



City of Westminster

# Licensing Sub-Committee Report

Item No:

Licensing Ref No:

16/12470/LIREVP

Date:

12<sup>th</sup> January 2016

Classification:

For General Release

Title of Report:

Bok Bar  
56 Blandford Street  
London  
W1U 7JA

Report of:

Director of Public Protection and Licensing

Policy context:

City of Westminster Statement of Licensing Policy

Financial summary:

None

Report Author:

Miss Heidi Lawrance  
Senior Licensing Officer

Contact Details:

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E-mail: [hlawrance@westminster.gov.uk](mailto:hlawrance@westminster.gov.uk)

## APPLICATION DETAILS

<b>Application Type:</b>	A review of premises licence application under the Licensing Act 2003.		
<b>Applicant:</b>	David Cook, David Haynes, Janet Lee, Gloria May	<b>Date Application Received:</b>	15 November 2016
<b>Premises Name and Address:</b>	Bok Bar 56 Blandford Street London W1U 7JA		
<b>Ward Name:</b>	Marylebone High Street	<b>Cumulative Impact Area:</b>	None
<b>Description of Premises:</b>	The premises currently operates as a Public House.		
<b>Preliminary Note:</b>			

## 2. SUMMARY OF APPLICATION

- 2.1 An application has been submitted by four local residents for a review of the premises licence for Bok Bar, 56 Blandford Street, London, W1U 7JA. The application was received on 15<sup>th</sup> November 2016 on the grounds on the Public Safety and the Prevention of Public Nuisance. **Please see Appendix 1**
- 2.2 Guidance issued under section 182 of the Licensing Act 2003 (para 11.2) states that at any stage following the grant of a premises licence, a responsible authority, such as the Police or the Environmental Health Service, or any other person who can seek a review, may ask the Licensing Authority to review the premises licence because of a matter arising at the premises in connection with any of the four licensing objectives.
- 2.3 As such, in accordance with section 52(2) of the above-mentioned Act, the Licensing Authority must hold a hearing to consider the application and any relevant representations.
- 2.4 The premises currently benefits from a premises licence that permits:
- Late Night Refreshment**  
Monday to Saturday: 23:00 to 23:30
- Sale by Retail of Alcohol**  
Monday to Saturday: 10:00 to 23:00  
Sunday: 12:00 to 22:30
- 2.5 These review proceedings are brought under the licensing objectives on the grounds of the Public Safety and the Prevention of Public Nuisance. A history of issues has been provided by the applicant can be found in **Appendix 1**.
- 2.6 The applicants have concerns with management of the outside area and the noise nuisance as a result.
- 2.7 A copy of the existing Premises Licence (14/08304/LIPVM) is attached at **Appendix 2**.

### 3. REPRESENTATIONS:

- 3.1 The Environmental Health Service, as a responsible authority supports the review application on both the grounds of the Prevention of Public Nuisance and Public Safety. **Please refer to Appendix 3 for further information.**
- 3.2 19 residential representations have been received in relation to this application. 8 representations support the Review Application and 11 representations are in support of the premises. **Please refer to Appendix 4 for further information.**

### 4. OPTIONS:

- 4.1 The applicants are seeking that conditions be added to the premises licence to control the outside area.
- 4.2 The Authority must, having regard to the application and the representations, take such steps (if any), as it considers appropriate for the promotion of the licensing objectives. The steps are:
- (a) to modify the conditions of the licence;
  - (b) to exclude a licensable activity from the scope of the licence;
  - (c) to remove the designated premises supervisor;
  - (d) to suspend the licence for a period not exceeding three months;
  - (e) to revoke the licence;
- and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition added.
- 4.3 In accordance with section 52(6) of the 2003 Act, if the authority takes measures to modify conditions or exclude licensable activities from the licence, it may stipulate that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.
- 6.3 The licensing authority's determination of this application does not have effect until the 21 day appeal period has expired or if the decision is appealed the date the appeal is determined and / or disposed of.

### 5. LICENSING ACT 2003 APPLICATIONS AND APPEAL HISTORY

- 5.1 Any applications under the Licensing Act 2003 are set out in Appendix 5.
- 5.2 The chronology relating to appeals and applications is set out in Appendix 5.

