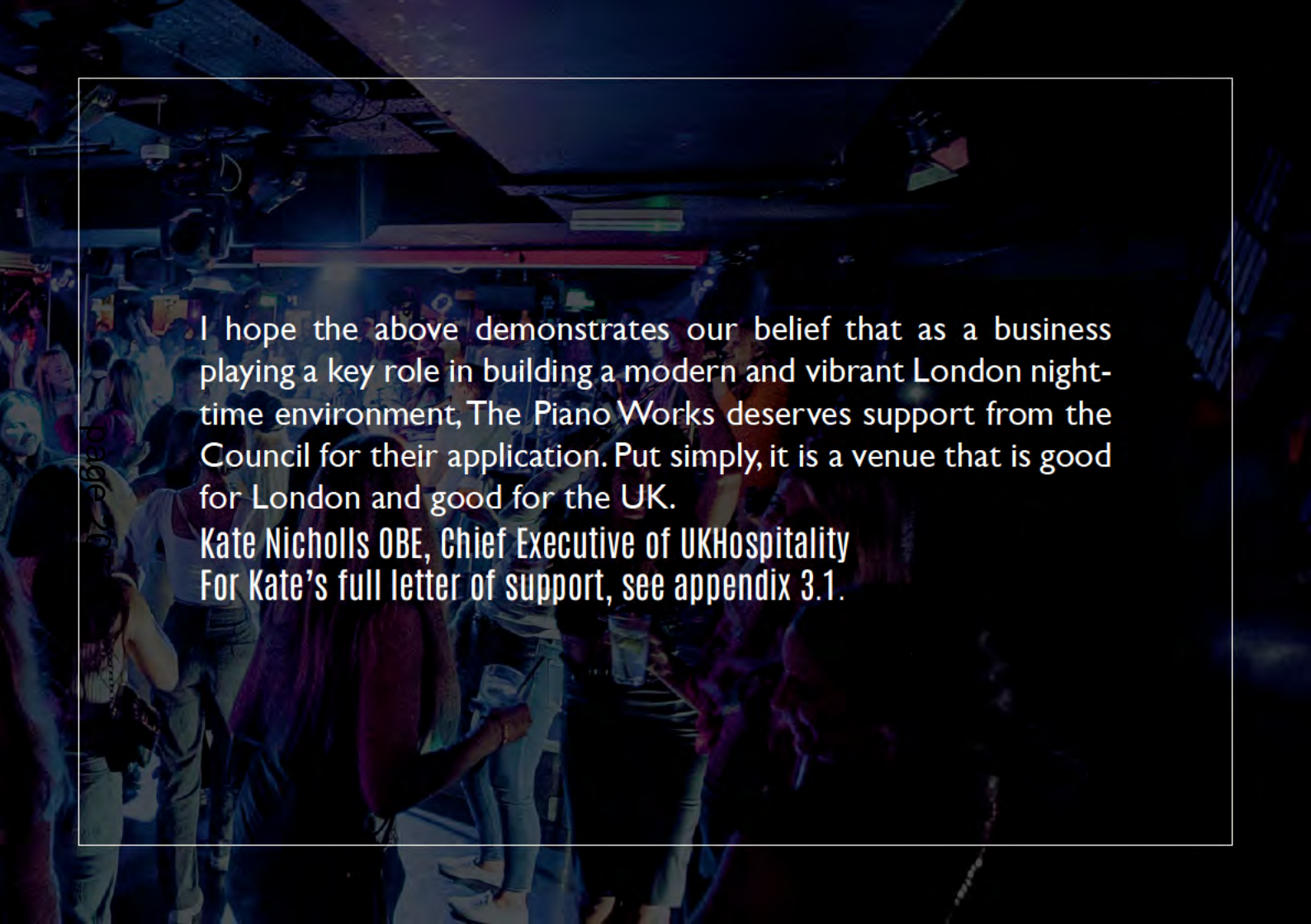
<https://www.standard.co.uk/reveller/restaurants/social-distancing-al-fresco-restaurants-bars-uk-grand-outdoor-summer-cafe-campaign-a4446441.html>

2. Along with David Roberts leading sector lawyer and Head of Leisure at CMS, and Michael Kill of the Night-Time Industries Association, they asked Chancellor Rishi Sunak for changes to EIS tax incentive schemes to boost private investment in the sector and provide an alternative to government loans. Sadly, this was not adopted.

<https://www.cityam.com/exclusive-hospitality-bosses-tells-sunak-to-encourage-investors-to-back-struggling-firms/>

3. Alongside David Abramson, CEO of leading leisure property advisors Cedar Dean and many other operators they called upon the government to implement Australia's successful rent relief scheme so that thousands of commercial businesses who had been impacted by Covid-19 could survive past the end date of the Rent Moratorium that was in place. The government subsequently introduced legislation mandating a code of practice and arbitration process.

<https://www.gov.uk/government/news/new-law-to-resolve-remaining-covid-19-commercial-rent-debts-now-in-place>



I hope the above demonstrates our belief that as a business playing a key role in building a modern and vibrant London night-time environment, The Piano Works deserves support from the Council for their application. Put simply, it is a venue that is good for London and good for the UK.


**Kate Nicholls OBE, Chief Executive of UKHospitality**  
For Kate's full letter of support, see appendix 3.1.

A photograph of a city street at dusk. In the foreground, a crowd of people is gathered, some looking towards the camera. In the background, there are buildings with signs. A prominent sign on the right says "THE PIANO WORKS" in a circular shape. Another sign above the crowd says "SINGEASY". The overall scene is dimly lit, suggesting evening.

# NEIGHBOUR TESTIMONIALS

“I am writing in support of The Piano Works Westminster licence application because they are by far the most open, proactive, positive and creative operators with which I have ever met.”

- Leora Neidle



“In short, if all after-hours establishments were run like Piano Works, central London would be able to square the challenge of being a night-time economy and a liveable city which caters for residents with children.”

- Dimitri Zenghelis

“I can highly recommend the management strategies and general approach of Piano Works. It is rare to encounter a venue that takes such good care of its neighbours.”

- Cereinyn Ord

“From the start, the new owner and management team of The Piano Works Bar was interested in getting into conversation with us residents trying to find out what it was we as residents were expecting.”

- Martina Geccelli

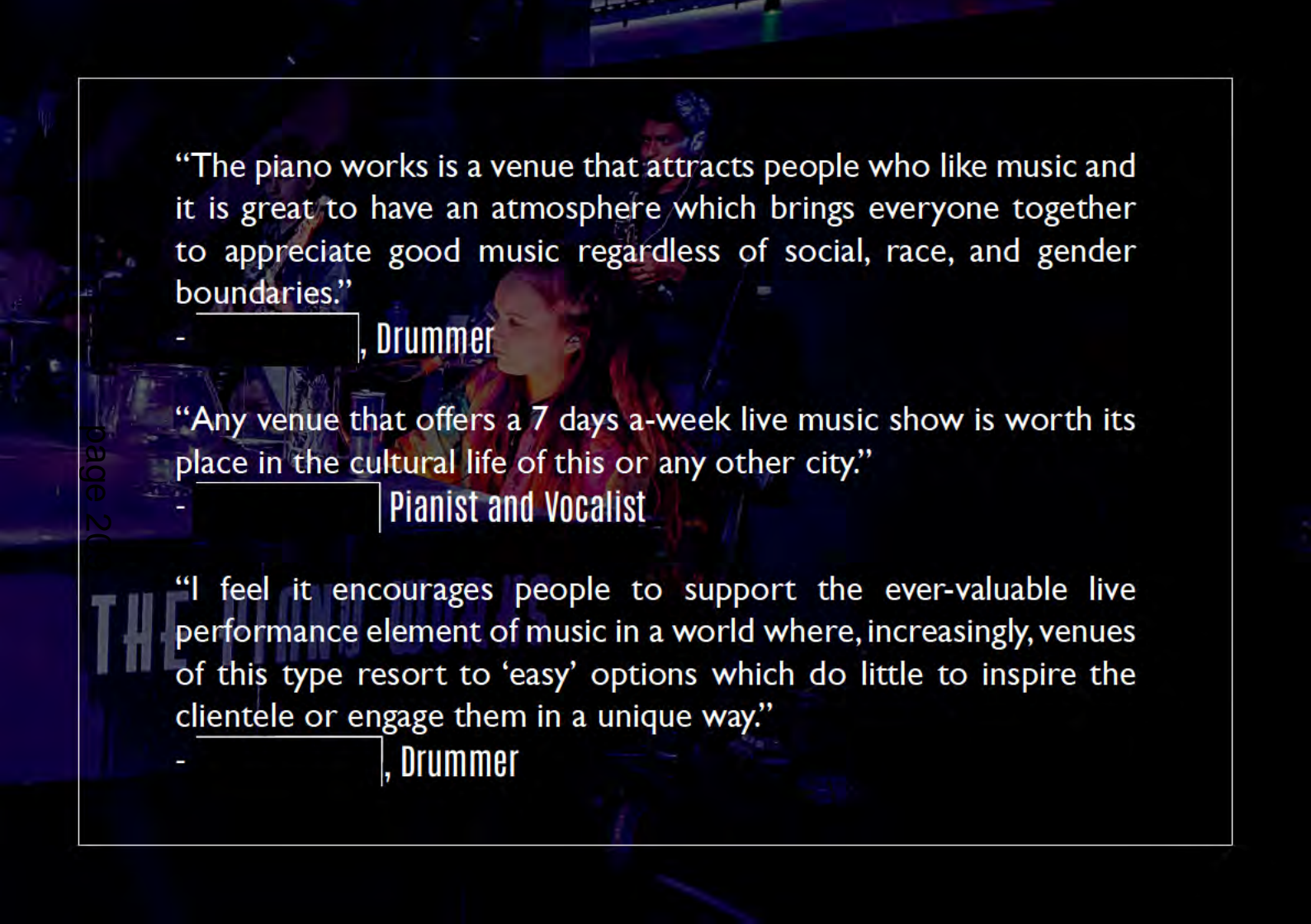
# MUSICIAN TESTIMONIALS

The Piano Works musicians were asked to answer the following three questions based on their own experiences of working in the venue.

How do you feel The Piano Works contributes to the live music industry within London?

How would you describe your audience?

What are the personal benefits you have gained from working at The Piano Works?



“The piano works is a venue that attracts people who like music and it is great to have an atmosphere which brings everyone together to appreciate good music regardless of social, race, and gender boundaries.”

- [REDACTED], Drummer

“Any venue that offers a 7 days a-week live music show is worth its place in the cultural life of this or any other city.”

- [REDACTED] Pianist and Vocalist

“I feel it encourages people to support the ever-valuable live performance element of music in a world where, increasingly, venues of this type resort to ‘easy’ options which do little to inspire the clientele or engage them in a unique way.”

- [REDACTED], Drummer

“This is a unique music experience from which any substantial city could benefit.”

- \_\_\_\_\_, Pianist and Vocalist

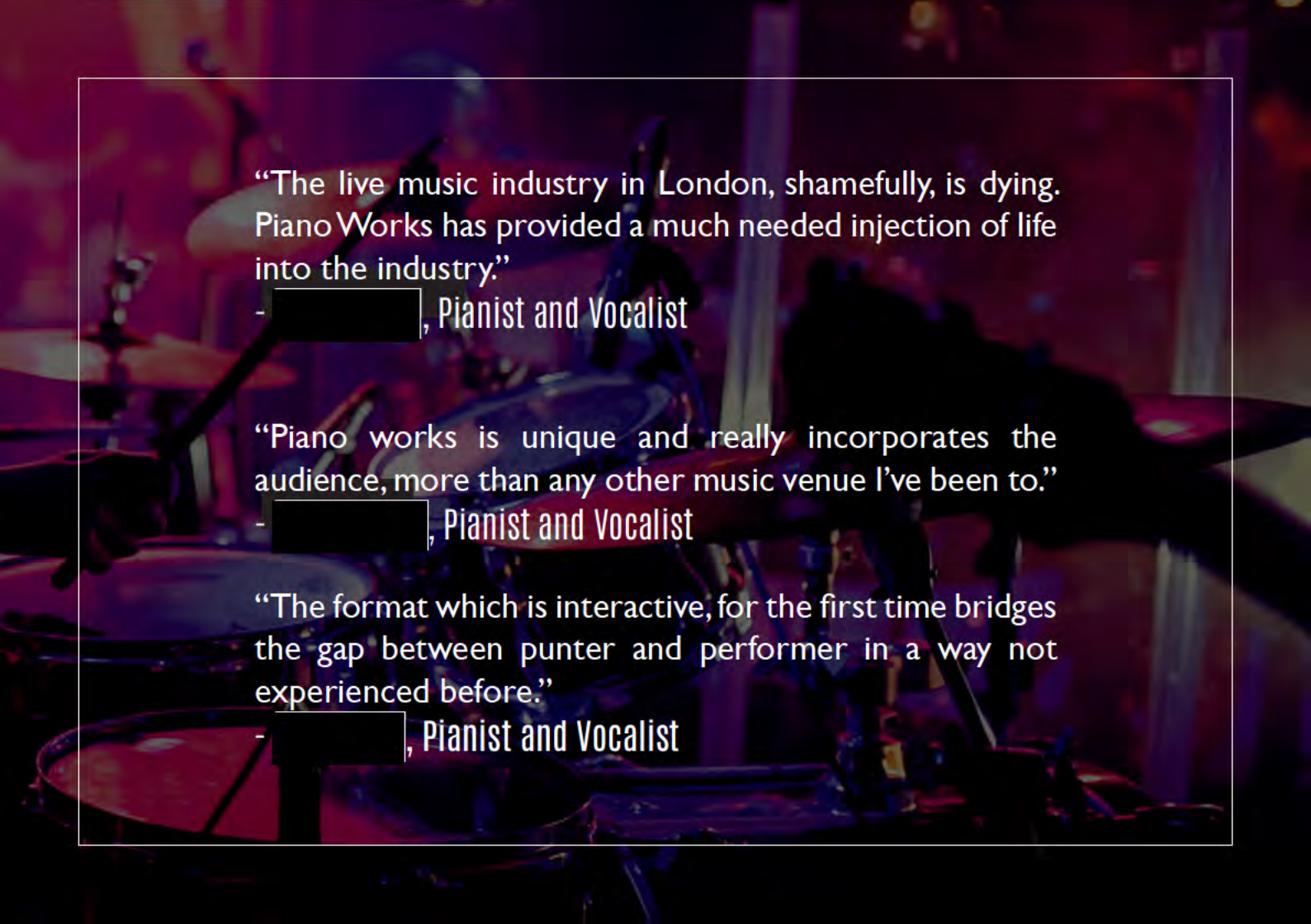
“The Piano Works contributes in a huge way to London’s music scene as it’s the only place I am aware of where it’s possible to see high quality live music every night of the week until late in a safe and friendly environment.”

- \_\_\_\_\_, Saxophonist

“It affords ordinary members of the public the unique opportunity to see their own choice of song played at close quarters by live musicians of the highest professional standard.”

- \_\_\_\_\_, Guitarist





“The live music industry in London, shamefully, is dying. Piano Works has provided a much needed injection of life into the industry.”

- [REDACTED], Pianist and Vocalist

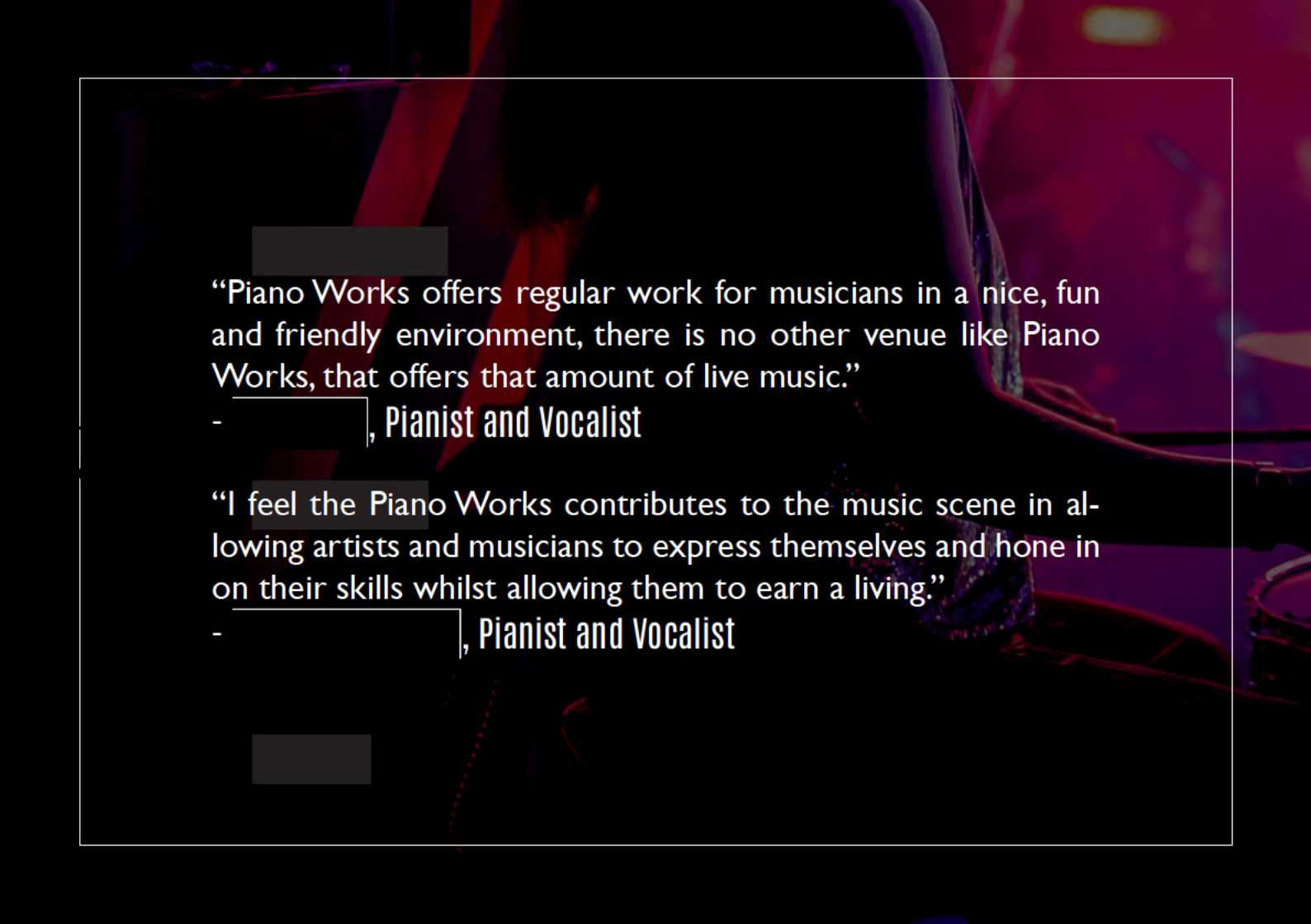
“Piano works is unique and really incorporates the audience, more than any other music venue I’ve been to.”

- [REDACTED], Pianist and Vocalist

“The format which is interactive, for the first time bridges the gap between punter and performer in a way not experienced before.”

- [REDACTED], Pianist and Vocalist

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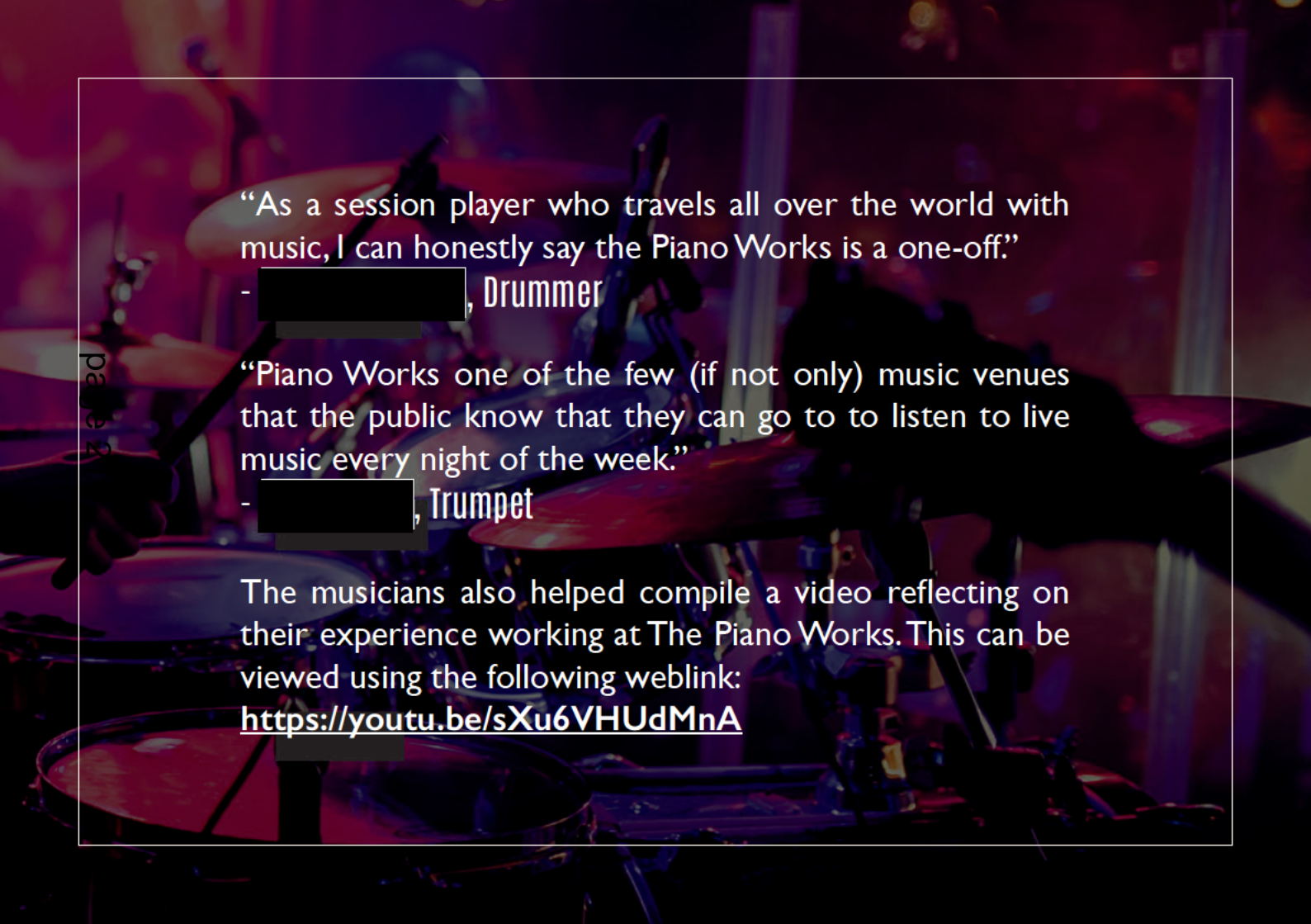
“Piano Works offers regular work for musicians in a nice, fun and friendly environment, there is no other venue like Piano Works, that offers that amount of live music.”

- \_\_\_\_\_, Pianist and Vocalist

“I feel the Piano Works contributes to the music scene in allowing artists and musicians to express themselves and hone in on their skills whilst allowing them to earn a living.”

- \_\_\_\_\_, Pianist and Vocalist





“As a session player who travels all over the world with music, I can honestly say the Piano Works is a one-off.”

- [REDACTED], Drummer

“Piano Works one of the few (if not only) music venues that the public know that they can go to to listen to live music every night of the week.”

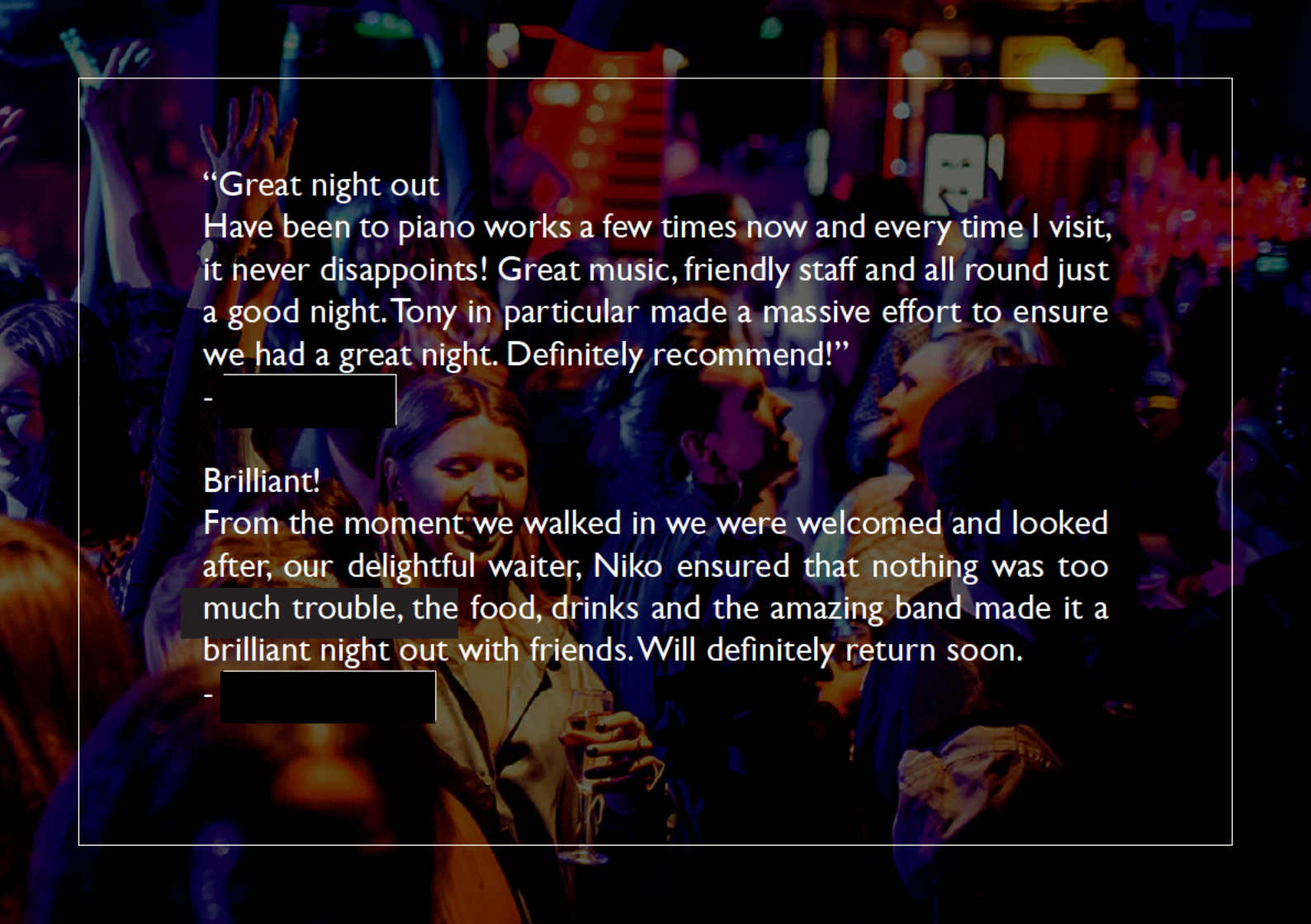
- [REDACTED], Trumpet

The musicians also helped compile a video reflecting on their experience working at The Piano Works. This can be viewed using the following weblink:

<https://youtu.be/sXu6VHUdMnA>



**CUSTOMER  
TESTIMONIALS**



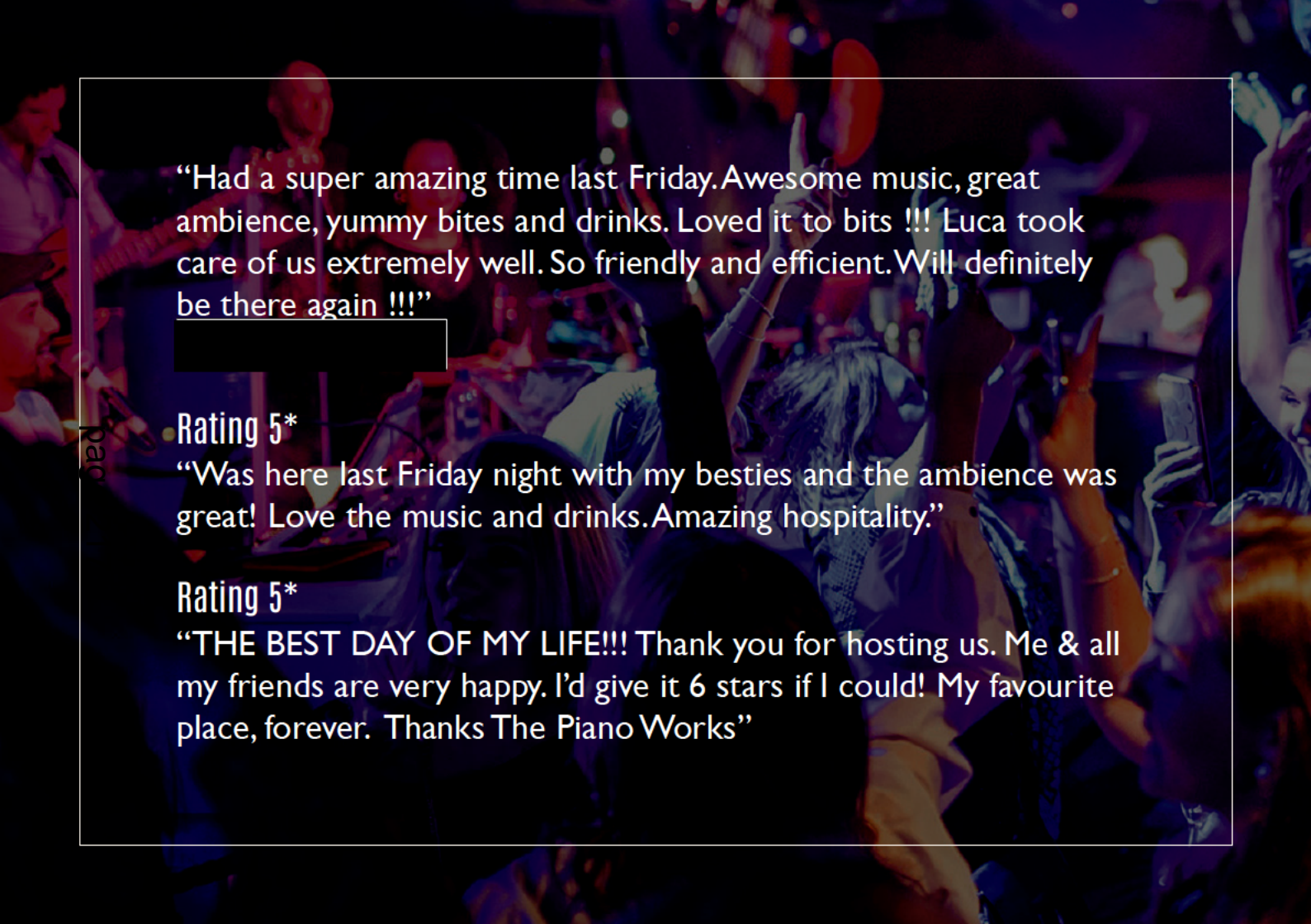
“Great night out  
Have been to piano works a few times now and every time I visit,  
it never disappoints! Great music, friendly staff and all round just  
a good night. Tony in particular made a massive effort to ensure  
we had a great night. Definitely recommend!”

- [REDACTED]

Brilliant!

From the moment we walked in we were welcomed and looked  
after, our delightful waiter, Niko ensured that nothing was too  
much trouble, the food, drinks and the amazing band made it a  
brilliant night out with friends. Will definitely return soon.

- [REDACTED]



“Had a super amazing time last Friday. Awesome music, great ambience, yummy bites and drinks. Loved it to bits !!! Luca took care of us extremely well. So friendly and efficient. Will definitely be there again !!!”

Rating 5\*

“Was here last Friday night with my besties and the ambience was great! Love the music and drinks. Amazing hospitality.”

Rating 5\*

“THE BEST DAY OF MY LIFE!!! Thank you for hosting us. Me & all my friends are very happy. I'd give it 6 stars if I could! My favourite place, forever. Thanks The Piano Works”



**Rating 5\***

“Have a really great experience here! The vibe is so catchy! The drinks are awesome and the service they provide is 10/10”

“Unbelievable! The singers were all so incredibly talented and sang so many fabulous songs from our favourite musicals. A truly memorable night - thank you for the music!”

[Redacted]

[Redacted]





Rating 5\*

“Had the best night!!! Amazing value for money for the experience and the food, I so enjoyed how it turned from a restaurant into more of a club! Lovely and welcoming service from our waitress Paris. The musicians were absolutely incredible and I couldn't recommend this enough!”

Rating 5\*

“Heaving place with whatever you like, musicians very talented at playing whatever you want, the security are on point, staff are very sharp and polite and the food is outstanding. What an atmosphere! This place is a must go central London fun fun FUN!”



Rating 5\*

“Best evening out in ages! For any fans of musical theatre/cheesy tunes/good vibes - you need to go! And the FOOD. Surprisingly very high quality and delicious with nicely varied options. The talent of the singers/staff will give you chills! It's so fun requesting songs, hearing your server sing song requests. Everyone having a great time wining and dining and appreciating being able to enjoy music together once more  
Book your ticket - I can't wait to go back again soon”

A photograph of a crowd of people at a charity event, overlaid with a dark purple filter. Many people are holding up flags with a blue and yellow design. The scene is dimly lit, with some warm lights visible in the background. The text 'CHARITY Efforts' is centered over the image in white.

# CHARITY Efforts

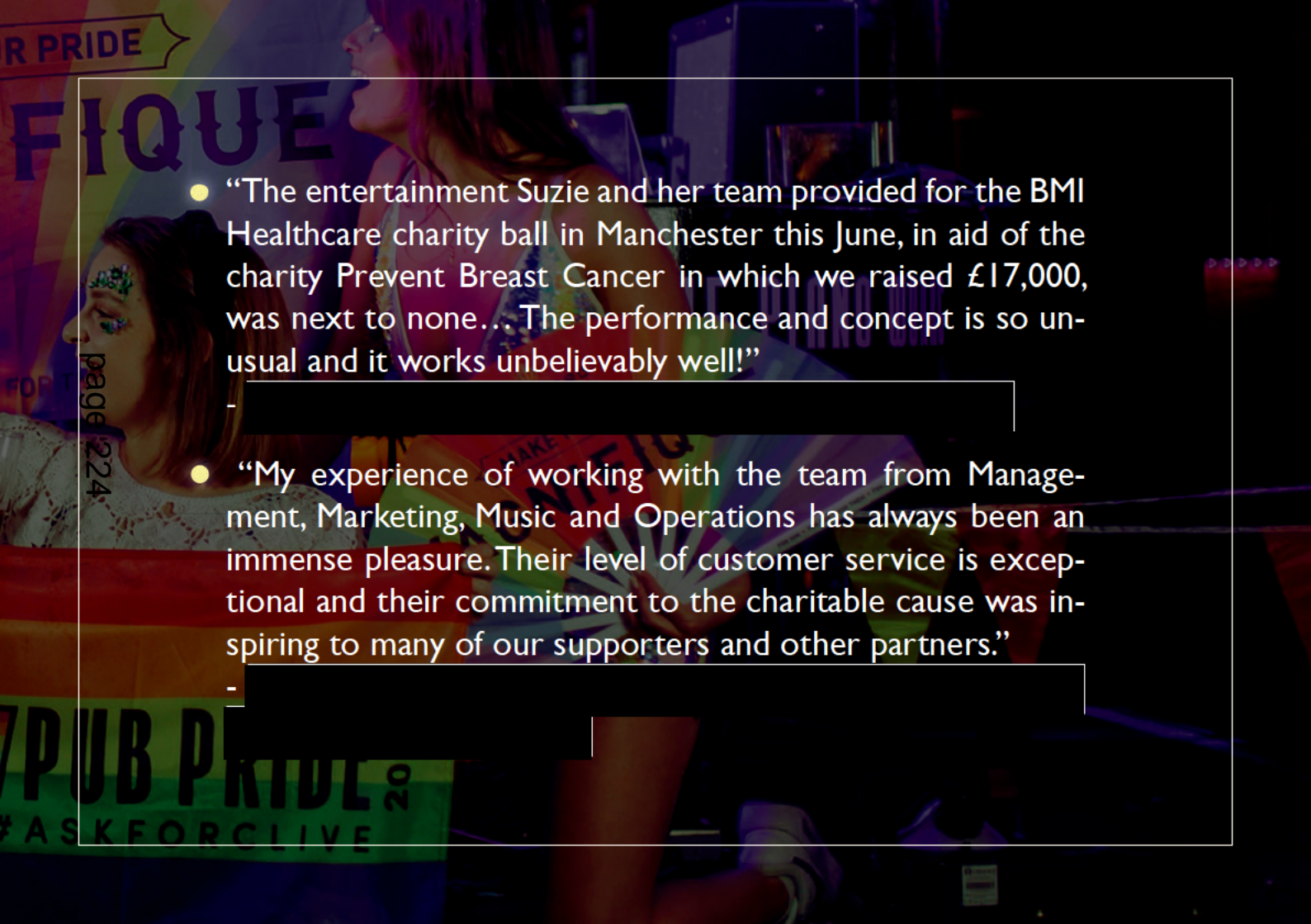
Last year we raised £2k in our campaign supporting Ask For Clive's Pub Pride. We created special cocktails for the campaign and donated £2 of each cocktail sold to the campaign. (See appendix 5.3)

We are very pleased to have raised just under £17k with our Ukraine appeal - a campaign within the hospitality industry that Alan, our founder and director, set up himself. (See appendix 5.4)

We continue to promote acceptance and equality within our venues, and last year we took part in the London Pride Parade through the centre of town. We hope to do the same again in the coming years! (See appendix 5.5)

A man in a patterned shirt and sunglasses is smiling and holding a beer in his right hand and a rainbow flag in his left. He is standing in front of a bar area with a sign that says "THE WORK". There are colorful bunting flags and candles on the bar. In the background, a sign says "MAKE YOUR MAGNIFICENT" and "FOR HIM FOR HER".

# CHARITY TESTIMONIALS



- “The entertainment Suzie and her team provided for the BMI Healthcare charity ball in Manchester this June, in aid of the charity Prevent Breast Cancer in which we raised £17,000, was next to none... The performance and concept is so unusual and it works unbelievably well!”

- “My experience of working with the team from Management, Marketing, Music and Operations has always been an immense pleasure. Their level of customer service is exceptional and their commitment to the charitable cause was inspiring to many of our supporters and other partners.”



**REVIEWS AND PRESS**

# As seen in...

Good  
Morning  
Britain

abc NEWS

LA  
Times

The  
Washington  
Post

"The band will be your jukebox. There's  
no VIP area because everyone's equal in  
The House Of Song"

GQ

Voted 11 of the Best cocktail's bars in the  
UK by

THE  
INDEPENDENT

Voted one of the best bars in London with  
live music by

THE NUDGE

Voted 4th best bar in London out of 50 by  
EveningStandard.

Voted best all in one venue of 2019 by

designmynight

"The hottest club in London"

EXPRESS



# SINGEASY



A secret room located within The Piano Works West End - Here you can join SingEasy's singing waiters, a highly theatrical West End host and a piano vocalist for an evening of rip-roaring entertainment, delicious food and cocktails.

Everyone is invited to sing along with our delightfully fun and playful team.

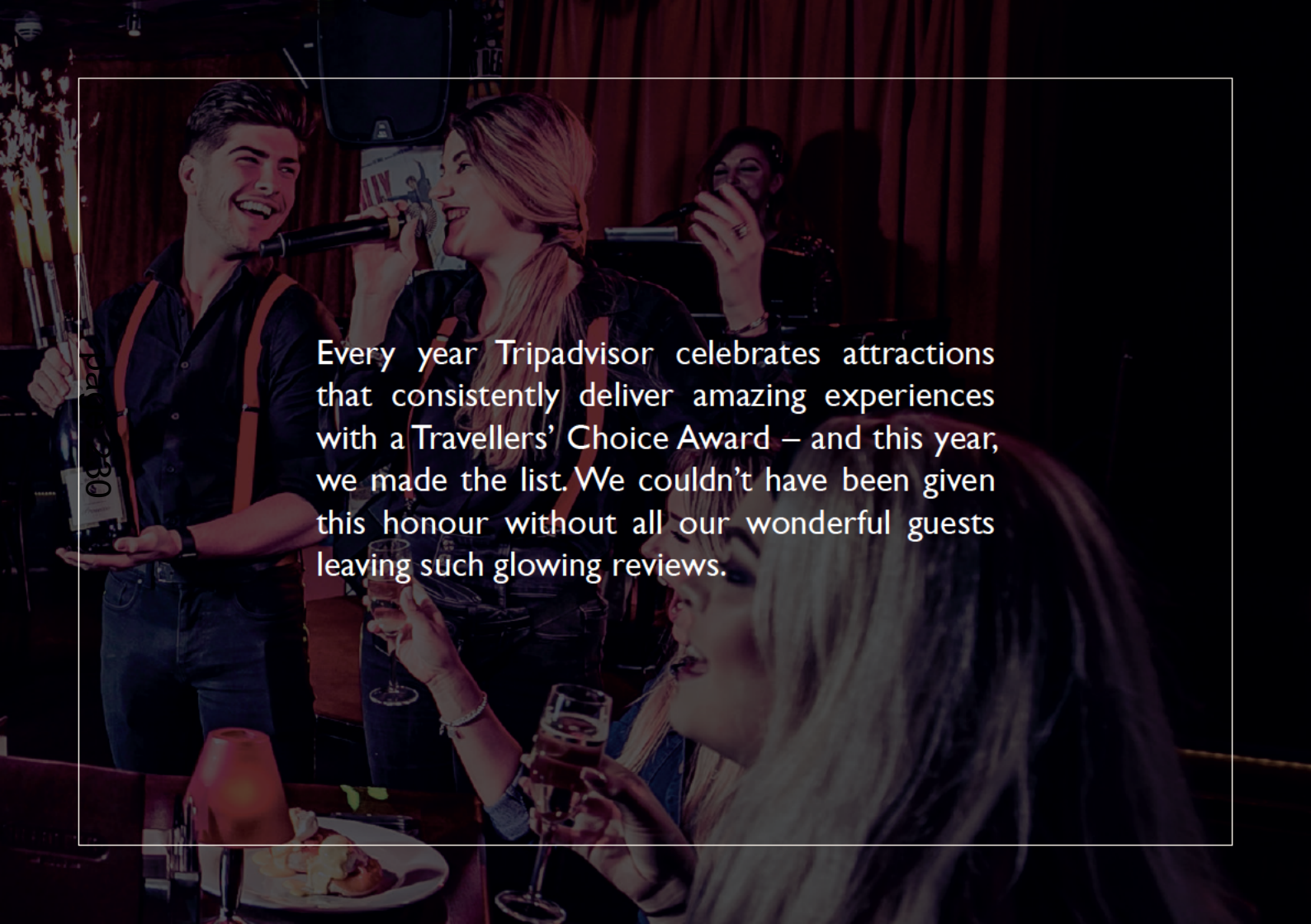
At SingEasy everyone is in the front row and we can't promise they won't invite you up to join them as their guests!