<b>List of Appendices:</b>	Appendix 1 – Review Application and Support Documents Appendix 2 – Current Premises Licence Appendix 3 – Environmental Health Representation Appendix 4 – Residential Representations Received Appendix 5 – Licence and Appeal History Appendix 6 – Conditions on the current licence and proposed conditions Appendix 7 – Residential Map and list of premises within the vicinity Appendix 8 – Additional submissions from the Licence Holder
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### Background Documents – Local Government (Access to Information) Act 1972

- Licensing Act 2003
- City of Westminster Statement of Licensing Policy (7<sup>th</sup> January 2011)
- Amended Guidance issued under section 182 of the Licensing Act 2003 (March 2015)

Review Application Form and Supporting Documents



PREMISES MANAGEMENT  
LICENSING SERVICE

15 NOV 2016

CITY OF WESTMINSTER

# City of Westminster

## APPLICATION FOR REVIEW

Please forward one copy of your completed application and any supporting documentation to:

Licensing Service  
Westminster City Council  
Westminster City Hall  
4th Floor  
64 Victoria Street  
London  
SW1E 6QP

### AND

You must give one copy of your application and any supporting documentation to the Holder of the Premises Licence and each of the following responsible authorities on the same day that the application is served on the Licensing Service:

- 1. The Chief Officer of Police**  
Westminster Police Liaison Team  
4<sup>th</sup> Floor, Westminster City Hall  
64 Victoria Street, London, SW1E 6QP
- 2. Fire Safety Regulation:**  
South West Area 4  
169 Union Street London SE1 0LL
- 3. Premises Management (Environmental Health; Health & Safety; Weights and Measures)**  
Westminster City Council  
Environmental Health Consultation Team  
4<sup>th</sup> Floor, Westminster City Hall  
64 Victoria Street, London, SW1E 6QP

Continued.....

**4. Development Planning Services**

Westminster City Council  
64 Victoria Street  
London  
SW1E 6QP

**5. Area Child Protection Committee**

Head of Commissioning – Child Protection & Quality, Social and Community  
Services – Children and Families  
4 Frampton Street  
NW8 8LF

**6. Public Health**

Estates Lead  
NHS Central London Clinical Commissioning Group  
15 Marylebone Road  
London  
NW1 5JD

**For boats only:**

The Navigation Authority (for vessels not permanently moored)

Tidal Thames  
The Harbour Master  
The Port of London Authority, 7 Harp Lane, London EC3R 6LB

Non Tidal Thames  
The Environment Agency Recreation and Navigation, Thames Region, Kings  
Meadow House, Kings Meadow Road, Reading, RG1 8DQ

Canals  
The Leisure Manager  
British Waterways Board  
1 Sheldon Square, Paddington Central, London W2 6TT

And

The Surveyor General  
The Maritime & Coastguard Agency, Orpington Marine Office, Central Court, 1 Knoll  
Rise

## Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

We Gloria May, Janet Lee, David Haynes and David Cook

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below**

#### Part 1 – Premises or club premises details

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> The Bok Bar 56 Blandford Street	
<b>Post town</b> London	<b>Post code (if known)</b> W1U 7JA

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Brillite Developments UK Ltd
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<b>Number of premises licence or club premises certificate (if known)</b> 13/02784/LIPT Original reference: 05/06572/LIPCV
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#### Part 2 - Applicant details

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below) ✓
  
- 2) a responsible authority (please complete (C) below)
  
- 3) a member of the club to which this application relates (please complete (A) below)

**(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)**

Please tick ✓ yes

Mr                      Mrs                      ✓ Miss                       Ms                      Other title  
(for example, Rev)

**Surname**

May

**First names**

Gloria

Please tick ✓ yes

**I am 18 years old or over**

✓

**Current postal address if different from premises address**

Flat 26 Wendover Court  
Chiltern Street

**Post town**

London

**Post Code**

W1U 7NT

**Daytime contact telephone number**

**E-mail address (optional)**

gloria.may@chilternstreet.co.uk

**(B) DETAILS OF OTHER APPLICANT**

Other applicants:

David Cook  
Flat 10 Wendover Court  
Chiltern Street  
London W1U 7NS

Janet Lee  
Flat 34 Wendover Court  
Chiltern Street  
London W1U 7NT

David Haynes  
53A Blandford Street  
London W1U 7HL

Telephone number (if any)