**TRAVELLERS' CHOICE  
AWARD WINNER 2022**

**SINGEASY**

**THE MUSICAL THEATRE PARTY**



A photograph of a group of people in a bar or pub. In the foreground, a woman with blonde hair is seen from the side, holding a glass of beer. Behind her, a man and a woman are singing into microphones. The man is wearing a dark shirt and orange suspenders, and the woman is wearing a dark jacket and orange suspenders. There are other people in the background, some also singing. The scene is dimly lit with warm, reddish-brown tones. A white text box is overlaid on the right side of the image.

Every year Tripadvisor celebrates attractions that consistently deliver amazing experiences with a Travellers' Choice Award – and this year, we made the list. We couldn't have been given this honour without all our wonderful guests leaving such glowing reviews.

The New York Times THE WALL STREET JOURNAL.



ILLINOIS  
\*\* NEWS LIVE \*\*

Voice of America



The Telegraph

THE IRISH TIMES

THE  TIMES



San Antonio Express-News

 한국일보  
THE KOREA TIMES

TRT WORLD

**The Guardian**

THE TIMES OF ISRAEL

**NEW YORK POST**

brisbane times

**Miami Herald**

**WENOSHA NEWS**

euro news.

ARAB NEWS **The Sydney Morning Herald**

**EL PAÍS Daily Mail**

**CHANNEL NEWSASIA**

**Taiwan News**  
台灣英文新聞  
VOICE OF THE PEOPLE · BRIDGE TO THE WORLD  
ESTABLISHED IN 1999

THE **entire** AGE  
INDEPENDENT. ALWAYS.

**FREE METRO**

**THE Sun**

THE PIANO WORKS

THE PIANO WORKS

age

# *APPENDICES*

THE PIANO WORKS AND SING EASY LICENCE APPLICATION



## CONTENTS

1. Management.....	
1.1 CV of Alan Lorrimer.....	Page 2
1.2 CV of Tristan Moffat.....	Page 4
2. The Piano Works and Sing Easy Menus.....	Page 7
2.1 Bar snacks .....	Page 8
2.2 Brunch to the beat .....	Page 9
2.3 Weekday menu.....	Page 10
2.4 Weekend menu.....	Page 11
2.5 Pre-Theatre menu .....	Page 12
2.6 Menu photographs.....	Page 13
3. Organisation Testimonials.....	
3.1 Sue Uings.....	Page 15
3.2 UKHospitality.....	Page 16
3.3 Music Venue Trust (MVT).....	Page 18
3.4 Caffè Nero.....	Page 20
3.5 The Song Writing Academy.....	Page 21
3.6 Emerging Artists.....	Page 22
4. Musician Testimonials.....	
4.1 Musicians video link.....	Page 23
4.2 Musicians testimonials.....	Page 23
5. Charity Testimonials.....	
5.1 Samaritans.....	Page 31
5.2 BMI Healthcare.....	Page 32
5.3 Ask for Clive.....	Page 33
5.4 The Ukraine Appeal.....	Page 34
5.5 Pride Parade.....	Page 35
6. Dispersal Policy.....	Page 36
7. Alan Lynagh capacity confirmation.....	Page 39
8. Full Occupancy Assessment Report.....	Page 40

## **1. Management**

### **1.1 CV of** [REDACTED]

[REDACTED] is a leisure entrepreneur of over 40 years' standing. He has launched over eighteen new start up bar and restaurant concepts, the initial five for the Earl of Bradford and the remainder for himself and his partners His most recent concept is The Piano Works, two 400 capacity late night live music venues in Farringdon and the West End.

#### **Career history**

##### **January 2018 to date The Piano Works, West End**

Founder. Located on Whitcomb St next to Leicester Sq. 12k sq.ft site 400 capacity converted into the second Piano Works

##### **July 2015 to date The Piano Works, Farringdon.**

Founder. 7.25k sq.ft. site 400 capacity converted into London's first non-stop live music venue where the audience decides the repertoire. [www.pianoworks.bar](http://www.pianoworks.bar)

##### **2004 to 2012 | Guanabara, Covent Garden**

Founder. 13.5k sq.ft. site converted into successful Brazilian live music venue. Increased capacity from 334 – 600. South East leisure finalist in the 2007 Sunday Times/Bank of Scotland Entrepreneur Challenge.

##### **2010 | Charlotte St. Blues, Fitzrovia**

Founder. Opened a dedicated blues live music venue converting 3k sq.ft. over three floors

##### **2005 | Moshi Moshi Sushi**

Non – exec chairman.

London's first conveyor belt sushi restaurant.

##### **2002 | The Junction Tavern, Kentish Town**

Non-exec chairman. Converted second run down pub into award winning gastropub.

##### **2000 | Webnet Media Ltd**

Founder. Developed F2F Bar concept.

##### **2000 | The Northgate, Islington**

Non- exec chairman. Converted run down pub into award winning gastropub

##### **1999 |**

Owner. Fitted out 41' Westerly Oceanlord sailing yacht Tiger Lil's for circumnavigation and joined Blue Water Rally.

##### **1997 | Tiger Lil's, Islington**

Opened third site in group, converting 3k sq.ft. ex-bank into 120-seat restaurant and bar.

##### **1996 | Tiger Lil's, Chelsea**

Opened second site in group, converting 2.5k sq.ft. ex-pub into 100-seat restaurant and bar.

**1995 | Tiger Lil's, Clapham**

Founder. Converted 2.3k sq.ft. site into 100-seat oriental theme restaurant and bar. Popular and profitable within first month.

**1992 | Paul's Bar, Covent Garden**

Founder acquired a 120-capacity bar and obtained consents to link to adjoining property

**1987 | Tuttons Brasserie, Covent Garden**

Joined existing operation as consultant for one year, then became Managing Director and Partner. 120-seat restaurant and bar with 100 seats outside in summer.

Bar Sol | Founder. Converted 2k sq.ft. basement into Bar Sol, one of the first London Latin tapas bars in May 1988. Became the highest grossing bar per sq.ft. in Covent Garden.

**1985 | Joe Peptoni, Soho**

Founder. Acquired 6k sq.ft. restaurant was converted into a 250-seat Italian theme restaurant and 100-seat bar.

**1982 | Bates, Covent Garden**

Founder. Converted 2.5k sq.ft. site from shell into an 80-seat fine dining English restaurant and bar.

**1979 | Porters, Covent Garden**

Supervised the fitting out of 5k sq.ft. shell into 200-seat restaurant and bar. Operated the English pie concept and brand, making it the first successful high profile mass appeal English restaurant. Equally popular with local and international customers, it generated considerable media interest.

**1976 | The Caviar Bar, Knightsbridge**

Opened London's first caviar bar, 4k sq.ft. site employing key management and staff from recently closed Mme. Prunier in St James. Opened retail shop and negotiated supply contracts with Fauchon, Feyer, Maxims, and Maison de la Truffe.

**1975 | Paupers, Knightsbridge**

80-seat wine bar and 120-seat restaurant in 3.5k sq.ft. site.

**1973 | Leadbelly, Croydon**

Transferred from Brighton to Croydon to supervise building works to convert 5k sq.ft. site from shell to operate 120-seat restaurant and bar.

**1971 | Leadbelly, Brighton**

Ex gun shop converted into fashionable and successful American 80-seat 2.5k sq.ft. hamburger restaurant. Opened by the team that opened the Great American Disaster restaurant in Fulham Road forerunner of the Hard Rock.

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## 1.2 CV of [REDACTED]

### **CAREER EXPERIENCE**

---

#### **The Piano Works - London**

May 2015 – To Present

Operations Director – TDC CONCEPTS LTD (T-Target Market D-Differentiation C- Consistency). Responsible for the opening and operation of The Piano Works West End (opened 2018) and The Piano Works Farringdon (opened June 2015).

General Manager –The Piano Works, restaurant, bar and live music venue, Farringdon, London.

[www.pianoworks.bar](http://www.pianoworks.bar)

#### **Grace Bar - London**

July 2013 – To May 2015

General Manager –The Grace bar, restaurant and club, Piccadilly Circus London.

180 cover restaurant 995 total venue capacity

[www.grace-bar.co.uk](http://www.grace-bar.co.uk)

#### **Guanabara - London**

May 2011 – To July 2013

General Manager –The Guanabara bar, restaurant and club, Holborn, London.

220 cover restaurant 600 total venue capacity

[www.guanabara.co.uk](http://www.guanabara.co.uk)

#### **Grace Bar - London**

April 2011 – May 2011

Assistant General Manager –Grace bar, restaurant and club, Piccadilly, London (Formerly Sugar Reef)

180 cover restaurant 995 total venue capacity

[www.grace-bar.co.uk](http://www.grace-bar.co.uk)

**The Wall Bar – London**

Feb 2011 – April 2011

Assistant General Manager –The Wall bar and club, London Wall, Liverpool Street.

473 total venue capacity

**Tiger Tiger London**

January 2010 – January 2011

Assistant General Manager – Restaurant- Tiger Tiger London, , The Haymarket London.

220 Restaurant seating capacity, 1,780 total capacity venue

[www.tiger-london.co.uk](http://www.tiger-london.co.uk)

**Sway Bar London**

June 2009 – January 2010

Restaurant Manager Sway bar, restaurant and club, Holborn London.

210 Covers and 1,000 total capacity venue

[www.swaybar.co.uk](http://www.swaybar.co.uk)

**Sugar Reef London**

August 2007 – June 2009

Restaurant Manager Sugar Reef bar, restaurant and club, Piccadilly London.

320 Covers and 995 total capacity venue

[www.grace-bar.co.uk](http://www.grace-bar.co.uk)

**Tiger Tiger London**

July 2007 – August 07

Management induction placement (1 Month) Tiger Tiger, London

**Bluebird Restaurant - London**

March 2007 – July 07

Private Dining Manager Bluebird Restaurant, London

<http://www.danddlondon.com/restaurants/restaurants/bluebird/>

**Quaglino's Restaurant, London**

May 2006 – March 07

Bar Manager

Quaglino's Restaurant, London D&D London/Conran Restaurants

<http://www.quaglinos.co.uk/>

### **Escape Bar Restaurant Nightclub, Oxford**

August 04 – May 06

Bar Manager Escape Bar Restaurant Nightclub, Oxford

<http://www.escape-oxford.co.uk/>

### **Plateau Restaurant -London**

June 04 – August 04

Bar Manager

Plateau Restaurant, Canary Wharf, London (Conran Restaurants)

<http://www.danddlondon.com/restaurants/plateau/home>

### **Mezzo Bar and Restaurant, London**

August 03 – June 04

Head Bar Tender (University placement year)

Mezzo Bar and Restaurant, London (Conran Restaurants)

<http://www.danddlondon.com/restaurants/meza/home>

## **2. The Piano Works and Sing Easy Menus**

Live music is at the heart of what we do. With that in mind, we've designed our menus to give our guests the best possible experience – good food, good music, and a good old boogie!

Our venue offers 4 separate menus:

- The bar food menu (2.1) is available at all times – a great pick me up snack when the dancing gets a bit tiring!
- Brunch to the beat (2.2) - a weekend only menu offering brunch with a side of song.
- Our 2 course minimum main menu is available weekdays (2.3) and weekends (2.4) throughout the evenings and is the perfect accompaniment to our live band.
- Pre-Theatre Dining (2.5), a set bistro style menu available weekdays from 5-7pm – perfect for our guests who have a show to get to and want to warm up their musical tastebuds with some live music and a 2 course dinner!

Our aim is for our guests to have fun and enjoy the experience of requesting and enjoying their favourite songs from our in-house live band, and we feel that a good menu goes a long way to enhance this experience!



## 2.1 - Bar Food

<h1>BAR FOOD</h1>		
<i>Available at all times</i>		
<b>FRIES</b> .....		<b>£3.5</b>
<b>CIABATTA BREAD (V)(S)(D)</b> .....		<b>£4.5</b>
<i>today's loaf &amp; miso butter</i>		
<b>GORDAL OLIVES (VE)</b> .....		<b>£4.5</b>
<i>cured green spiced spanish olives</i>		
<b>MIXED NUTS (N)(SE)(V)</b> .....		<b>£4.5</b>
<i>roasted in maple syrup &amp; togarashi</i>		
<b>TRUFFLE FRIES (V)(D)</b> .....		<b>£6</b>
<i>white truffle oil &amp; torched parmesan</i>		
<b>PADRON PEPPERS (VE)(GF)</b> .....		<b>£7</b>
<i>blistered green spanish padron peppers &amp; smoked salt</i>		
<i>On Friday and Saturday please ask your server if the following items are available</i>		
<b>AUBERGINE CRISPS (SE)</b> .....		<b>£6</b>
<i>coriander, sesame seeds, maple syrup &amp; indian mango chutney</i>		
<b>BUTTERMILK CHICKEN (D)</b> .....		<b>£9</b>
<i>coconut sriracha mayo</i>		
<b>PINEAPPLE NORDIC SQUID (F)(M)</b> .....		<b>£9</b>
<i>coconut sriracha mayo</i>		
<b>PUMPKIN MAC 'N' CHEESE BITES (D)</b> .....		<b>£11.5</b>
<i>truffle &amp; parmesan mayo</i>		
<b>VEGAN TIKKA SKEWERS (S)(VE)</b> .....		<b>£11.5</b>
<i>coconut raita</i>		
<b>BREADED BUTTERFLY KING PRAWNS (F)(S)(C)</b> .....		<b>£12</b>
<i>sweet chilli sauce</i>		
<b>SPICED TUNA SANDO (F)(SE)(S)</b> .....		<b>£12.5</b>
<i>crispy tempura battered nari shell, sashimi grade tuna, sushi rice &amp; mango salsa</i>		
<b>AGED ANGUS BEEF BURGER (D)</b> .....		<b>£17.5</b>
<i>brioche bun, melted monterey jack cheese, lettuce, sweet and sour gherkins, burger sauce &amp; fries</i>		
<b>PLANT BURGER (VE)(S)(GF*)</b> .....		<b>£18.5</b>
<i>beet burger patty, vegan cheese, lettuce, relish, vegan mayo, beetroot burger bun &amp; fries</i>		
<b>BURGER SLIDERS (X8) (D)</b> .....		<b>£24</b>
<i>grass-fed british beef mini patties, mini brioche buns, lettuce &amp; dijon mustard mayo</i>		
<p><b>V - VEGETARIAN VE - VEGAN N - CONTAINS NUTS F - FISH D - DAIRY GF - GLUTEN FREE</b>  <b>S - SOYBEAN S - SESAME C - Crustacean M - MOLLUSCS * - OPTION AVAILABLE ON REQUEST</b></p>		
<p><small>All dishes are made in our kitchen where nuts and peanuts are prepared, so any items served may contain traces of nuts. For more allergen information please speak to your server for our allergen matrix or scan the QR code on the left. For severe allergens please make our party planners aware ahead of your booking with us. A discretionary service charge of 12.5% will be added to your final bill, inclusive of any prepaid items.</small></p>		
		

## 2.2 - Brunch Menu

### MAINS

All brunch plates will be served with a side of hash brown bites

#### PANCAKES

topped with clotted cream crispy bacon and maple syrup

#### VEGAN PANCAKES VE

topped with berry compote and rolled oats,  
maple syrup and finished with icing sugar

#### EGGS ROYALE F, GF\*

smoked salmon served on an English muffin with  
poached eggs and hollandaise sauce dusted with paprika

#### EGGS FLORENTINE V, GF\*

spinach served on English muffin with  
poached egg, hollandaise sauce and parmesan

#### CUMBERLAND SAUSAGE STACK

served on English muffin with poached eggs and posh ketchup

#### BACON STACK GF\*

served on English muffin poached eggs and hollandaise sauce

#### SMASHED AVOCADO ON TOAST V, VE\*, GF\*

served with radish and poached eggs

#### KING OYSTER MUSHROOMS VE, GF\*

served on English muffin with miso avocado butter  
topped with crispy kale and roasted garlic

### DESSERTS

#### CHOCOLATE TOWER V

rich chocolate mousse with a centre of white chocolate  
and cream flavoured with whisky and coffee liqueur

#### COCONUT SORBET V, GF\*

served with fruit reduction, coconut and biscuit crumb

#### NEW YORK VANILLA CHEESECAKE V, GF\*

served with fruit compote

#### VANILLA TOFFEE HONEY ICE CREAM POT V

vanilla and toffee ice cream topped with  
a layer of toffee sauce and sugar nibs

Please ask your server for a gluten free menu. For health and safety reasons we don't permit food to be taken off the premises or brought onto the premises. For allergy control purposes we do not permit any modification of dishes. A discretionary service charge of 12.5% will be added to your final bill, inclusive of any prepaid items.

## 2.3 - Weekday Menu



### FOR THE TABLE

**CIABATTA BREAD**  
today's loaf & miso butter **V,S,D**  
**4.5**

**GORDAL OLIVES**  
cured green spiced spanish olives **VE,GF**  
**4.5**

**MIXED NUTS**  
roasted in maple syrup & togarashi **N,SE,VE**  
**4.5**

**PADRON PEPPERS**  
blistered green spanish padron peppers & smoked salt **VE,GF**  
**6**

### STARTERS

**VEGAN CAESAR SALAD 8.5**  
vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket **VE,S**

**FETA, WATERMELON & ROASTED PEPPER SALAD 9**  
spinach, red sorrel, pumpkin & sunflower seeds **V,VE\*,D,GF**

**VEGETABLE CAPONATA 9**  
aubergine, red pepper, mint, pine nuts & toasted almond flakes **VE,N,GF\***

**DUCKLESS VEGETABLE SPRING ROLLS 8.5**  
char-sui bbq sauce **VE,S,SE**

**SPICED TUNA SANDO 12.5**  
sashimi grade tuna, sushi rice & mango salsa served in a crispy tempura battered nori shell **F,SE,S**

**BURRATA 10.5**  
spiced beetroot puree, roasted golden & red beets and beet pearls, cucumber & herb oil **D,GF**

**BUTTERMILK CHICKEN 9**  
coconut sriracha mayo **D**

**BEEF CARPACCIO 14**  
seared thinly sliced fillet of beef, truffle parmesan dressing and balsamic pearls **D\*,GF**

### MAINS

**VEGAN CAESAR SALAD 15**  
vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket **VE,S**

**PLANT BURGER 18.5**  
beet burger patty, vegan cheese, lettuce, relish, vegan mayo, beetroot burger bun & fries **VE,S,GF\***

**BABY BACK PORK RIBS (HALF / WHOLE RACK) 17 / 30**  
glazed in a jack daniel's & star anise bbq sauce, fries & slaw **S,GF**

**CORN-FED CHICKEN CAESAR SALAD 17.5**  
chicken, bacon, anchovies, parmesan & caesar dressing served in a tortilla basket **D,F**

**FREE RANGE CORN-FED CHICKEN SUPREME 19.5**  
red hazelnut pesto, lentil & spinach salad with crushed new potatoes **N,D**

**AGED ANGUS BEEF BURGER 17.5**  
brioche bun, melted monterey jack cheese, lettuce, sweet and sour gherkins, burger sauce & fries **D,S**

**FISH PIE 18.5**  
poached scottish salmon, king prawn, smoked haddock & saffron white sauce, mash, panko breadcrumbs & vegetables **F,D,G,M**

**HERBED RARE TUNA STEAK 24**  
sweet potato wedges, sushi rice, samphire & mango salsa **F,SE,S**

### STEAKS



We work closely with our butcher HG Walter, one of London's most respected butchers. They consistently produce the best British meat that rates highly in provenance, welfare, and flavour. HG Walter select our beef for its marbling, and dry age our prime cuts in their Himalayan salt chambers for a minimum of 28 days. We serve both Aberdeen Angus and Hereford beef that we and HG Walter believe to be the best quality available.

#### DRY AGED

**FLAT IRON 120g** ..... **13.5**  
served with fries

**RIBEYE 230g** ..... **33**

**FILLET 300g** ..... **50**

Please note our steaks do not include side dishes.

#### SAUCES 2.5

**PEPPERCORN SAUCE** **V,D,GF**

**CHIMICHURRI** **VE,GF**

**TARRAGON** **V,D,GF**

**BBQ** **D**

### SIDES

**FRIES** **VE 3.5** | **CREAMY MASH** **V,D,GF 5** | **GARLIC CRUSHED NEW POTATOES** **VE,GF 4.5**  
**SEASONAL VEGETABLES** **VE,GF 4.5** | **MIXED SALAD** **VE,GF 3.5**



**V - VEGETARIAN | VE - VEGAN | GF - GLUTEN FREE | N - CONTAINS NUTS | F - FISH | D - DAIRY**

**S - SOYBEAN | SE - SESAME | C - CRUSTACEAN | M - MOLLUSCS | \* - OPTION AVAILABLE ON REQUEST**

For health and safety reasons we don't permit food to be taken off the premises or brought onto the premises. For allergy control purposes we do not permit any modification of dishes. A discretionary service charge of 12.5% will be added to your final bill, inclusive of any prepaid items. All dishes are lovingly prepared in our kitchen where nuts and peanuts are prepared. Despite great care to ensure no cross contamination takes place any items served may contain traces of nuts. For more allergen information please speak to your server for our allergen matrix or scan the Kafoodle QR code above. For severe allergens please make our party planners aware ahead of your booking with us.

## 2.4 - Weekend Menu



### 2 COURSE MENU

#### FOR THE TABLE

##### CIABATTA BREAD

today's loaf & miso butter V,S,D

4.5

##### GORDAL OLIVES

cured green spiced spanish olives VE,GF

4.5

##### MIXED NUTS

roasted in maple syrup & togarashi N,SE,VE

4.5

##### PADRON PEPPERS

blistered green spanish padron peppers & smoked salt VE,GF

6

#### STARTERS

##### DUCKLESS VEGETABLE SPRING ROLLS 8.5

char-sui bbq sauce VE,S,SE

##### FETA, WATERMELON & ROASTED PEPPER SALAD 9

spinach, red sorrel, pumpkin & sunflower seeds V,VE\*,D,GF

##### VEGETABLE CAPONATA 9

aubergine, red pepper, mint, pine nuts & toasted almond flakes VE,N,GF\*

##### BURRATA 10.5

spiced beetroot puree, roasted golden & red beets and beet pearls, cucumber & herb oil D,GF

##### BEEF CARPACCIO 14

seared thinly sliced fillet of beef, truffle parmesan dressing and balsamic pearls D\*,GF

#### MAINS

##### VEGAN CAESAR SALAD 15

vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket VE,S

##### PLANT BURGER 18.5

beet burger patty, vegan cheese, lettuce, relish, vegan mayo, beetroot burger bun & fries VE,S,GF\*

##### BABY BACK PORK RIBS (HALF / WHOLE RACK) 17 / 30

glazed in a jack daniel's & star anise bbq sauce, fries & slaw S,GF

##### FREE RANGE CORN-FED CHICKEN SUPREME 19.5

red hazelnut pesto, lentil & spinach salad with crushed new potatoes N,D

##### HERBED RARE TUNA STEAK 24

sweet potato wedges, sushi rice, samphire & mango salsa F,SE,S

#### STEAKS



We work closely with our butcher HG Walter, one of London's most respected butchers. They consistently produce the best British meat that rates highly in provenance, welfare, and flavour. HG Walter select our beef for its marbling, and dry age our prime cuts in their Himalayan salt chambers for a minimum of 28 days. We serve both Aberdeen Angus and Hereford beef that we and HG Walter believe to be the best quality available.

##### DRY AGED

RIBEYE 230g ..... 33

FILLET 300g ..... 50

Please note our steaks do not include side dishes.

##### SAUCES 2.5

PEPPERCORN SAUCE V,D,GF

CHIMICHURRI VE,GF

TARRAGON V,D,GF

BBQ D

#### SIDES

FRIES VE 3.5 | CREAMY MASH V,D,GF 5 | GARLIC CRUSHED NEW POTATOES VE,GF 4.5

SEASONAL VEGETABLES VE,GF 4.5 | MIXED SALAD VE,GF 3.5



V - VEGETARIAN | VE - VEGAN | GF - GLUTEN FREE | N - CONTAINS NUTS | F - FISH | D - DAIRY  
S - SOYBEAN | SE - SESAME | C - CRUSTACEAN | M - MOLLUSCS | \* - OPTION AVAILABLE ON REQUEST

Entertainment fee: Please note for 7.30pm dinner bookings a non-discretionary entertainment fee of £5 per person will be added to your final bill. This is so we can continue to support our musicians and music programme.

For health and safety reasons we don't permit food to be taken off the premises or brought onto the premises. For allergy control purposes we do not permit any modification of dishes. A discretionary service charge of 12.5% will be added to your final bill, inclusive of any prepaid items. All dishes are lovingly prepared in our kitchen where nuts and peanuts are prepared. Despite great care to ensure no cross contamination takes place any items served may contain traces of nuts. For more allergen information please speak to your server for our allergen matrix or scan the Kafooodle QR code above. For severe allergens please make our party planners aware ahead of your booking with us.

## 2.5 - Pre-Theatre Menu



### FOR THE TABLE

#### CIABBATA BREAD

today's loaf & miso butter V,S,D

4.5

#### GORDAL OLIVES

cured green spiced spanish olives VE,GF

4.5

#### MIXED NUTS

roasted in maple syrup & togarashi N,SE,VE

4.5

#### PADRON PEPPERS

blistered green spanish padron peppers & smoked salt VE,GF

6

### STARTERS

#### SOUP OF THE DAY

croutons V,GF\*

#### BREADED CHICKEN GOUJONS

bbq sauce D

#### DUCKLESS VEGETABLE SPRING ROLLS

char-sui bbq sauce VE,S,SE

#### VEGETABLE CAPONATA

aubergine, red pepper, mint, pine nuts & toasted almond flakes VE,N,GF

### MAINS

#### 120g FLAT IRON STEAK

fries & rocket salad

#### SAUCES 2.5

Peppercorn Sauce V,D,GF

Chimichurri VE,GF

Tarragon V,D,GF

BBQ D

#### FISH PIE F,D,C,M

poached scottish salmon, king prawn, smoked haddock & saffron white sauce, mash, panko breadcrumbs & vegetables

#### CHICKEN SUPREME N,D

red hazelnut pesto, lentil & spinach salad with crushed new potatoes

#### VEGAN CAESAR SALAD VE,S

vegan chicken, bacon, parmesan & caesar dressing served in a tortilla basket

### SIDES

FRIES VE 3.5

| CREAMY MASH V,D,GF 5

| GARLIC CRUSHED NEW POTATOES VE,GF 4.5

SEASONAL VEGETABLES VE,GF 4.5 | MIXED SALAD VE,GF 3.5

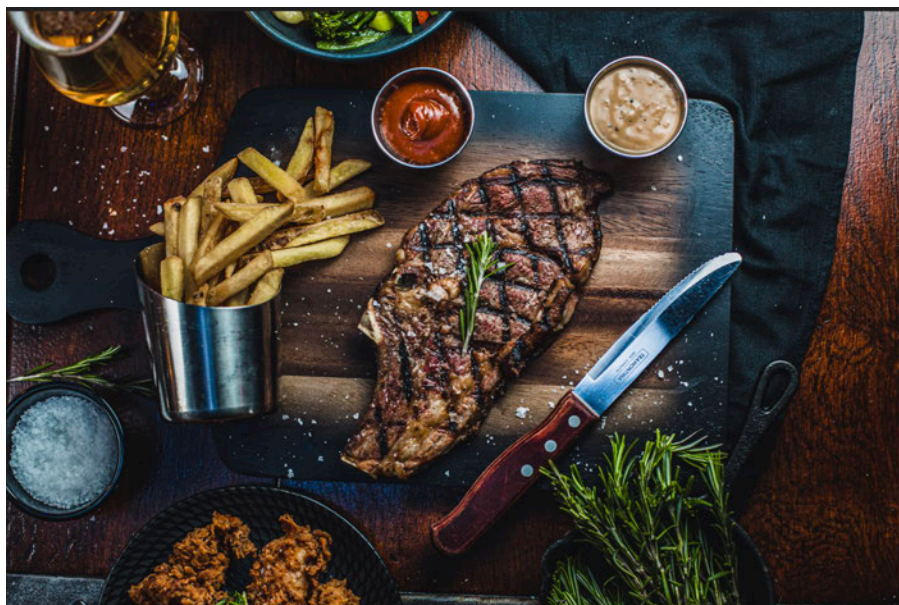


V - VEGETARIAN | VE - VEGAN | GF - GLUTEN FREE | N - CONTAINS NUTS | F - FISH | D - DAIRY

S - SOYBEAN | SE - SESAME | C - CRUSTACEAN | M - MOLLUSCS | \* - OPTION AVAILABLE ON REQUEST

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## 2.6 - Menu Photographs



### Flat Iron Steak and fries

(Available on all our main menus)



### Vegetable Caponata

(A vegan starter available on our main menu and Pre-theatre menu)



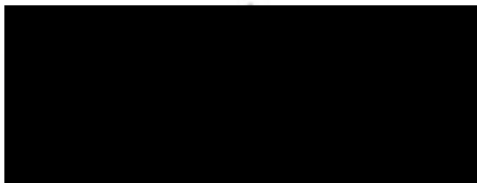
**Aged Angus Beef Burger** (Available on our weekday menu)



**Herbed Rare Tuna Steak** (Available on our weekday and weekend menu)

### 3. Organisations Testimonials

#### 3.1 [REDACTED] – Event Organiser for West End producers



17<sup>th</sup>. April, 2023

Dear Westminster Licensing Committee,

**Re: The Piano Works – West End**

I am an event organiser and have known The Piano Works since it opened in 2018.

I have worked in the West End my whole career and previously worked for Cameron Mackintosh as Head of Marketing and Sales for 35 years.

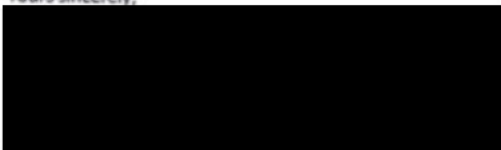
I am currently an independent Event Organiser working with most of the major West End producers, recommending and organizing bespoke events for film and theatre.

The Piano Works is a large venue with an excellent seating layout and state of the art staging, lighting and audio visual capabilities. I have staged events there in the past and feel that there is no comparable venues in the heart of theatreland that match the location and suitability for events such as First Night Parties for West End theatre productions, cast changes and Seasonal Events. And as importantly their food, service and entertainment capability is unique in the Leicester Square area

But, and this is the major problem, their capacity is simply too low at 400. For me to recommend an event space to producers they need a space that can hold a minimum of 600 guests. These prestigious events have to be held elsewhere in spaces that do not showcase London's creative sectors, often meaning we have to bus people out of the West End which is no easy task with West End traffic in theatre land at 21.30

If productions were able to invite 700 guests then I strongly believe The Piano Works would become the go to venue for a large majority Theatre Producers to hold their high profile Press Night parties providing a unique event space within easy walking distance of all of the major theatres allowing them to celebrate the creativity of what London can offer.

Yours sincerely,



Director

VAT Registration number 120 1744 64

Sue Uings is the trading name of Sue Uings Limited, Registered in England and Wales No. 07761540 registered office: 75 Westow Hill, London, SE19 1TX.



### **3.2 UKHospitality**

14 March 2023

**TO: CITY OF WESTMINSTER LICENSING COMMITTEE**

**RE: THE PIANO WORKS WEST END, 47 WHITCOMB ST, LONDON WC2H 7DH**

UKHospitality represents over 740 companies operating around 100,000 venues across the breadth of hospitality within England, Scotland, and Wales. Our membership covers the full scope of hospitality, from small independents to large multi-national sites operating across the accommodation, pub, bar, restaurant, night-time and leisure sectors. Before, during and after the pandemic UKHospitality has worked closely with the GLA, the Night Czar, London boroughs and a wide range of stakeholders to build and maintain a modern, diverse and safe night-time economy in London to the benefit of all.

We are aware that one of our member venues, The Piano Works, is applying to increase its capacity from 400 to 700 persons within a stress area. We wish to support their application. The venue provides a unique “live music on request” offering in London’s West End with a national and international reputation. This is the type of venue that appeals to a demographic beyond the 18-25 age group and so caters for a much more diverse clientele than most.

As members of UKHospitality, The Piano Works provides a much-needed music venue in the heart of London's Theatreland showcasing the amazing talent that London's musicians can provide to Londoners and visitors alike. We have lost so many live music venues in London that the remaining ones need all the support they can get.

Whilst we know that financial considerations cannot be solely used to justify an exception to policy, the importance of this grass roots music venue surviving has been recognised by The Arts Council who offered their support during the Covid lockdown by way of a grant. The Piano Works is valuable not only to central London's diverse night-time economy but also to secure London's place amongst the best live music cities in the world.

UKHospitality shares the Mayor of London’s vision for London as a 24-hour city, which has the stated aim of building a night-time culture which promotes culture and leisure for all ages and interests, ensures safety for residents, visitors and night-time workers and works closely with businesses, boroughs and the police to create a balanced and sustainable night-time offer. The Piano Works is a venue that plays a key role in achieving this vision, with its specific offer and the benefits it brings to the both the West End and the wider London cultural scene as highlighted above.

As one of the largest employers of independent musicians in the UK, The Piano Works performers were unemployed for seventeen months during lockdown. However, not wishing to stand idly by, The Piano Works founder Alan Lorrimer wanted to help the hospitality sector to reopen as successfully as possible.

16

He initiated three campaigns during lockdown:

1. The UK Grand Summer Outdoor Cafe campaign was supported by 160 operators that proposed that the UK adopt the initiative successfully launched by the Mayor of Vilnius in Lithuania which allowed venues to simplify placing tables and chairs outside their premises.

The idea became law and allowed a much quicker and simpler application process which has continued to greatly benefit operators.

<https://www.standard.co.uk/reveller/restaurants/social-distancing-al-fresco-restaurants-bars-uk-grand-outdoor-summer-cafe-campaign-a4446441.html>

2. Along with [REDACTED] leading sector lawyer and Head of Leisure at CMS, and [REDACTED] of the Night-Time Industries Association, they asked Chancellor Rishi Sunak for changes to EIS tax incentive schemes to boost private investment in the sector and provide an alternative to government loans. Sadly, this was not adopted.

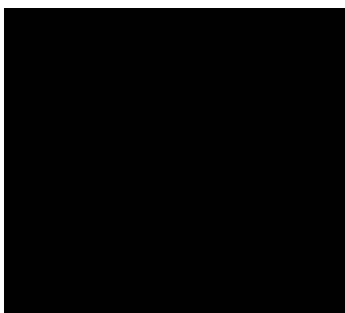
<https://www.cityam.com/exclusive-hospitality-bosses-tells-sunak-to-encourage-investors-to-back-struggling-firms/>

3. Alongside [REDACTED], CEO of leading leisure property advisors [REDACTED] and many other operators they called upon the government to implement Australia's successful rent relief scheme so that thousands of commercial businesses who had been impacted by Covid-19 could survive past the end date of the Rent Moratorium that was in place. The government subsequently introduced legislation mandating a code of practice and arbitration process.

<https://www.gov.uk/government/news/new-law-to-resolve-remaining-covid-19-commercial-rent-debts-now-in-place>

I hope the above demonstrates our belief that as a business playing a key role in building a modern and vibrant London night-time environment, The Piano Works deserves support from the Council for their application. Put simply, it is a venue that is good for London and good for the UK.

Yours sincerely,



[REDACTED]  
Chief Executive  
UKHospitality

### **3.3 Music Venue Trust (MVT)**



Music Venue Trust,  
PO Box 69,  
Tunbridge Wells,

Registered charity no. 1159846

30 August 2022

#### **The Piano Works License Application**

To whom it may concern,

Music Venue Trust (MVT) is a registered charity, created in January 2014 to protect the UK live music network by securing the long-term future of iconic grassroots music venues (GMVs) such as Hull Adelphi, Exeter Cavern, Southampton Joiners, The 100 Club, Band on the Wall, Tunbridge Wells Forum etc. These venues have played a crucial role in the development of British music over the last 40 years, nurturing local talent, providing a platform for artists to build their careers and develop their music and their performance skills.

We work to gain recognition of the essential role these venues fulfil, not only for artist development but also for the cultural and music industries, the economy and local communities. We aim to preserve and improve venues, making them more efficient and improving the experience for performers and audiences.

During our first few years, one of the key pieces of work in which we were involved was the Mayor of London's Music Venues Taskforce which led to the London's Grassroots Music Venues Rescue Plan (October 2015) and follow up report Making Progress (January 2017). As part of this process we mapped London's venues and evidenced their value to communities, the economy and the culture of London. Across London 35% of venues were lost between 2007 and 2015, with the situation in central London being particularly severe (including the loss of The Astoria and the 12 Bar Club). Making Progress showed an improvement, demonstrating that the measures laid out in the Rescue Plan and a real conversation about the value of London's grassroots music venues (economically as well as culturally and socially) are benefitting the city. There is still much work to be done to ensure that London continues to have a world class music offer for both residents and visitors.

UK Music's Wish You Were Here 2017 report states, "The money generated by live music events in the capital crashed through the £1billion barrier in 2016," but the report also says that, "We need to do more to protect smaller venues, many of which are fighting for survival." How refreshing it is then to find a venue in London which has created a model so successful that they have expanded to


18

additional premises. The Piano Works has, since opening in July 2015, established both an excellent reputation and a strong business model.

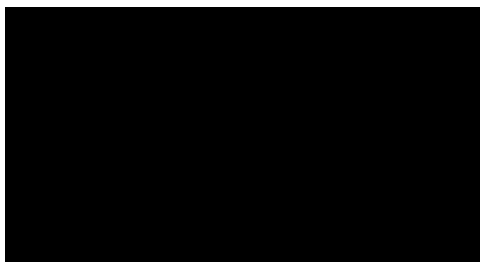
They train musicians, provide work for them seven nights a week and attract a loyal and well-behaved clientele. The Piano Works regularly employ 51 musicians, provide monthly showcases for The Songwriters Academy who mentor new singer/songwriters and for Caffe Nero who search for new talent to feature on their store playlists.

The Piano Works is listed as one of London's grassroots music venues (GMVs) for the opportunities they provide for talent development, with facilities and a programme offering the chance to hone performance and audience engagement skills. A further venue offering the same model in central London will be a very welcome addition to the map of GMVs, enhancing the music offer to music and theatre fans in a key area for tourism. MVT are delighted to see The Piano Works open in the Borough of Westminster.

The Piano Works is a member of the national collective Music Venues Alliance and each year attends the national networking event Venues Day which seeks to bring together the UK's GMVs. It is MVT's great pleasure to support the team and their work.

Should you require any further information or wish to discuss this please do not hesitate to contact me by email 

Yours sincerely



For further information please see the following links:

Music Venue Trust: <http://musicvenuetrust.com/> and <http://musicvenuetrust.com/about/> Music Venues Alliance

<http://musicvenuetrust.com/music-venues-alliance/> Venues Day 2016

<http://musicvenuetrust.com/2016/01/venues-day-2016-18-oct-atroundhouse-london/>

Articles in support of the need for MVT's work and the grassroots music sector in general can be seen here: <http://musicvenuetrust.com/news-2/>

### 3.4 Caffe Nero



#### To whom it may concern

As one of the founders of Caffe Nero, I have been responsible for developing the music programme for Caffe Nero which has become an important element of our brand.

We have worked closely with Alan's team over the past years putting on monthly music showcases in Pianoworks which have featured some of the UK's finest unsigned musicians. Pianoworks has become our favourite London venue to put on live music as a result of its professionalism and quality of its service, personnel and physical space. We have never had any issues with security or management of the venue and we enjoy working with such a good business.

Over the past years Caffe Nero has helped to develop many musicians including world class talent such as Jack Savoretti and having a venue like Pianoworks available to us is absolutely critical in maintaining our music programme and continuing to develop talent.

London has already lost far too many live music venues over the past years and the development of The Piano Works is a welcome change in this sad decline and will ensure that the live music industry remains a key part of the attraction that has always been part of London. We support The Piano Works 100% and hope to be able to put live music on in this location for many years to come.

Should you require further information, please do not hesitate to contact me.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 3.5 The Songwriting Academy



I am the founder and head course instructor of The Songwriting Academy. We train and develop songwriters and artists aiming for success in the music industry, through a range of courses, mentoring and live performance nights.

We currently host regular nights looking for new talent and showcase curated artist nights every month at The Piano Works, Farringdon, which we find to be an excellent venue to give artists a professional stage with an informed and appreciative audience. Our year culminated this Spring with our “Share The Success” awards ceremony at TPW.

We believe live music to be essential to the development of new artists and songwriters alike and unfortunately central London is sadly lacking in venues dedicated to this. TPW is an exceptional and rare venue where not only is there a fully equipped sound system to cope with single performers up to full bands, but the lighting, staging and atmosphere is perfect for all performers to develop their performance and audience engagement skills.

The Piano Works holds monthly showcases for other organisations including Caffè Nero, searching for new talent to feature on their store playlists, pay royalties and tour. TPW also trains musicians, provides work for them seven nights a week and attracts a loyal and well behaved customer following that loves the non-stop audience requested repertoire.

I believe The Piano Works will be a very much needed and welcome addition to London's live music scene and all of us at The Songwriting Academy fully support their second live music venue of the high calibre of The Piano Works.

Kind Regards



### 3.6 Emerging Talent



Over the years I have worked closely with the team at Pianoworks on a weekly Emerging Artists night. We have had over 250 emerging artists perform at Pianoworks which is a phenomenal achievement I believe. Musicians from all over the country and the world showcasing a number of genres.

I believe the venue is an incredible showcase platform for new artists and it pivotal in the enhancement of new music and musicians in the UK.

It is venues like Pianoworks that keep the live music scene alive and help it thrive in the UK.

The dedicated team headed up by Amie and Alan are enthusiastic about new musicians and nurturing new talent.

From our show case nights we have launched artists on tour throughout China, Russia and the United States.



## **4. Musician Testimonials**

The musicians also helped compile a video reflecting on their experience working at The Piano Works.

This can be viewed using the following weblink: <https://youtu.be/sXu6VHUdMnA>

**The Piano Works Musicians were asked to answer the following three questions based on their own experiences of working in the venue.**

- 1. How do you feel The Piano Works contributes to the live music industry within London?**
- 2. How would you describe your audience?**
- 3. What are the personal benefits you have gained from working at The Piano Works**

**The answers they gave in response are listed below.**

1. I think the piano works provides the industry with exceptional chances for musicians to meet each other and network in a fun and engaging environment. It offers everyone who works there and attends to be a part of a great musical environment.

2. The audience are a varied mix of people of all gender, race, and age. The piano works is a venue that attracts people who like music and it is great to have an atmosphere which brings everyone together to appreciate good music regardless of social, race, and gender boundaries. The audience want to have a good time whilst listening to great music.

3. Personally the piano works has given me a stable job in an incredibly tough and ever-changing industry. It is a rare commodity which most musician wants to be a part of and why people continue to stay and work here.

- [REDACTED], *Drummer*

1. I feel it encourages people to support the ever-valuable live performance element of music in a world where, increasingly, venues of this type resort to 'easy' options which do little to inspire the clientele or engage them in a unique way.

2. I see people of all walks of life in there-tourists from around the world, students new to London, city workers and 40s up. I feel the diversity has a lot to do with the live music and spontaneous nature of the performances-everyone seems to love it!

3. I have met a wide range of musicians and have gained loads of performance confidence. As a professional musician I didn't think the Piano Works would have quite as much an effect on me as it has and am really proud of being able to contribute to its continued success.