E-mail address (optional)



**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address
Telephone number (if any)
E-mail address (optional)

**This application to review relates to the following licensing objective(s)**

Please tick one or more boxes ✓

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

✓  
✓

**Please state the ground(s) for review (please read guidance note 2)**

The application seeks to amend and update the premises licence to ensure that the operation of the premises promotes the licensing objectives. The issues experienced can be summarised as follows:

Prevention of public nuisance -

- Outside drinking. Noise arising from customers drinking and/or smoking at tables and chairs outside the premises and standing on the pavement outside the premises. The nuisance arises from the numbers of people, and the time until which they are permitted to drink/smoke outside.
- This affects residents on both the Chiltern Street and Blandford Street frontages

Public safety

- Customers of the pub spreading across the pavement meaning that members of the public are forced to walk in the road. This is due to the numbers permitted to stand drinking outside in addition to those sitting at the tables.

**Please provide as much information as possible to support the application (please read guidance note 3)**

### **Introduction**

We are all local residents who live in the very close vicinity of Bok Bar ('the premises'). The premises is situated on the corner of Chiltern Street and Blandford Street. It therefore has a frontage on to Blandford Street and a frontage on to Chiltern Street. Both frontages have outside seating areas. Customers sit at these tables and vertical drinkers stand on the pavement to drink and/or smoke. Residents live opposite both frontages, with residential accommodation on Chiltern Street and Blandford Street

We have each produced and signed a witness statement which explains where we each live, our circumstances, and our concerns. The statements can be found at Appendix 1. We also produce at Appendix 2 a number of photos and videos taken as evidence. The photos and videos are produced on a USB device enclosed with our application.

The purpose of the review is to amend and update the premises licence to ensure that the operation of the premises promotes the licensing objectives. We feel strongly that the current licence conditions and hence operation of the premises is not sufficient to promote these objectives.

### **Overview**

We and other residents have been troubled for a number of years by the operation of this pub, both under its current management and its previous management. We have been close to applying for a review of the premises licence on a number of occasions. We have not done so until now as we have received repeated reassurances over the years. Unfortunately, nuisance has continued. We all now feel it is time that the licence is reviewed so that conditions can be added to resolve the issues we experience.

The principle cause of nuisance is the numbers of customers who drink outside the premises and the noise this causes, which is intrusive in our flats. There are considerable numbers of residents in the area, and our lives have been increasingly affected in the last few years by the operation of licensed premises in the area. Bok Bar has historically been the most problematic. It has become more problematic since the opening of the adjacent Chiltern Firehouse, a well-known mixed use licensed premises.

We understand that the premises was bought by the current owners in 2013. The licence holder is Brillite Developments UK Limited. The management of the premises and of the Chiltern Firehouse are connected, and we have had many meetings with representatives about issues we have had with the premises and with the Chiltern Firehouse. The premises seems to have become much busier since the Chiltern Firehouse put Chiltern Street 'on the map', even though the Chiltern Firehouse was marketed to local residents as a high class hotel, and indeed was welcomed by many on that basis.

We have met with the management of Bok Bar and the Firehouse to discuss the problems, and we have requested that the management voluntarily put in place what we consider to be reasonable and proportionate measures eg. moving drinkers inside at 9pm. Regrettably, the management have been unwilling to consider the request and so our only option is to seek to add these conditions to the licence by way of this review application.

We acknowledge that customers of the pub will wish to have a drink outside, and we have nothing against this at all, as long as it does not cause an undue noise nuisance. This is more likely to happen a) the more people are outside and; b) the later they are allowed outside. The feeling among residents is that a balance should be struck between the legitimate aspirations of a business and the equality legitimate desire of residents to relax in the evenings with their windows open without intrusive noise, particularly when winding down later in the evening. Accordingly, limiting numbers outside and limiting the terminal hour outside will help to achieve this balance.

The review is supported by the other residents, who we trust will submit their own representations.

### **Current Licensing situation**

The current premises licence for the pub is attached at appendix 3. It has a number of conditions on it including:

12. Off sales to finish at 22.00
13. Outside tables and chairs to be rendered unusable by 22.30 each day
14. The applicant shall use his best endeavours to ensure that customers do not congregate or cause a nuisance on the public highway in the vicinity of the premises

These conditions have not proved sufficient to promote the licensing objectives.