- [REDACTED], *Drummer*

1. This is a unique music experience from which any substantial city could benefit. It's the only night out like it in the city, and of all the gigs I do in London, this is my favorite. We have the opportunity to play any style, and genre, and each night is different. A tailor made experience between us the musicians and the crowd of patrons.

2. The audience varies from night to night. The main connecting factor from night to night is how appreciative they are to us the musicians.

3. Pianoworks gives me the opportunity to play all genres and styles. I rarely get that chance anywhere else. It also fosters an family atmosphere amongst all the staff, and I think the audience can feel that.

- [REDACTED], *Pianist and Vocalist*

1. The Piano Works contributes in a huge way to London's music scene as it's the only place I am aware of where it's possible to see high quality live music every night of the week until late in a safe and friendly environment.

2. The audience is high energy, diverse and demanding of musicians on stage due to the quality they have come to expect.

3. Personal benefits that I have gained are an improved sense of how to interact with an energetic crowd both physically and musically. Also the demands of the gig have improved my ability to play 'by ear' and has strengthened my connection with the instrument and the other musicians on stage. There is a fantastic sense of community amongst us all.

- [REDACTED], *Saxophonist*

1. It affords ordinary members of the public the unique opportunity to see their own choice of song played at close quarters by live musicians of the highest professional standard. It affords the musicians regular employment and constantly challenges them to improve and learn new material.

2. Enthusiastic, predominantly young professionals.

3. Aside from the obvious regular income, as a musician I feel my standard of performance has definitely improved, due to constantly being challenged by working with a range of musical styles, with various combinations of musicians. However, arguably the greatest benefit is being part of a genuine sense of community around the venue, which extends not only amongst the musicians but amongst everyone, from bar staff to security and management. The management of The Piano Works have above all assembled a team of people who are a pleasure not only to work with but also to be around, and they have made good character as essential a part of their recruitment criteria as professional competence.

- [REDACTED], *Guitarist*

1. Where else can you guarantee being able to listen to songs that you will know played live every single day of the week? A lifeline for working musicians who want to be challenged every time they gig. With that many diverse singers, pianists and instrumentalists in one team, it must be one of the best networks for live musicians in London. Every single gig is different and even the same songs will never be played quite the same twice

2. Tourists, city workers, birthday groups, every type of person you could imagine, which is probably why we end up playing every type of song you could imagine!

3. Keeps me on my toes, expands my repertoire, makes me listen harder, strengthens my voice, looks to be enriching my social life too!

- [REDACTED], *Pianist and Vocalist*

1. The live music industry in London, shamefully, is dying. Piano Works has provided a much needed injection of life into the industry. Every week, hundreds of people are welcomed through its doors and engage with a live show like nothing else in London. The sight of 500 people singing arm in arm at the top of their lungs, lead by the Piano Works band is truly a sight to behold!

2. The Piano Works audience are fun loving, every day people who want a real live music experience.

3. The benefits of being one of the Piano Works pianist/singers is the chance to make great music with an incredibly talented band, the inspiring energy that radiates off the Piano Works crowd, and the feeling of belonging to an incredible musical family.

- [REDACTED], *Pianist and Vocalist*

1. Piano Works offer an alternative live music experience in London and the opportunity for great musicians to perform on a near daily basis to large crowds enjoying their performance. It is a challenge for musicians playing only requests and never knowing what song they are next to play and therefore continues to be an exciting performance for the musician also. Although it's not offering a night of original music session musicians are usually playing other people's songs, so in that sense Piano Works is no different and adds to the live music industry in it's own unique way.

2. The audience can be described in two halves. Half love listening to live music, particular songs, good musicianship and watching live music being performed. The other half enjoy having a good night out, drinking with friends and singing along to tunes they would or wouldn't necessarily hear in a club. Both make The Piano Works what it is and offer a variation in requests and atmosphere so you can be singing Queen one minute, Eminem the next and then trying a song you've not heard yourself in a long time!! Everyone is having fun.

3. Regular gigs, playing with a band (of great musicians) and not as a solo performer, being part of a family/team, taking on the challenge of learning new songs and pushing myself at times off and on stage.

- [REDACTED], *Pianist and Vocalist*

1. Piano works is unique and really incorporates the audience, more than any other music venue I've been to.

2. The audience are great fun and always surprise me with their diversity in taste. The requests can be very unexpected.

3. I have grown hugely as musician since being part of the piano works team. I have learned to perform artistes and genres I had never considered before.

- [REDACTED], *Pianist and Vocalist*

1. The format which is interactive, for the first time bridges the gap between punter and performer in a way not experienced before. It's almost as though the audience have a chance to be a part of that performance. The enthusiasm and vibe is like nothing else available on the scene.

2. The audience are very much a part of the whole set up. They really want you to show what you can do and push you to your limits as a performer. It's like doing a wedding gig every time, which means that the crowd is on top form.

3. As a musician, I've had to play songs I wouldn't dare to do before and found them very enjoyable and successful. It's a great place to network and meet other musicians and there's a team/family atmosphere.

- [REDACTED], *Pianist and Vocalist*

1. Piano Works offers regular work for musicians in a nice, fun and friendly environment, There is no other venue like Piano Works, that offers that amount of live music.

2. I think people that come to Piano Works, are looking for a great night out, dancing and singing along to their favourite tunes and sipping the tasty cocktails. It doesn't really get any better than that.

3. I've met so many talented musicians at Piano Works, and learned a lot from each and every one along the way. Every night is always different, and it never gets boring – that's the beauty of the place.

- [REDACTED], *Pianist and Vocalist*

1. It's vital. There aren't live music "piano based" bars about; most bars relying on DJs and ipods for music and entertainment.

PW has a unique formula of employing high quality musicians (and bar staff) that guarantees people have a good time reflected in the sheer volume of requests that end up on the piano at the end of a shift. Music is ALWAYS best when it's live and bars like PW create opportunities for that.

2. The audience varies according to the time spots and days. Early evening brings in the business customers and a later licence allows for a younger party seeking crowd. There are never two nights the same -There's a broad spectrum of clientele ranging from young to old.

3. As mentioned music is best live, and being a heavily request based job means weekly I have to take the time to be disciplined and learn what is current and being asked for.

It's also a joy to be able to work alongside fellow musicians who love what they do.

- [REDACTED], *Pianist and Vocalist*

1. I feel the Piano Works contributes to the music scene in allowing artists and musicians to express themselves and hone in on their skills whilst allowing them to earn a living. I feel it has a huge market and audience that allows the artists and musicians to show off themselves to this audience.

2. I feel the audience is a wide variety from people who just enjoy listening to great music to people that are in the industry at the moment.

3. My skill levels on the piano has been pushed and for that have risen. My voice has grown stronger and my knowledge of songs have grown vastly. I also feel I have become a much better performer due to the Piano Works.

- [REDACTED], *Pianist and Vocalist*

1. As a session player who travels all over the world with music, I can honestly say the Piano Works is a one-off. The interaction between band and audience creates an atmosphere that's unlike anywhere else I know. Anyone can go there, and they always leave having had an incredible time. In that sense the Piano Works is the most inclusive live music venue in London for it's audience and really valuable to the scene.

2. Whether it's music enthusiasts or friends just having an evening out, there's always people dancing and appreciating the music.

3. The on stage communication is amazing. You've got to be 100% focused on the sound you're creating as a band and always on your toes for the next song with it being a requests show. The Piano Works really makes you bring your A game when you play.

- [REDACTED], *Drummer*

1. Piano Works one of the few (if not only) music venues that the public know that they can go to to listen to live music every night of the week. The quality of musicianship is high and the fact the people are able to choose what they want to listen to is a huge plus. In terms of the music industry, it's made a big difference. The venue is providing work for many musicians every week, quite a few of whom would previously only be playing/singing at weekends, due to a lack of venues. Musicians who wouldn't otherwise have met are having the opportunity to play together and learn from the experience that each one has built up within their time in the industry. Younger, really talented musicians, who may not have previously been working much, due to not having built up many contacts yet, are having the opportunity to be working... Amazing talents that may otherwise have fallen along the wayside, if they couldn't earn enough money to survive. The standard at Piano Works started high and has got even higher, with ever more polished performances, over the time that the venue has been open. Many great musicians who come to the venue can't believe how tight the band is, especially considering that we are playing requests all night long. If the standard continues to rise, the more people have the chance to be playing so many nights of the week, the venue will produce some scary talents! Piano Works has become a lovely community of musicians, providing friendships, nurturing and networking, amongst countless other benefits

2. The audience is really varied; all ages and nationalities; people working in the city, families, couples, groups of friends, young and old. Many people come a long way to enjoy the atmosphere. That is what makes the place so much fun and the requested songs so varied. Seeing such a hugely diverse audience all having a great time together and enjoying all of the different genres of music is a complete joy to watch and to be part of.

3. Piano Works has given me the opportunity to play a vast variety of music on a regular basis. It's allowed me to develop my skills set and build up more stamina, physically and mentally. Whenever there is a song requested that I'm not completely familiar with, I go away and learn it, therefore expanding my repertoire and helping me to be gig-ready for any situation or any band. We all listen to each member of the band and learn from their feel/timing etc. when they are knowledgeable in certain styles. Many "bread-butter-gigs" that I do consist of playing the same sets every night, with not much time for improvising/self expression. Piano Works is different, the sheer vastness of the repertoire and the opportunity to take solos has given me the chance to grow more as a musician, something that I've been able to do over many years in the industry, but never in such a short time-scale.

Another big plus is financial security. I'm lucky to be fairly busy in the industry, but having a residency gig (especially one that is open so many nights of the week) really takes the pressure off. It gives us the leeway to take on projects that may not pay well, but are musically satisfying and are helping to push boundaries within the music industry. For example, I am able to work with musicians who are producing their own music, but maybe don't have a big budget, on days when I may have previously had to take a better paid gig to pay the mortgage.

I've made many friends at Piano Works, of all ages and from all walks of life. It really does feel like a family and that's testament to the way that the venue is being run and everyone involved. I chose to spend my recent Birthday at Piano Works because I wanted my friends and family to experience what a really great place it is to be.

28

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- [REDACTED], *Trumpet*

1. I think that this is one of the finest live music venues in London. It gives people a chance to experience the true sound of a live band while still being able to identify with the music that they're listening to. Also it's one of the few venues in London that gives 50+ musicians solid and reliable work, which is something that doesn't occur often in the live music world.

2. The audience is always receptive and appreciate the work that goes into playing the songs we play, whether musically inclined or not. No matter if we play an all time classic, or a current chart topper, they are so grateful and recognize the talent and skill that goes into doing what we musicians do.

3. Piano Works has given me so much more confidence as an artist and musician. It has improved my musicality, my repertoire, my keyboard and vocal skills and my ability to work with other musicians. The relationships I've formed with my colleges both on and off the stage have also been a wonderful part of working at the Piano Works.

- [REDACTED], *Pianist and Vocalist*

1. Any venue that offers a 7 days a-week live music show is worth it's place in the cultural life of this or any other city. It's a fantastic venue and the general musicianship of the performers and whole concept is unique.

2. The audience is quieter and more selective from Mon to Weds and wilder and more mainstream from Thurs to Sat. Their excitement at every single gig is, in my opinion, prove enough that people are still appreciative and hungry for live music and its extraordinary energy. It's simply irreplaceable.

3. As musical training it is amazing. Having to learn so many songs in so many different styles (some of them way out of your comfort zone) while at the same time keeping the audience happy, participating and dancing is pretty much the essence of our job. It gave me a much higher and immediate appreciation of an audience's needs and demands. It's certainly is a great training for all musicians, specially singers/pianists.

- [REDACTED], *Pianist and Vocalist*

1. Piano works creates so many more job opportunities within London for musicians. This has been needed for so long. Being a musician is known for being a very unstable job but Piano Works has managed to turn it into a stable job which is incredible! It is also a one in a kind venue. With the unique concept of a request only venue, it has managed to create an amazing atmosphere and great relationship between the audience and musicians on stage making it that much better than a standard venue that might have some live music for a couple hours followed by an iPod or DJ. I do believe the piano works is invaluable to the live music industry and should be applauded for the amazing vibe they have created. I absolutely loved it as a customer coming monthly for almost a year before actually

auditioning and becoming a member of the family!

2. Mainly young professionals who love live music and know they are guaranteed a night of high quality live music any night of the week!

3. Piano Works has been a life saver financially for me. After numerous years suffering with severe anxiety over my finances, The piano works has helped pull me out of that mess and I'm now in a very stable position which I'm forever thankful for. It has helped build my confidence musically and my musicianship skills are getting better and better with each gig due to the challenging nature of the job and this has been seen in other music work I do. The main thing for me though is the awesome new family I have gained! The directors are amazing and so supportive of everything from professional to personal situations. The musicians are incredibly talented and an absolute honour to work with! I feel incredibly privileged to call myself a piano works musician and I will be forever grateful to have been given a job there.

- [REDACTED], *Pianist and Vocalist*

1. It is a very important showcase for LIVE music. A reminder for all concerned, that whilst a DJ set can be good, nothing can compare to a live and 'interactive' band. It is a unique and 'personal' experience.

2. I believe our audience is predominantly, people who live and work in the capital. Although very often we are visited by people from further afield. More often than not, they have travelled into London for a night out with friends. They are fun loving, music loving people of every type. Every ethnic background, every age group. It would be very hard to specify a 'Pianoworks' type.

3. It is a regular gig in my own home town... This is unfortunately, much more rare than you would imagine. So many new clubs and bars start off with the best of intentions, but somehow they cannot maintain the momentum. The management structure enables me as a musician, to concentrate solely on performing. It has also been an opportunity for me to hone my musicianship and reflexes (It is an incredibly demanding gig). And last but not least, I have been a part of something unique and very special. There is a real 'family' feeling amongst everyone who is associated with Pianoworks. Everyone has their part to play in delivering an amazing night out for the people.

- [REDACTED], *Saxophonist*



## 5. Charity Testimonials

### 5.1 Samaritans

The Piano Works  
113-117 Farringdon Road  
London, EC1R 3BX

The logo for Samaritans, featuring the word "SAMARITANS" in white, uppercase, sans-serif font, centered within a solid green rectangular background.

Sing for Samaritans & The Piano Works:

It is always a pleasure to work with team at The Piano Works to present Sing for Samaritans. The team have been incredibly supportive of any collaboration since we first approached them for their involvement and support in June 2016.

Sing for Samaritans is an exciting and vibrant Fundraising Campaign for Central London Samaritans. In the last year the campaign has developed to present a Pop-Up Festival, Live Music events, Choir events across Central London Stations and Workshops. The Piano Works have helped shape the development of the project and are one of the most vibrant and popular aspects of the project.

The Piano Works presented two evenings for Sing for Samaritans in their stunning venue featuring special performances from other Sing for Samaritans supporters (Enchorus and Divisions) alongside their resident musicians. My experience of working with the team from Management, Marketing, Music and Operations has always been an immense pleasure. Their level of customer service is exceptional and their commitment to the charitable cause was inspiring to many of our supporters and other partners. The feedback from the Choir Director of Enchorus and lead singer of Divisions, both professional performers (West End & TV) was very positive, echoing my own experiences.

The Piano Works also participated in Sing for Samaritans, a Christmas Chorus providing a fantastic live music performance and donating 100% of their mulled wine and mince pie sales to the Charity making them the largest financial supporter of the event. This event raised a record amount of £8,500 and it was a privilege for The Piano Works to be a part of this. In total The Piano Works helped raise £10,000 contributing to the Sing for Samaritans total through their participation across multiple ventures.

As the founding and largest branch of the National Charity, Central London Samaritans provides a critical front-line service for some of London's most vulnerable people. Since opening our doors in 1953, we have never closed our phone lines to our callers. Led by our volunteers, we now receive over 100,000 calls for help a year via our helpline, email and SMS. We rely on public donations and the support of our partners and local businesses.

The support of The Piano Works is hugely appreciated, the team are always receptive and I always look forward to working with them through Central London Samaritans and hope to continue to do so in support of additional charitable causes.

[REDACTED]

## 5.2 BMI Healthcare

March 2016 – May 2017

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The entertainment Suzie and her team provided for the BMI Healthcare charity ball in Manchester this June, in aid of the charity Prevent Breast Cancer in which we raised £17,000, was next to none... The performance and concept is so unusual and it works unbelievably well!

We had so much great feedback following the event about the music – I would not hesitate to recommend Suzie and her team again!

[REDACTED]

[REDACTED]

### 5.3 Ask For Clive – Pub Pride

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Ask For Clive have been present at piano Works since 2019, and Pub Pride packs were bought in both 2021 and 2022 for both venues. We have just proudly purchased our packs for 2023 and are beginning to plan our event with them.

Last year, [REDACTED] our Marketing Manager put together a fundraiser for Pride month with Chambord, selling mwah-tini's and chambord berry spritz all month for £6.50 with £2 of the proceeds from that cocktail donated to Ask for Clive.

Here is a photograph of [REDACTED] from Pub Pride with some of our team and our donation of funds raised - £2,000.



## 5.4 The Ukraine Appeal

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Hospitality Operators across the UK are desperate to help the people of Ukraine who are suffering hugely from lack of shelter, safety, water and food.

Alan Lorrimer, founder of live music venues The Piano Works along with Operations Director Tristan Moffat are calling on their fellow operators nationwide to join a campaign to help the beleaguered people of Ukraine.

The UK's Hospitality Ukraine Appeal hopes to unite UK operators to do what they do best – caring for people – but this time outside of their own four walls 1300 miles away.

Our proposal requests that operators offer their dining guests the option to donate a discretionary £1 per person. The Piano Works will go one step further and will match their own guest's donations with an equal £1 per cover.

If every guest at The Piano Works ops in we could raise over £2,000 every week meaning that with our matching we could potentially raise £4k per week.

We ask operators to sign up by contacting [REDACTED] and we will forward them a joining form and a welcome pack.

In addition to this campaign, we are keen to offer our job vacancies, subject to Govt guidelines and their right to work, not only to people resettling in London from the Ukraine but also from other war torn areas such as Yemen, Afghanistan or Syria.

With the current staff shortages that hospitality face this is an opportunity for refugees to rebuild their broken lives and look forward to their future. It will also enable our sector to recruit much needed staff and fill the shortage gaps across the entire sector.

All proceeds will go directly to the British Red Cross Ukraine Appeal.  
We stand with Ukraine.

**To date we have raised £16,977.54 to help those in need.**

## 5.5 Pride Parade

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Diversity, inclusion and the safety of our team and guests is at the heart and soul of our vision, values, and everything we do. We go to great lengths to ensure that The Piano Works venues provide a safe and welcoming space within London's night-time economy for all who wish to join us! In our house we are all equal.

It was such a huge honour for our team at The Piano Works to participate in the Pride celebrations in the Summer of 2022 and parade through central London. We hope to participate again in the coming years and to continue to openly show our support to the LGBTQ+ community.

Here is a link to a video compilation of some of our best moments and memories of that day!

[https://www.instagram.com/reel/CfjhTWTIqDL/?utm\\_source=ig\\_web\\_copy\\_link](https://www.instagram.com/reel/CfjhTWTIqDL/?utm_source=ig_web_copy_link)

## **6 - The Piano Works West End** **Management of Outside Area & Dispersal**

The aim of the procedures laid out in this document is to ensure there is an absolute minimum of noise and to prevent any nuisance being caused to our neighbours and the general public.

All staff will be trained in the procedures and will receive regular refresher training. This document will be reviewed on an annual basis to ensure its effectiveness and relevance is not compromised.

### **1. Roles and Responsibilities**

1. The manager in charge will be responsible for ensuring the plan is fully implemented.
2. There will be a briefing each trading night where staff are assigned specific roles and responsibilities.
3. The briefing will be documented and will address any issues or complaints from the previous trading night.
4. Each briefing will consider any aspects of trading that could cause a nuisance to neighbours and put appropriate measures in place accordingly.
5. The briefing will also ensure that each member of staff has an effective means of communicating with the manager and other members of staff.

### **2. Entry Controls**

1. Whenever there is a queue it will be supervised at all times by at least one door supervisor to ensure guests do not congregate outside.
2. Guests in the queue will be advised on likely waiting times.
3. Guests will be advised that entry may be subject to a search.
4. If waiting times for entry are excessive customers will be asked to leave.
5. Any guests causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be REFUSED ENTRY and asked to leave.
6. A manager will check the outside area regularly throughout the night.
7. A manager will be on duty at the entrance on busy nights.
8. The entrance must not be obstructed.

### **3. During Trading**

1. Door supervisors outside The Piano Works WE (TPW - WE) will wear high visibility clothing.
2. Door supervisors will monitor activity in the vicinity of TPW throughout each night to prevent crime and disorder, noise or disturbance arising from customers.

3. Door supervisors will discourage illegal taxi touts from congregating outside Studio 88.
4. Guests will not be allowed to take drinks outside.
5. Door supervisors will ensure customers do not congregate outside. Any guests outside will either be directed to the smoking area or back inside TPW.

#### **4. Guests Smoking**

1. Guests will only be permitted outside to smoke in line with Smoking Policy.
2. The smoking area for TPW – WE is in a designated area at the front of the building to the left hand side (as you look at the entrance on Whitcomb Street).
3. A door supervisor will be stationed at the smoking area to monitor guests smoking.
4. Notices will be prominently placed in smoking areas reminding guests to be quiet and consider our neighbours.

#### **5. Exit Controls**

1. Door supervisors will endeavour to control a slow stream of customers and guests leaving TPW - WE.
2. Door supervisors will be proactive about dispersal of groups of people outside TPW - WE.
3. Guests will be encouraged to leave the area quickly and quietly.
4. Guests will be directed towards Coventry Street and the nearest transport links as they leave TPW - WE.
5. Door supervisors will patrol the street outside Studio 88 to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry in the future.
6. A manager will be on duty and stationed at the exit 30 minutes from close to oversee dispersal. For this period at least two door supervisors will also be on duty to assist with the safe dispersal of guests.
7. As customers leave and TPW - WE empties, door supervisors from inside TPW will be posted outside to assist with dispersal.
8. Guests will not be allowed to take drinks with them as they leave. Security will be posted at the exit to prevent this happening.
9. Security will help flag down black cabs or help customers call Ubers with an agreed pick up point. Guests will be asked whether they would like a car booked for them upon arrival.
10. Car service vehicles and taxis will be directed to wait in Whitcomb Street. Guests will be directed there by the door supervisors.
11. Door supervisors / the door host will advise reception of a taxi's arrival and the guest's name. Reception will then advise the member or guest that their taxi has arrived.
12. Guests waiting for ordered taxis should only leave TPW once their car has arrived. Guests will be advised to not wait outside if their car is not yet there.

**6. Other Measures**

1. The tempo of music will be slowed down and the volume will be lowered gradually at the end of the night to encourage guests to exit in a calm manner.
2. The brightness of the lighting inside will be increased gradually as part of a 'cooling off' period.
3. Guests will be supplied with information on transport options available late at night.
4. Notices will be prominently displayed at exits requesting the guests to respect the needs of local residents and to leave TPW and the area quietly.

**7. Complaints procedure and contacts**

1. A telephone number will be available to local residents for them to call during events should they have an issue. The telephone number will be published on the website.
2. Any complaint will be dealt with promptly by the senior member of staff on duty. The complaint will also be reviewed and followed up by the Designated Premises Supervisor (DPS) on the next working day.
3. A detailed record will be kept of any complaint received. This will include the nature of the complaint and action taken together with the details of the complainant.



## 7 - Alan Lynagh Capacity Confirmation Letter

**From:** "Lynagh, Alan: WCC" <alynagh@westminster.gov.uk>

**Date:** 23 March 2023 at 16:17:06 GMT

**To:** [REDACTED]

**Subject:** RE: The Piano Works, West End

Hello Vicki,

Many thanks for the report and I am content from my technical perspective that with the figure of 725. I will email the EHO to advise but clearly there are other policy considerations they will have separate to the public safety considerations.

Best wishes,  
Alan

## **8 – Full Occupancy Assessment Report**

See document entitled 'Occupancy Assessment conducted for The Piano Works'.



14 March 2023

**TO: CITY OF WESTMINSTER LICENSING COMMITTEE**

**RE: THE PIANO WORKS WEST END, 47 WHITCOMB ST, LONDON WC2H 7DH**

UKHospitality represents over 740 companies operating around 100,000 venues across the breadth of hospitality within England, Scotland, and Wales. Our membership covers the full scope of hospitality, from small independents to large multi-national sites operating across the accommodation, pub, bar, restaurant, night-time and leisure sectors. Before, during and after the pandemic UKHospitality has worked closely with the GLA, the Night Czar, London boroughs and a wide range of stakeholders to build and maintain a modern, diverse and safe night-time economy in London to the benefit of all.

We are aware that one of our member venues, The Piano Works, is applying to increase its capacity from 400 to 700 persons within a stress area. We wish to support their application. The venue provides a unique “live music on request” offering in London’s West End with a national and international reputation. This is the type of venue that appeals to a demographic beyond the 18-25 age group and so caters for a much more diverse clientele than most.

As members of UKHospitality, The Piano Works provides a much-needed music venue in the heart of London's Theatreland showcasing the amazing talent that London's musicians can provide to Londoners and visitors alike. We have lost so many live music venues in London that the remaining ones need all the support they can get.

Whilst we know that financial considerations cannot be solely used to justify an exception to policy, the importance of this grass roots music venue surviving has been recognised by The Arts Council who offered their support during the Covid lockdown by way of a grant. The Piano Works is valuable not only to central London's diverse night-time economy but also to secure London's place amongst the best live music cities in the world.

UKHospitality shares the Mayor of London’s vision for London as a 24-hour city, which has the stated aim of building a night-time culture which promotes culture and leisure for all ages and interests, ensures safety for residents, visitors and night-time workers and works closely with businesses, boroughs and the police to create a balanced and sustainable night-time offer. The Piano Works is a venue that plays a key role in achieving this vision, with its specific offer and the benefits it brings to the both the West End and the wider London cultural scene as highlighted above.

As one of the largest employers of independent musicians in the UK, The Piano Works performers were unemployed for seventeen months during lockdown. However, not wishing to stand idly by, The Piano Works founder Alan Lorrimer wanted to help the hospitality sector to reopen as successfully as possible.

He initiated three campaigns during lockdown:

1. The UK Grand Summer Outdoor Cafe campaign was supported by 160 operators that proposed that the UK adopt the initiative successfully launched by the Mayor of Vilnius in Lithuania which allowed venues to simplify placing tables and chairs outside their premises.

The idea became law and allowed a much quicker and simpler application process which has continued to greatly benefit operators.

<https://www.standard.co.uk/reveller/restaurants/social-distancing-al-fresco-restaurants-bars-uk-grand-outdoor-summer-cafe-campaign-a4446441.html>

2. Along with [REDACTED] leading sector lawyer and Head of Leisure at CMS, and [REDACTED] of the Night-Time Industries Association, they asked Chancellor Rishi Sunak for changes to EIS tax incentive schemes to boost private investment in the sector and provide an alternative to government loans. Sadly, this was not adopted.

<https://www.cityam.com/exclusive-hospitality-bosses-tells-sunak-to-encourage-investors-to-back-struggling-firms/>

3. Alongside David Abramson, CEO of leading leisure property advisors Cedar Dean and many other operators they called upon the government to implement Australia's successful rent relief scheme so that thousands of commercial businesses who had been impacted by Covid-19 could survive past the end date of the Rent Moratorium that was in place. The government subsequently introduced legislation mandating a code of practice and arbitration process.

<https://www.gov.uk/government/news/new-law-to-resolve-remaining-covid-19-commercial-rent-debts-now-in-place>

I hope the above demonstrates our belief that as a business playing a key role in building a modern and vibrant London night-time environment, The Piano Works deserves support from the Council for their application. Put simply, it is a venue that is good for London and good for the UK.

Yours sincerely,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]



[REDACTED]

17<sup>th</sup>. April, 2023

Dear Westminster Licensing Committee,

**Re: The Piano Works – West End**

I am an event organiser and have known The Piano Works since it opened in 2018.

I have worked in the West End my whole career and previously worked for Cameron Mackintosh as Head of Marketing and Sales for 35 years.

I am currently an independent Event Organiser working with most of the major West End producers, recommending and organizing bespoke events for film and theatre.

The Piano Works is a large venue with an excellent seating layout and state of the art staging, lighting and audio visual capabilities. I have staged events there in the past and feel that there are no comparable venues in the heart of theatreland that match the location and suitability for events such as First Night Parties for West End theatre productions, cast changes and Seasonal Events. And as importantly their food, service and entertainment capability is unique in the Leicester Square area

But, and this is the major problem, their capacity is simply too low at 400. For me to recommend an event space to producers they need a space that can hold a minimum of 600 guests. These prestigious events have to be held elsewhere in spaces that do not showcase London's creative sectors, often meaning we have to bus people out of the West End which is no easy task with West End traffic in theatre land at 21.30

If productions were able to invite 700 guests then I strongly believe The Piano Works would become the go to venue for a large majority Theatre Producers to hold their high profile Press Night parties providing a unique event space within easy walking distance of all of the major theatres allowing them to celebrate the creativity of what London can offer.

Yours sincerely,

[REDACTED]

Director

[REDACTED]

# Occupancy Assessment

conducted for

## The Piano Works



**Completed on**

4 August 2022

**Reviewed on**

14 March 2023

**Address of the Premises**

47 Whitcomb Street, London, WC2H 7DH

**Assessor**

Sean Henry DipHE, TechIOSH, AIEMA, AIFSM, MWMSoc, CFRAR C590 | Fire Consultant

**Validator**

Vicki Swaine MIFSM, CMIOSH, GIFireE, TAFRAR N392, CFPA- E Dip TC | Director

**Contents**

Contents ..... 2

Introduction..... 3

Risk Profiles ..... 4

    Occupant Characteristics..... 4

    Fire Growth Rate ..... 5

    Typical Risk Profiles ..... 5

    The Piano Works Risk Profiles ..... 6

Application of BS 9999..... 7

    Variations to Escape Route Components ..... 7

Door Widths ..... 7

Floor Space Factors ..... 8

    Floor space capacity ..... 8

Maximum Occupancy ..... 9

Appendix A ..... 10

Reference ..... 14

## **Introduction**

The Piano Works occupies the basement and sub-basement of 47 Whitcomb Street, London, WC2H 7DH. The occupancy levels have been assessed against BS 9999:2017 (BSI, 2017) to provide the licensee with a total occupancy available to them for each area.

We have based our findings on:

- information about the facilities and intended use;
- measurements of the areas; and
- measurements of the fire escape routes.

This review was undertaken on site with the use of the drawings available within Appendix A.

The occupancy relates to safety for compliance with fire legislation and has no bearing on any other occupancy restrictions that may relate to the premises.



## Risk Profiles

A risk profile should be established for the property in order to determine the appropriate means of escape and the appropriate construction standards for life safety within the property. The risk profile can be used to ascertain the requirements for property protection and business continuity. The risk profile should reflect the occupant characteristics and estimated fire growth rate for the premises and should be expressed as a value combining these two elements.

The use of the premises is as a bar and live music venue. Ancillary uses include toilets, cloakroom and back-of-house cooking, office and storage areas.

## Occupant Characteristics

The occupant characteristic within the premises is principally determined according to whether the occupants are familiar or unfamiliar with the property and consideration must be given to whether they are awake or asleep.

The property has a variety of occupant characteristics made up of persons that work in the property and are familiar with its layout, and persons visiting the property who are not familiar with its layout. The range of occupant characteristics recognised in BS 9999 (BSI, 2017) is summarised in Table 1.

Risk Category	Description	Examples
A	Occupants who are awake and familiar with the property.	Office and Industrial premises.
B	Occupants who are awake and unfamiliar with the property.	Shops, exhibitions, museums, leisure centres, educational establishments, other assembly properties etc.
C	Occupants who are likely to be asleep:	Individual flats without 24h maintenance and management control on site. Serviced flats, halls of residence, sleeping areas and boarding schools. Hotels.
Ci	- Long term individual occupancy.	
Cii	- Long term managed occupancy.	
D	- Short term occupancy.	Hospitals.
E	Occupants receiving medical care.	Railway stations, airports.

Table 1 - Occupant Characteristics (BSI, 2017)

The occupant characteristics likely to be found within Piano Work are detailed in Table 2 below.

Group	Profile	Risk Category
Visitors & General Public	Members of the public attending the premises.	B
Staff & Contractors	Staff and contractors may have access to all parts of the premises.	A/B

Table 2 - Occupancy Group Profile for the Piano Works

### Fire Growth Rate

The fire growth rate is the rate at which it is estimated that a fire will grow and should be categorized in accordance with Table 3.

Category	Fire growth rates	Examples	Fire growth parameter kJ/s <sup>3</sup>
1	Slow	Open plan office, limited combustible materials	0.0029
2	Medium	Stacked cardboard boxes, furniture and fixings.	0.012
3	Fast	Baled thermoplastic chips, stacked plastic products and baled clothing.	0.047
4	Ultra-fast	Flammable liquids, expanded cellular plastics and foam.	0.188

Table 3 - Fire Growth Rate (BSI, 2017)

### Typical Risk Profiles

The risk profile for a property is given as a combination of occupant risk category and fire growth rate as shown in Table 4.

Category	Growth rate	Risk profile	Examples
A	1 Slow 2 Medium 3 Fast 4 Ultra-fast	Occupants who are awake and familiar with the property.	Open-sided car park Office Filing room Plant room
B	1 Slow 2 Medium 3 Fast 4 Ultra-fast	Occupants who are awake and unfamiliar with the property.	Reception area Bar, gymnasium Shop Unacceptable unless local suppression System provided
C	1 Slow 2 Medium 3 Fast 4 Ultra-fast	Occupants are likely to be asleep.	House conservatory Hotel bedroom Hotel store room Unacceptable unless local suppression System provided

Table 4 - Combination of Risk Profile and Fire Growth Rate (BSI, 2017)

### The Piano Works Risk Profiles

As mentioned above the risk profile rating must be determined by combining the occupant characteristic with the fire growth rate.

Given the installation of the sprinkler system within the property it is justifiable to reduce the fire growth rate from medium to slow therefore the risk profile for the property is shown in Table 5.

Occupancy Characteristic	Fire Growth Rate	Risk Profile Rating
Occupants who are awake and familiar with the building.	Furniture and fixings.	A1
Occupants who are awake and unfamiliar with the property.	Furniture and fixings.	B1

Table 5 - The Piano Works Risk Profiles

## Application of BS 9999

The approach to means of escape within BS 9999 (BSI, 2017) has been adopted for the exit width calculations to assess the maximum achievable occupant load. Given the levels of management, the fire alarm system and the reasonable levels of fire risk it is deemed acceptable to apply a BS 9999 (BSI, 2017) approach in this case.

The minimum fire protection package required for a B2 risk profile is in place so additional variations can apply.

### Variations to Escape Route Components

Within BS9999 (BSI, 2017) it is possible to vary travel distances, exit widths and stair widths where an automatic fire detection and alarm system (BSI, 2017) is installed.

A 15% variation associated with automatic smoke detection and alarm is allowable where such detection and alarm exceeds the minimum recommended for the adopted Risk Profile.

The minimum standard recommended for a B1 Risk Profile is a manual fire detection and alarm system (detailed in Table 7 of BS 9999 (BSI, 2017)). Therefore, the automatic fire detection and alarm system installed by The Piano Works exceeds this, and an allowable 15% variation can be applied to escape route components within the premises.

The width of all horizontal escape routes serving the premises will not be less than the larger of 800 mm or the minimum identified for a risk profile of B1 as identified in Table 5 above, with a 15% variation, detailed below in table 6.

Location	Recommended (BS 9999) mm per person	Recommended (BS 9999 B1 profile - 15% variation ) mm per person
Basement	3.6mm	3.06mm
Calculation = $3.6 \times 0.15 = 0.54$ , $3.6 - 0.54 = 3.06$ .		

Table 6 - Minimum Allowable Escape Widths (BSI, 2017)

## Door Widths

Given the use of the premises it is deemed suitable to apply BS 9999 (BSI, 2017) approach to calculating the maximum capacity for the premises.

BS 9999 states that exits under 1050mm are calculated at a flat  $500/3.485 = 143$  for each exit under 1050mm. Where there is a single exit on a floor the occupancy cannot exceed 60 people.

The exits from the premises are:

- Escape Route 1 is shared with other building occupants during part of the opening hours.
- Escape Route 2 is shared with Japan Centre.

- Escape Route 3 is not shared but can be used by the Japan Centre as a means of escape.

All exits from basement levels are ultimately delivered outside of the premises. Based on the designated exit routes detailed above, table 7 below details the maximum achievable capacities.

Escape Route	Exits	Minimum width of escape stairs for simultaneous evacuation	Max Escape Width Capacity
Escape Route 1	Door plus leaf (1110mm)	3.06mm	363
Escape Route 2	Single door (1210mm)	3.06mm	395 (discounted as largest exit)
Escape Route 3	Double doors (1200mm)	3.06mm	392
<b>Total Occupancy</b>			<b>725</b>

Table 7 - Minimum allowable occupancy

## Floor Space Factors

The premises operates as a bar and live music venue and Table 8 of BS 9999 detail the relevant floor space factors applicable for this proposed type of use.

The premises operator will need to ensure that the layout that these maximum floor space factor capacities are based on, is adhered to and suitable management controls to monitor this are put into place. If any additional fixed fixtures are introduced, the operator will need to reassess these calculations to ensure an appropriate revised maximum capacity based on available floor space and any furniture layout is in place.

### Floor space capacity

A realistic estimate should be made of the maximum occupancy associated with the intended use of the building, taking into account that a proportion of people have some form of disability.

The occupant capacity of a room, storey, building or part of a building is either:

1. the maximum number of persons it is designed to hold; or
2. the number calculated by dividing the area of room or storey(s) (m<sup>2</sup>) by the appropriate floor space factor (m<sup>2</sup> per person) such as those given in Table 8 below.

Use type	Density	Floor space factor m <sup>2</sup> per person	Example
Serving point	High	0.3	Standing spectator/audience area or bar area
Banquette	High	0.45	Seating areas.
Standing area	High	0.5	Assembly area, public house, dance floor or hall etc.

*Table 8 - Example of typical floor space factors (BSI, 2017)*

The total area in use is 517.2m<sup>2</sup> providing a capacity of 1034 however, the capacity of the escape routes restricts the permitted occupancy within the premises.

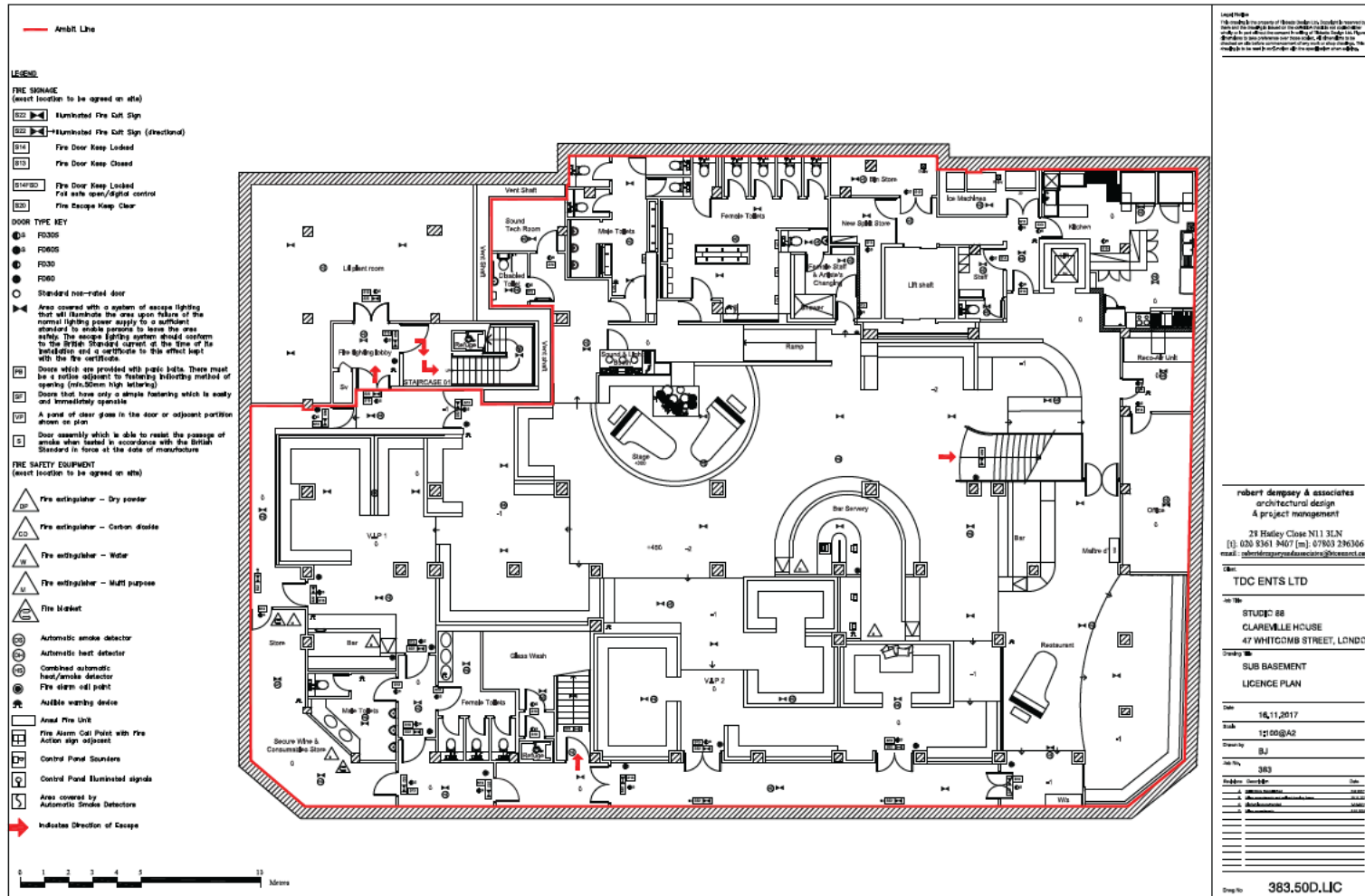
### Maximum Occupancy

Cross-referencing all of the various factors and applying the current limiting factors, we conclude details the final maximum occupancies recommended at the premises is 725.

The occupancy relates to safety for compliance with fire legislation and has no bearing on any other occupancy restrictions that may relate to the premises.

## Appendix A

page 289



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## Reference

BSI, 2017. *BS 5839-1:2017 Fire Detection and Fire Alarm Systems for Buildings*. s.l.:BSI Standards Limited.

BSI, 2017. *BS 9999:2017 Fire Safety in the Design Management and Use of Buildings*. s.l.:BSI Standards Limited.



**City of Westminster**  
64 Victoria Street, London,  
SW1E 6QP

**Schedule 12**  
**Part A**

**WARD: St James's**  
**UPRN: 100023431513**

**Premises licence**

Regulation 33, 34

**Premises licence number:**

22/11676/LIPDPS

**Original Reference:**

14/00930/LIPN

**Part 1 – Premises details**

**Postal address of premises:**

The Piano Works - West End  
Clareville House  
47 Whitcomb Street  
London  
WC2H 7DH

**Telephone Number:** Not Supplied

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Performance of Dance  
Exhibition of a Film  
Performance of Live Music  
Playing of Recorded Music  
Anything of a similar description to Live Music, Recorded Music or Performance of Dance  
Late Night Refreshment  
Sale by Retail of Alcohol

**The times the licence authorises the carrying out of licensable activities:**

**Performance of Dance**

Monday to Tuesday: 10:00 to 01:00  
Thursday to Saturday: 10:00 to 03:00  
Wednesday: 10:00 to 02:00  
Sunday: 12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Exhibition of a Film**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Performance of Live Music**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Playing of Recorded Music**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Anything of a similar description to Live Music, Recorded Music or Performance of Dance**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00.

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Late Night Refreshment**

Monday to Tuesday:	23:00 to 01:00
Thursday to Saturday:	23:00 to 03:00
Wednesday:	23:00 to 02:00

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00.

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Sale by Retail of Alcohol**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**The opening hours of the premises:**

Monday to Tuesday:	09:00 to 01:30
Wednesday:	09:00 to 02:30
Thursday to Saturday:	09:00 to 03:30
Sunday:	12:00 to 00:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption on the Premises.

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

TDC Ents Limited  
Flat 3  
54 Lambs Conduit Street  
London  
WC1N 3LW

**Registered number of holder, for example company number, charity number (where applicable)**

10546194

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:**

**Name:** Nathan Kwadwo Acheampong Brembah

**Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.**

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:**

**Licence Number:** RBBC/22/02352/LAPER

**Licensing Authority:** Reigate And Banstead Borough Council

**Date:** 21 March 2023

**This licence has been authorised by Ola Ajose-Adeogun on behalf of the Director - Public Protection and Licensing.**



## Annex 1 – Mandatory conditions

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must 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—
    - (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 in a manner which carries a significant risk of undermining a licensing objective;
    - (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 in a manner which carries a significant risk of undermining a licensing objective;
    - (d) 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;
    - (e) dispensing alcohol 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).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6.
  - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

- (3) 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 either—
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.

7. The responsible person must 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: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

8(ii) For the purposes of the condition set out in paragraph 8(i) above -

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

- (i) P is the permitted price,
  - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
  - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -

- (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.

**Annex 2 – Conditions consistent with the operating Schedule**

None.

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

10. The maximum number of persons accommodated in the Sub-Basement shall not be more than 400 excluding staff or such lesser figure as assessed by the District Surveyor prior to opening.
11. The number present in the Sub-Basement to be monitored continuously while licensable activities are occurring. A log to be maintained which will record hourly the numbers present. The log is to be made available to any Authorised officer (as defined in the Licensing Act 2003) or Police Officer immediately upon request.
12. There shall be no internal passage of patrons from the premises to other licensed premises within the building.
13. There shall be a personal licence holder on duty at the premises at all times the premises is open for licensable activities.
14. There shall be no payment made by or on behalf of the designated premises supervisor, or any other person involved in the management of the premises, or working for the premises directly or indirectly, to any person for bringing customers to the premises directly off the street.
15. Substantial food and non-alcoholic beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
16. The sale of alcohol shall be ancillary to the provision of music and dancing and substantial food throughout the licensable hours.
17. No off sales permitted under authority of the Premises Licence.
18. There shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence
19. Any entertainment consisting of films, live music, recorded music, performances of dance, anything of a similar description, provision of facilities for dancing and provision of facilities for entertainment of a similar description for consideration and with a view to profit will end no later than 03:00 hours on any day following a weekday, and will be strictly monitored by provision of membership conditions and rules.
20. Any time that a private function or event is organised there shall be a break of 30 minutes between normal licensable activities and any organised function/event. The premises will be closed during the break and patrons cleared before commencing any separate activities of a pre-organised function/event.
21. A list of all events involving outside promoters which are externally advertised shall be submitted to the Metropolitan Police Service 21 days in advance of the event. Police will have an absolute veto on these events.

22. No patrons, DJs or performers (along with their guests and entourage) shall be admitted or re-admitted to the premises after the hour of 21:00 unless:-
- (a) They have passed through a functioning metal detecting search arch and been physically searched in accordance with a procedure agreed with the Metropolitan Police, which will include a full bag search, and where appropriate a full pat down search, and
  - (b) They have had a document, issued by an independent body, confirming the identity of the patron, scanned through a computerised system.
23. In addition to the above condition, if a 'private function' or event is held at the venue, where private entertainment is used with a view to profit:-
- (a) The premises licence holder, or a nominee thereof, shall provide to the Metropolitan Police, at least 21 days in advance of the function or event being held, or such shorter period as may be agreed with the police in writing, details of the event which, will include the date of the event or function, the name of the organiser of the function/event, contact details of a representative if a corporate entity or the organiser's contact details and estimated numbers to attend the event/function.
  - (b) Police will have an absolute veto on these functions/events.
  - (c) A guest list of all patrons attending the function/event, which will include names, addresses and dates of birth, will be maintained at the reception to the premises at the relevant floor level or entry point, and will be made immediately available for inspection by the Metropolitan Police or other authorised person.
  - (d) Patrons admitted to the sub-basement areas of the premises prior to 9pm shall be subject to searching using functioning metal detecting wands, and will be physically searched at the discretion of staff.
  - (e) Patrons admitted or re-admitted to the sub-basement areas of the premises after 9pm will pass through a functioning metal detecting search arch and, if the search is activated or at the discretion of staff, then physically searched in accordance with a procedure agreed with the Metropolitan Police which will include a full bag search.
24. The premises Management will become members and actively participate in a pubwatch scheme (or similar) if one operating in the area of the venue.
25. An incident log shall be kept at the premises which will record the following;
- o all crimes reported to the venue
  - o all ejections of patrons
  - o any complaints received
  - o any incidents of disorder
  - o seizure of drugs or offensive weapons
  - o any faults in the CCTV system or searching equipment or scanning equipment
  - o any visit by a relevant authority or emergency service.
26. An attendant shall be on duty in the cloakroom and all toilets during the whole time that they are in use as a nightclub. All drug prevention advice as given by a Metropolitan Police Crime Prevention Officer will be adhered to.

27. A noise limiter located in a separate and remote lockable cabinet from the volume control must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service's Community Protection Department so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured to the satisfaction of officers from the Environmental Health Service. The keys securing the noise limiter cabinet shall be held by the applicant only, and shall not be accessed by any other person.
28. The limiter shall not be altered without prior agreement with the Environmental Health Service. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised Officer of the Environmental Health Service.
29. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.
30. No loud speakers shall be located in the entrance area.
31. Notices shall be prominently displayed at exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
32. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
33. A full acoustic lobby shall be provided and maintained to the main entrance designed to BS 8233 1999 `Sound insulation and noise reduction for buildings.
34. All entrance doors and windows to be kept closed except for immediate access and egress of persons.
35. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
36. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
37. All exit doors shall be available at all material times without the use of a key, code, card or similar means.
38. All emergency doors shall be maintained effectively self-closing and not held open other than by an approved device.
39. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
40. Curtains and hangings shall be arranged so as not to obstruct emergency signs.
41. The certificates listed below shall be submitted to the Licensing Authority upon written request.
  - o Any emergency lighting battery or system
  - o Any electrical installation
  - o Any emergency warning system.

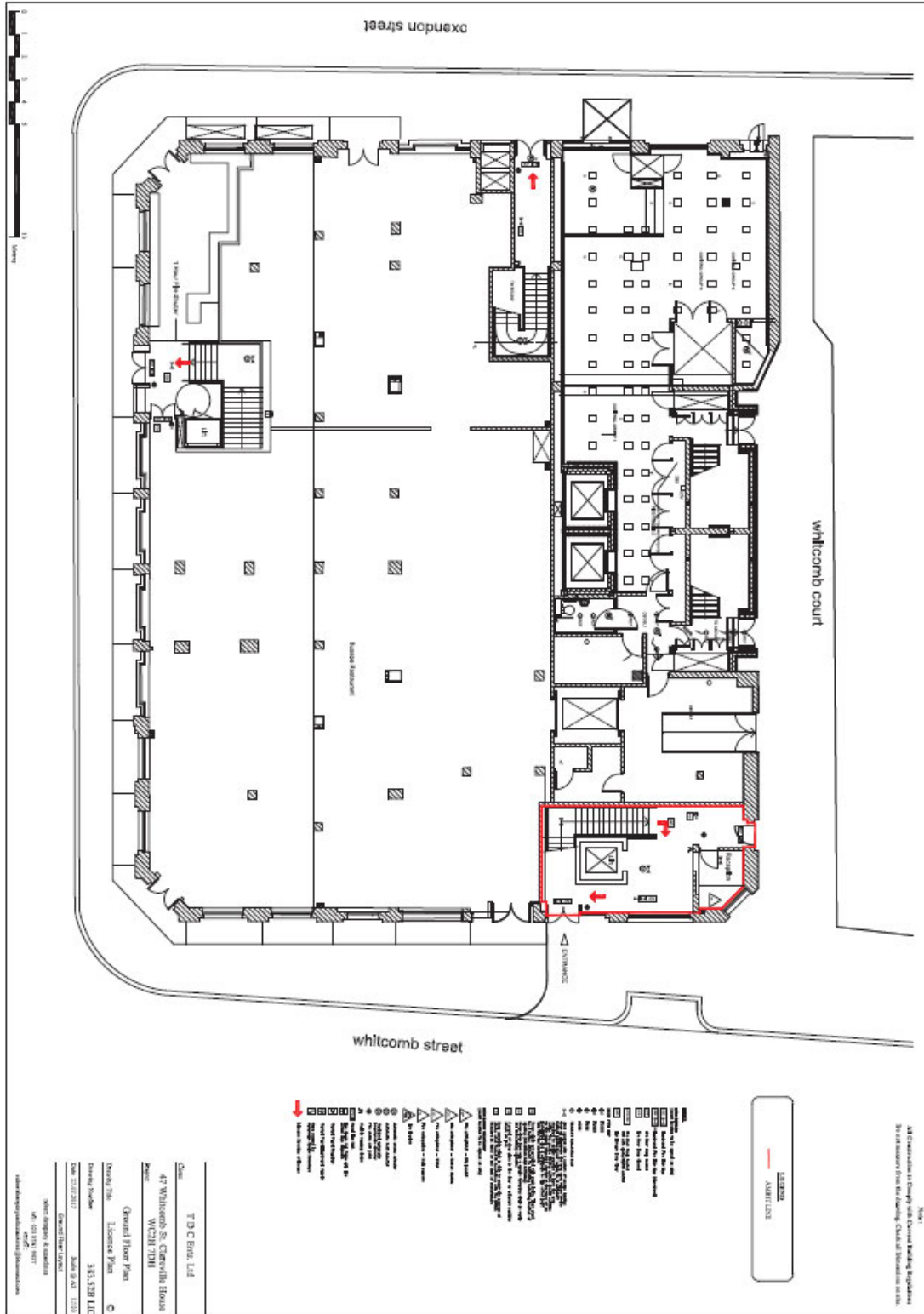
42. Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used on 10 days prior notice being given to the Licensing Authority where consent has not previously been given.
- o dry ice and cryogenic fog
  - o smoke machines and fog generators
  - o pyrotechnics including fire works
  - o firearms
  - o lasers
  - o explosives and highly flammable substances.
  - o real flame.
  - o strobe lighting.
43. Flashing or particularly bright lights on or outside the premises shall not cause a nuisance to nearby properties (save insofar as they are necessary for the prevention of crime).
44. No person shall give at the premises any exhibition, demonstration or performance of hypnotism, mesmerism or any similar act or process which produces or is intended to produce in any other person any form of induced sleep or trance in which susceptibility of the mind of that person to suggestion or direction is increased or intended to be increased.  
NOTE: (1) This rule does not apply to exhibitions given under the provisions of Section 2(1A) and 5 of the Hypnotism Act 1952.
45. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period
46. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested
47. The CCTV must cover the search arch and any area where searches are conducted and record all searches.
48. The searching will be supplemented by the use of two functioning metal detecting wands operated by a male and female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions or re-admissions.
49. After 21:00 hours, there shall be at least one door supervisor who shall be equipped with and use an i-cam or similar head mounted camera and their duty shall be to monitor the queue and searching area.
50. All door staff working at the front entrances and controlling a queue must wear yellow high visibility jackets or vests.



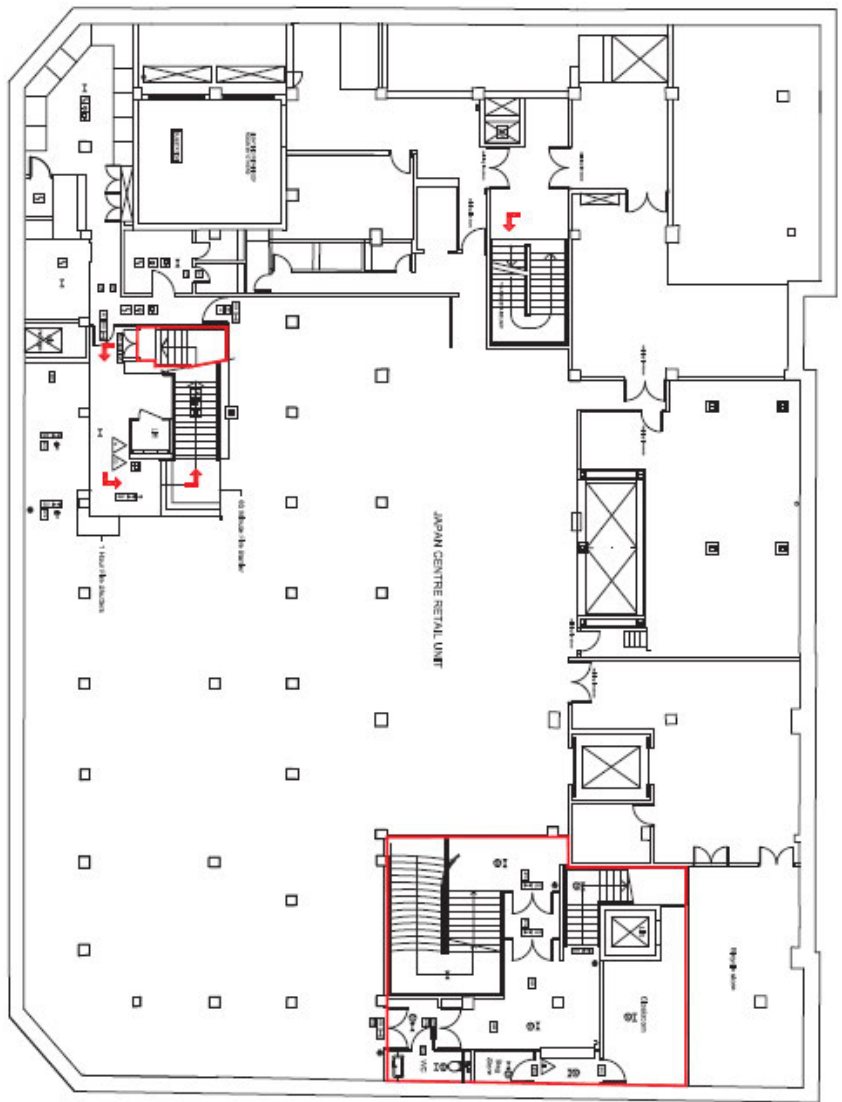
51. There must be a dedicated member of staff or S.I.A Registered Door Supervisor to monitor any area outside the premises set aside for use as a smoking area by the patrons, and all patrons using this area, if open to the passing public, will be subjected to re-searching as a condition of re-entry (the area set aside for the purpose of smoking must be agreed by Police and Environmental Health Consultation Team).
52. No drinks permitted to be taken outside of these premises.
53. Any queue of persons waiting to gain entry to this premise shall be properly organised and monitored and kept separate to any smoking area set aside. Both areas are not to have any impact on any queuing areas set aside for the area of the ground floor restaurant entrance and queue (the area set aside for the purpose of queuing must be agreed by Police and Environmental Health Consultation Team).
54. A zero tolerance to drugs and weapons policy shall be implemented and signage confirming this policy will be displayed prominently at the entrance to the venue (late licensed part) and in the customer toilets relevant to the late part of the premises.
55. A refuse store of sufficient size shall be provided.
56. All waste is to be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
57. No rubbish including bottles will be moved, removed or placed in outside areas between 2300 hours and 0800hours.
58. No Deliveries may be made to the premises between the hours 23:00 and 08:00.
59. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
60. The highway and public spaces in the vicinity of the premises are kept free of litter from the premises at all material times to the satisfaction of the Council.
61. No advertisements of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or be distributed to the public
62. There shall be a taxi ordering system. The Licensee shall agree with the Metropolitan Police Service where taxis should be directed to pick up passengers.
63. A telephone number giving direct access to the manager on duty at the premises during all times the premises are in operation shall be given to the Secretary of the Huguenot House Residents Association.
64. The managers shall establish a winding down period of thirty minutes, prior to the cessation of licensable activities, in which period the volume and tempo of the music will be reduced and the lighting raised.
65. The ratio of SIA registered security staff at the premises shall be no less than one SIA security staff per 100 customers and shall include at least one female SIA registered staff.

66. Save for occasions when condition 21 applies in any area of the sub-basement save for VIP area(s) agreed with police (where licensable activities are permitted to 01:00 or later the following day), after 21:00 hours all drinks shall be dispensed into polycarbonate or plastic containers.
67. When the VIP area(s) are in use and glass is being used in those areas, the entrance to the VIP area(s) shall be controlled by a door supervisor.
68.
  - (a). All drinking vessels used in the venue shall be polycarbonate. All alcohol in glass bottles are to be decanted into polycarbonate containers or polycarbonate carafes prior to being served, with the exception of champagne, wine or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear all empty champagne, wine and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles.
  - (b). Notwithstanding a) above, with the written agreement of the Westminster Licensing Police, a copy of which will be held at the premises reception, glass drinking vessels may be used for private or pre-booked events.
69. All customers entering the premises after 21:00 will have their ID scanned on entry save for a maximum number of 25 guests per night who may be admitted at the manager's discretion without ID being scanned and recorded, and that a legible record of these people's names shall be retained on the premises for inspection by the Licensing Authority and Police for a period of 31 days. The name of the manager authorising the entrance without scanning will also be recorded.

# Annex 4 – Plans



Notes:  
 All Construction is Done in Accordance with Building Regulations  
 for the maximum fire rating. Check all fire doors in the



- 1. Fire rated door
- 2. Fire rated window
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- 97. Fire rated lift
- 98. Fire rated shaft
- 99. Fire rated enclosure
- 100. Fire rated partition

T D C BIR, Ltd  
 47 Whitehorse St, Carmarthen House  
 WICH TDA  
 Carmarthen, SA31 1JA, UK  
 01292 321212  
 www.tdcbir.com







City of Westminster  
64 Victoria Street, London,  
SW1E 6QP

Schedule 12  
Part B

WARD: St James's  
UPRN: 100023431513

Premises licence  
summary

Regulation 33, 34

Premises licence  
number:

22/11676/LIPDPS

Part 1 – Premises details

Postal address of premises:

The Piano Works - West End  
Clareville House  
47 Whitcomb Street  
London  
WC2H 7DH

Telephone Number: Not Supplied

Where the licence is time limited, the dates:

Not applicable

Licensable activities authorised by the licence:

Performance of Dance  
Exhibition of a Film  
Performance of Live Music  
Playing of Recorded Music  
Anything of a similar description to Live Music, Recorded Music or Performance of Dance  
Late Night Refreshment  
Sale by Retail of Alcohol

The times the licence authorises the carrying out of licensable activities:

Performance of Dance

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Exhibition of a Film**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Performance of Live Music**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Playing of Recorded Music**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Anything of a similar description to Live Music, Recorded Music or Performance of Dance**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00.

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Late Night Refreshment**

Monday to Tuesday:	23:00 to 01:00
Thursday to Saturday:	23:00 to 03:00
Wednesday:	23:00 to 02:00

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00.

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**Sale by Retail of Alcohol**

Monday to Tuesday:	10:00 to 01:00
Thursday to Saturday:	10:00 to 03:00
Wednesday:	10:00 to 02:00
Sunday:	12:00 to 22:30

Seasonal Details: On the morning of the beginning of the British Summer time the finish hour will be 04:00

Non-standard Timings: For the Sub Basement only: From the end of the permitted hours on New Years Eve to the start of the permitted hours on the following day.

**The opening hours of the premises:**

Monday to Tuesday:	09:00 to 01:30
Wednesday:	09:00 to 02:30
Thursday to Saturday:	09:00 to 03:30
Sunday:	12:00 to 00:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption on the Premises.

**Name and (registered) address of holder of premises licence:**

TDC Ents Limited  
Flat 3  
54 Lambs Conduit Street  
London  
WC1N 3LW

**Registered number of holder, for example company number, charity number (where applicable)**

10546194

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

Name: Nathan Kwadwo Acheampong Brembah

**State whether access to the premises by children is restricted or prohibited:**

Restricted

Date: 21 March 2023

This licence has been authorised by Ola Ajose-Adeogun on behalf of the Director - Public Protection and Licensing.



**Premises History****Appendix 4**

<b>Application</b>	<b>Details of Application</b>	<b>Date Determined</b>	<b>Decision</b>
14/00930/LIPN	Application for new premises licence	06.05.2014	Granted by Licensing Sub-Committee
17/14259/LIPD	Duplicate licence	01.12.2017	Granted under Delegated Authority
17/14265/LIPT	Application to transfer the licence from Beegas Nominees Limited to TDC Ents Limited	20.12.2017	Granted under Delegated Authority
17/14364/LIPDPS	Application to vary the Designated Premises Supervisor	20.12.2017	Granted under Delegated Authority
17/14378/LIPVM	Application for a Minor variation – To vary the ayou	19.12.2017	Granted under Delegated Authority
18/00255/LIPRW	Removal of a works condition	09.01.2018	Granted under Delegated Authority
18/00378/LIPVM	Application for a Minor variation – To vary the ayou	05.02.2018	Granted under Delegated Authority
18/04800/LIPDPS	Application to vary the Designated Premises Supervisor	28.06.2018	Granted under Delegated Authority
18/08316/LIPDPS	Application to vary the Designated Premises Supervisor	21.09.2018	Granted under Delegated Authority
19/16475/LIPCHT	Application for a Change of trading name	09.01.2020	Granted under Delegated Authority
21/13385/LIPDPS	Application to vary the Designated Premises Supervisor	08.12.2021	Granted under Delegated Authority
22/11676/LIPDPS	Application to vary the Designated Premises Supervisor	20.12.2022	Granted under Delegated Authority

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### **Temporary Event Notice History**

<b>Application</b>	<b>Details of Application</b>	<b>Date Determined</b>	<b>Decision</b>
22/02924/LITENP	Temporary Event Notice	04.04.2022	Event allowed to proceed
22/04253/LITENP	Temporary Event Notice	26.04.2022	Event allowed to proceed
22/06918/LITENP	Temporary Event Notice	22.07.2022	Event allowed to proceed
22/10212/LITENP	Temporary Event Notice	31.10.2022	Event allowed to proceed
22/10214/LITENP	Temporary Event Notice	31.10.2022	Event allowed to proceed
22/10215/LITENP	Temporary Event Notice	31.10.2022	Event allowed to proceed
22/10216/LITENP	Temporary Event Notice	31.10.2022	Event allowed to proceed
23/01774/LITENP	Temporary Event Notice	28.03.2023	Event allowed to proceed
23/01776/LITENP	Temporary Event Notice	28.03.2023	Event allowed to proceed
23/01778/LITENP	Temporary Event Notice	11.04.2023	Event allowed to proceed
23/01779/LITENP	Temporary Event Notice	28.03.2023	Event allowed to proceed
23/01780/LITENP	Temporary Event Notice	28.03.2023	Event allowed to proceed

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must 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—
    - (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 in a manner which carries a significant risk of undermining a licensing objective;
    - (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 in a manner which carries a significant risk of undermining a licensing objective;

- (d) 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;
  - (e) dispensing alcohol 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).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) 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 either—
- (a) a holographic mark, or
  - (b) an ultraviolet feature.
7. The responsible person must 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: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

- 8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
- 8(ii) For the purposes of the condition set out in paragraph 8(i) above -
- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula -
- $$P = D + (D \times V)$$
- Where -
- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -
- (i) the holder of the premises licence,
- (ii) the designated premises supervisor (if any) in respect of such a licence, or
- (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
- 8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- 8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
- (2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.

10. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

**Conditions consistent with the operating schedule**

11. The maximum number of persons accommodated in the Sub-Basement shall not be more than 700 excluding staff and performers.
12. The number present in the Sub-Basement to be monitored continuously while licensable activities are occurring. A log to be maintained which will record hourly the numbers present. The log is to be made available to any Authorised officer (as defined in the Licensing Act 2003) or Police Officer immediately upon request.
13. There shall be no internal passage of patrons from the premises to other licensed premises within the building.
14. There shall be a personal licence holder on duty at the premises at all times the premises is open for licensable activities.
15. There shall be no payment made by or on behalf of the designated premises supervisor, or any other person involved in the management of the premises, or working for the premises directly or indirectly, to any person for bringing customers to the premises directly off the street.
16. Substantial food and non-alcoholic beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
17. The sale of alcohol shall be ancillary to the provision of music and dancing and substantial food throughout the licensable hours.
18. No off sales permitted under authority of the Premises Licence.
19. There shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence
20. Any entertainment consisting of films, live music, recorded music, performances of dance, anything of a similar description, provision of facilities for dancing and provision of facilities for entertainment of a similar description for consideration and with a view to profit will end no later than 03:00 hours on any day following a weekday, and will be strictly monitored by provision of membership conditions and rules.
21. Any time that a private function or event is organised there shall be a break of 30 minutes between normal licensable activities and any organised function/event. The premises will be closed during the break and patrons cleared before commencing any separate activities of a pre-organised function/event.
22. A list of all events involving outside promoters which are externally advertised shall be submitted to the Metropolitan Police Service 21 days in advance of the event. Police will have an absolute veto on these events.

23. No patrons, DJs or performers (along with their guests and entourage) shall be admitted or re-admitted to the premises after the hour of 21:00 unless:-
- (a) They have passed through a functioning metal detecting search arch and been physically searched in accordance with a procedure agreed with the Metropolitan Police, which will include a full bag search, and where appropriate a full pat down search, and
  - (b) They have had a document, issued by an independent body, confirming the identity of the patron, scanned through a computerised system.
24. In addition to the above condition, if a 'private function' or event is held at the venue, where private entertainment is used with a view to profit:-
- (a) The premises licence holder, or a nominee thereof, shall provide to the Metropolitan Police, at least 21 days in advance of the function or event being held, or such shorter period as may be agreed with the police in writing, details of the event which, will include the date of the event or function, the name of the organiser of the function/event, contact details of a representative if a corporate entity or the organiser's contact details and estimated numbers to attend the event/function.
  - (b) Police will have an absolute veto on these functions/events.
  - (c) A guest list of all patrons attending the function/event, which will include names, addresses and dates of birth, will be maintained at the reception to the premises at the relevant floor level or entry point, and will be made immediately available for inspection by the Metropolitan Police or other authorised person.
  - (d) Patrons admitted to the sub-basement areas of the premises prior to 9pm shall be subject to searching using functioning metal detecting wands, and will be physically searched at the discretion of staff.
  - (e) Patrons admitted or re-admitted to the sub-basement areas of the premises after 9pm will pass through a functioning metal detecting search arch and, if the search is activated or at the discretion of staff, then physically searched in accordance with a procedure agreed with the Metropolitan Police which will include a full bag search.
25. The premises Management will become members and actively participate in a pubwatch scheme (or similar) if one operating in the area of the venue.
26. An incident log shall be kept at the premises which will record the following;
- o all crimes reported to the venue
  - o all ejections of patrons
  - o any complaints received
  - o any incidents of disorder
  - o seizure of drugs or offensive weapons
  - o any faults in the CCTV system or searching equipment or scanning equipment
  - o any visit by a relevant authority or emergency service.
27. An attendant shall be on duty in the cloakroom and all toilets during the whole time that they are in use as a nightclub. All drug prevention advice as given by a Metropolitan Police Crime Prevention Officer will be adhered to.



28. A noise limiter located in a separate and remote lockable cabinet from the volume control must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service's Community Protection Department so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured to the satisfaction of officers from the Environmental Health Service. The keys securing the noise limiter cabinet shall be held by the applicant only, and shall not be accessed by any other person.
29. The limiter shall not be altered without prior agreement with the Environmental Health Service. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised Officer of the Environmental Health Service.
30. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.
31. No loud speakers shall be located in the entrance area.
32. Notices shall be prominently displayed at exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
33. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
34. A full acoustic lobby shall be provided and maintained to the main entrance designed to BS 8233 1999 `Sound insulation and noise reduction for buildings.
35. All entrance doors and windows to be kept closed except for immediate access and egress of persons.
36. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
37. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
38. All exit doors shall be available at all material times without the use of a key, code, card or similar means.
39. All emergency doors shall be maintained effectively self-closing and not held open other than by an approved device.
40. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
41. Curtains and hangings shall be arranged so as not to obstruct emergency signs.
42. The certificates listed below shall be submitted to the Licensing Authority upon written request.
  - o Any emergency lighting battery or system
  - o Any electrical installation
  - o Any emergency warning system.

43. Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used on 10 days prior notice being given to the Licensing Authority where consent has not previously been given.
- o dry ice and cryogenic fog
  - o smoke machines and fog generators
  - o pyrotechnics including fire works
  - o firearms
  - o lasers
  - o explosives and highly flammable substances.
  - o real flame.
  - o strobe lighting.

44. Flashing or particularly bright lights on or outside the premises shall not cause a nuisance to nearby properties (save insofar as they are necessary for the prevention of crime).

45. No person shall give at the premises any exhibition, demonstration or performance of hypnotism, mesmerism or any similar act or process which produces or is intended to produce in any other person any form of induced sleep or trance in which susceptibility of the mind of that person to suggestion or direction is increased or intended to be increased.

NOTE: (1) This rule does not apply to exhibitions given under the provisions of Section 2(1A) and 5 of the Hypnotism Act 1952.

46. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.

47. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

48. The CCTV must cover the search arch and any area where searches are conducted and record all searches.

49. The searching will be supplemented by the use of two functioning metal detecting wands operated by a male and female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions or re-admissions.

50. After 21:00 hours, there shall be at least one door supervisor who shall be equipped with and use an i-cam or similar head mounted camera and their duty shall be to monitor the queue and searching area.

51. All door staff working at the front entrances and controlling a queue must wear yellow high visibility jackets or vests.

52. There must be a dedicated member of staff or S.I.A Registered Door Supervisor to monitor any area outside the premises set aside for use as a smoking area by the patrons, and all patrons using this area, if open to the passing public, will be subjected to re-searching as a condition of re-entry (the area set aside for the purpose of smoking must be agreed by Police and Environmental Health Consultation Team).
53. No drinks permitted to be taken outside of these premises.
54. Any queue of persons waiting to gain entry to this premise shall be properly organised and monitored and kept separate to any smoking area set aside. Both areas are not to have any impact on any queuing areas set aside for the area of the ground floor restaurant entrance and queue (the area set aside for the purpose of queuing must be agreed by Police and Environmental Health Consultation Team).
55. A zero tolerance to drugs and weapons policy shall be implemented and signage confirming this policy will be displayed prominently at the entrance to the venue (late licensed part) and in the customer toilets relevant to the late part of the premises.
56. A refuse store of sufficient size shall be provided.
57. All waste is to be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.
58. No rubbish including bottles will be moved, removed or placed in outside areas between 2300 hours and 0800hours.
59. No Deliveries may be made to the premises between the hours 23:00 and 08:00.
60. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
61. The highway and public spaces in the vicinity of the premises are kept free of litter from the premises at all material times to the satisfaction of the Council.
62. No advertisements of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or be distributed to the public
63. There shall be a taxi ordering system. The Licensee shall agree with the Metropolitan Police Service where taxis should be directed to pick up passengers.
64. A telephone number giving direct access to the manager on duty at the premises during all times the premises are in operation shall be given to the Secretary of the Huguenot House Residents' Association.
65. The managers shall establish a winding down period of thirty minutes, prior to the cessation of licensable activities, in which period the volume and tempo of the music will be reduced and the lighting raised.
66. The ratio of SIA registered staff at the premises shall be no less than one SIA security staff per 100 customers and shall include at least one female SIA registered staff.

67. Save for occasions when condition 21 applies in any area of the sub-basement save for VIP area(s) agreed with police (where licensable activities are permitted to 01:00 or later the following day), after 21:00 hours all drinks shall be dispensed into polycarbonate or plastic containers.
68. When the VIP area(s) are in use and glass is being used in those areas, the entrance to the VIP area(s) shall be controlled by a door supervisor.
69. (a) All drinking vessels used in the venue shall be polycarbonate. All alcohol in glass bottles are to be decanted into polycarbonate containers or polycarbonate carafes prior to being served, with the exception of champagne, wine or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear all empty champagne, wine and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles.  
  
(b) Notwithstanding a) above, with the written agreement of the Westminster Licensing Police, a copy of which will be held at the premises reception, glass drinking vessels may be used for private or pre-booked events.
70. All customers entering the premises after 21:00 will have their ID scanned on entry save for a maximum number of 25 guests per night who may be admitted at the manager's discretion without ID being scanned and recorded, and that a legible record of these people's names shall be retained on the premises for inspection by the Licensing Authority and Police for a period of 31 days. The name of the manager authorising the entrance without scanning will also be recorded.
71. Upon successful grant of this application, the premises licence currently in force at the premises will be surrendered.
72. The capacity of the premises shall be no more than 400 persons (excluding staff) after 1am.
73. The increased capacity of 700 customers before 1am shall only apply when the venue operates as a venue where live music is played.
74. No entry or re-entry after 1am save for persons who have temporarily left the premises (e.g. to smoke).
75. There shall be a minimum of 350 seats laid out at tables whilst licensable activities are taking place.
76. No more than 60 persons are permitted to remain in the queue outside the premises after midnight.
77. The premises shall operate in accordance with a dispersal policy drawn up in consultation with the licensing authority and police.
78. The premises shall deploy a minimum of 2 street marshals on a Friday and Saturday from 23:59hrs until 30 minutes after the premises closes to the public to patrol the vicinity around the premises. At all other times street marshals shall be deployed on a risk assessed basis.
79. On Fridays and Saturdays the ratio of SIA security staff to customers shall be increased to 1:50 (unless the police agree in writing to a different number for a particular event).
80. On Sundays the closing hour is reduced from the current midnight to 11pm.

81. No licensable activities shall take place at the premises until premises licence (#22/11676/LIPDPS) (or such other number subsequently issued for the premises) has been surrendered and is incapable of resurrection.
82. No licensable activities shall take place at the premises until the premises has been assessed as satisfactory by the Environmental Health Consultation Team at which time this condition shall be removed from the Licence by the licensing authority.

**Conditions proposed by the Licensing Authority**

None

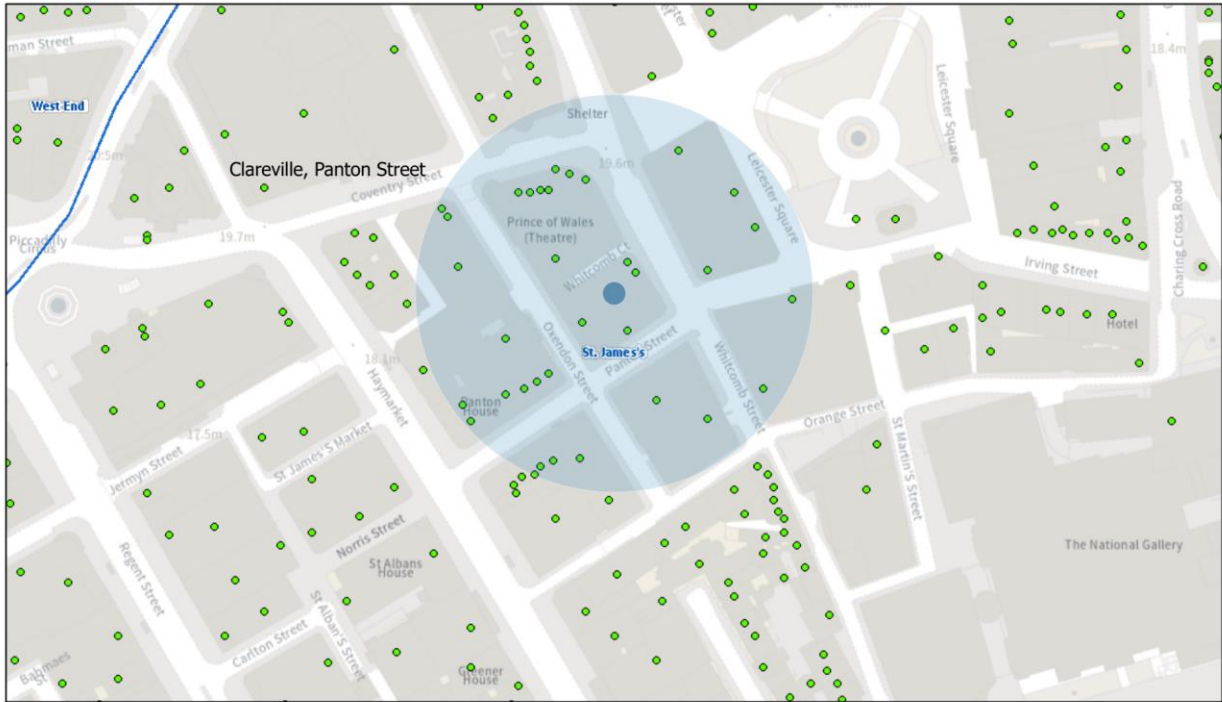
**Conditions proposed by the Environmental Health Service**

None

**Conditions proposed by the Metropolitan Police Service**

None

Clareville House, 47 Whitcomb Street, London, WC2H 7DH



13/04/2023, 15:13:23

- Property Mailing List
- Borough Boundary - Mask
- Ward Boundaries
- Borough Boundary - Detailed
- Ward Labels

**Resident count: 56**

<b>Licensed premises within 75 metres of Clareville House, 47 Whitcomb Street, London, WC2H 7DH</b>				
<b>Licence Number</b>	<b>Trading Name</b>	<b>Address</b>	<b>Premises Type</b>	<b>Time Period</b>
22/11676/LIPDPS	The Piano Works - West End	Clareville House 47 Whitcomb Street London WC2H 7DH	Night clubs and discos	Wednesday; 09:00 - 02:30   Sunday; 12:00 - 00:00   Monday to Tuesday; 09:00 - 01:30   Thursday to Saturday; 09:00 - 03:30
18/09315/LIPN	Studio 88 (Shadow Licence)	Sub-Basement, Basement Part And Ground Floor Part Clareville House 47 Whitcomb Street London WC2H 7DH	Premises Licence - Shadow Licence	Wednesday; 09:00 - 02:30   Sunday; 12:00 - 00:00   Monday to Tuesday; 09:00 - 01:30   Thursday to Saturday; 09:00 - 03:30
21/01574/LIPVM	Japan Centre	32 - 34 Panton Street London SW1Y 4EA	Night clubs and discos	Friday to Saturday; 10:00 - 01:00   Sunday to Thursday; 10:00 - 00:30
19/09767/LIPCH	Japan Centre	35 Panton Street London SW1Y 4EA	Cafe	Sunday; 10:00 - 23:00   Monday to Thursday; 08:00 - 00:00   Friday to Saturday; 08:00 - 00:30
12/11144/LIPDPS	Not Recorded	Basement And Part Ground Floor Clareville House 26 - 27 Oxendon Street London SW1Y 4EL	Night clubs and discos	Sunday; 12:00 - 22:30   Monday to Thursday; 10:00 - 23:30   Friday to Saturday; 10:00 - 00:00
22/11749/LIPDPS	Prince Of Wales Theatre	31 Coventry Street London W1D 6AS	Theatre	Monday to Sunday; 09:00 - 00:00
22/11988/LIPV	Tom Cribb Public House	36 Panton Street London SW1Y 4EA	Pub or pub restaurant with lodge	Sunday; 12:00 - 23:00   Monday to Thursday; 10:00 - 00:00   Friday to

				Sunday; 10:00 - 00:30
22/08633/LIPDPS	Odeon Cinema	11-18 Panton Street London SW1Y 4DP	Cinema	Monday to Sunday; 09:00 - 08:00
10/07825/LIPD	Woodlands Restaurant	Basement And Ground Floor 37 Panton Street London SW1Y 4EA	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
22/10452/LIPDPS	Thistle Piccadilly Hotel	39 Coventry Street London W1D 6BZ	Hotel, 4+ star or major chain	Sunday; 12:00 - 00:00   Sunday; 12:00 - 23:00   Monday to Saturday; 10:00 - 23:30   Monday to Saturday; 10:00 - 00:30
21/04813/LIPDPS	Comedy	Basement To Second Floor 7 Oxendon Street London SW1Y 4EE	Night clubs and discos	Sunday; 07:00 - 00:30   Sunday; 07:00 - 22:30   Monday to Thursday; 07:00 - 23:30   Monday to Saturday; 07:00 - 02:30   Friday to Saturday; 07:00 - 00:00   Sundays before Bank Holidays; 07:00 - 00:00
22/02946/LIPDPS	Tasting Italy	Ground Floor To Second Floor 38 Panton Street London SW1Y 4EA	Restaurant	Monday to Sunday; 12:00 - 00:00
21/05711/LIPN	Layalina	32 Coventry Street London W1D 6BR	Restaurant	Monday to Sunday; 00:00 - 00:00
20/07347/LIPCHT	Jumak39	39 Panton Street London SW1Y 4EA	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
22/09303/LIPDPS	All Bar One	Concession Communications House 48 Leicester Square London WC2H 7LT	Wine bar	Sunday; 07:00 - 22:50   Monday to Thursday; 07:00 - 23:30   Friday to Saturday;



				07:00 - 00:00   Sundays before Bank Holidays; 07:00 - 00:00
16/10259/LIPVM	McDonald's	Development Site At 5 Swiss Court And 48 Leicester Square London	Restaurant	Monday to Sunday; 05:00 - 03:00
22/04924/LIPDPS	The Harold Pinter Theatre	Harold Pinter Theatre Panton Street London SW1Y 4DN	Theatre	Sunday; 12:00 - 00:00   Monday to Saturday; 09:00 - 00:00
17/01054/LIPCHT	Yori Restaurant	Basement And Ground Floor 6 Panton Street London SW1Y 4DL	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
17/02769/LIPDPS	The Comedy Store	Ground Floor Right Haymarket House 1A Oxendon Street London SW1Y 4EE	Theatre	Sunday; 09:00 - 01:00   Monday to Saturday; 09:00 - 05:00
22/07638/LIPDPS	Machi-Ya	5 Panton Street London SW1Y 4DL	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
21/10397/LIPDPS	Pizza Express	26 Haymarket London SW1Y 4SP	Restaurant	Sunday; 12:00 - 00:00   Monday to Saturday; 10:00 - 00:30
20/02193/LIPRW	Happy Bar & Grill	25-29 Coventry Street London W1D 7AG	Restaurant	Sunday; 12:00 - 00:30   Monday to Saturday; 10:00 - 01:30   Sundays before Bank Holidays; 12:00 - 01:00
06/09838/WCCMAP	Andalucia Tapas Restaurant	Basement And Ground Floor Front 4 Panton Street London SW1Y 4DL	Restaurant	Monday to Sunday; 11:00 - 00:00

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