### **Basis for the application: the licensing objectives**

The issues fall under the licensing objective of prevention of public nuisance. We each give our individual perspectives in our witness statements, but the following is a general summary.

#### Prevention of public nuisance

*Outside drinking and smoking; extent of area used for outside drinking; numbers of customers outside; customer dispersal at closing time.*

The premises at 56 Blandford Street used to be called The Wallace Head. It used to be a quiet but busy local pub which operated in a manner which was in keeping with the location. It was taken over in the mid-2000s and renamed the Bok Bar. Unfortunately, it became a venue for very noisy customers who came to watch football on the television installed in the bar. It became known as a sports bar. Customers spread out all over the pavements and caused criminal damage in Chiltern Street from time to time. This situation changed for the better when the old manager left, taking his followers with him, and the Assistant Manager took over.

Residents, the Council and the Portman Estate representatives had a meeting at the Bok Bar in the autumn of 2010 as the noise situation and disturbance to residents was improved but by no means satisfactory. 'Sam' appeared for the owners and told us that she had wanted to put barriers round the benches but was told by the Council that unless the seating was changed the barriers overstepped the space which belonged to the pub. Sam said she would get something done (what was unspecified but she said Sean Dwyer, Strategy and Road Safety Manager was the person she would talk to). As things improved after this meeting, with the installation of curtains, this point was never addressed.

However, Bok Bar was purchased again in about 2013 and the licence was transferred to Brillite Development UK Limited. We were given to understand that the premises is under the same ultimate stewardship as the Chiltern Firehouse next door at 1 Chiltern Street. Certainly, this is the context in which the frequent meetings we have had regarding both premises were held.

We attach at appendix 2 photographs and video which amply demonstrate the scale of the problem and why residents are asking for conditions to be imposed on the licence. As will be seen, the photos show the outside drinkers on both the Chiltern Street and Blandford Street frontages. There are tables along both frontages. Customers sit at these tables, but others have to stand beyond the area of the tables and chairs. This increases the numbers outside and the space taken up. We would appreciate confirmation of the extent of the land which belongs to the premises, and which is public highway.

Please note that we could have submitted evidence going back many years. In the interests of brevity, we have restricted ourselves to the period since the ownership changed. We feel that this amply demonstrates the issues, but we would ask the licensing authority to be mindful of the historical context. We would be happy to submit further evidence if required.

We have had to phone the City Council's Noise Team on numerous occasions. Please note that the number of calls recorded may well not reflect the number of times when noise has been an issue. We have not phoned the Noise Team on each occasion. We have also liaised directly with the management on many occasions without formally involving the Council.

The problems which have occurred over the course of 2016 are similar to the issues we have had going back many years. The severity has increased however, as the premises has become busier.

Customers spill out on to the street and spread out all over the pavement, especially in the warmer weather. This can happen in the daytime and the evening. For those who work from home, even the nuisance in the daytime is a serious problem. For the rest of us who wish to enjoy our homes and relax in the evenings, the nuisance from customers drinking and smoking outside remains a problem.

Customers are moved inside at 10pm. However, after this time, customers still come out to smoke. Customers are then noisy while leaving the premises.

In order to resolve these problems, we would suggest limitations on the numbers allowed outside at any time, an earlier terminal hour for outside drinking, and restrictions on the extent of the area which may be used.

It is worth noting that other premises in the area have more restrictive controls on their outside areas. For instance, the premises licence for Il Baretto, almost opposite the premises on south side of Blandford Street, stipulates a terminal hour of 9pm for its outside area. The premises licence for Purl, opposite the premises on the north side of Blandford Street, does not allow any outside drinking whatsoever. Slightly further afield, but relevant to this premises, is a pub called The Larrik, which has signs in the window informing customers that outside drinking is not permitted after 9pm.

Please see our individual witness statements for further details.

#### Public Safety

There is considerable overlap with the points raised above. The public safety issue is in the fact that the pavement – the public highway – can be covered with people drinking and smoking, forcing pedestrians in to the middle of the road.

#### **Efforts to resolve the problems**

Since the Chiltern Firehouse opened in 2013, we have attended regular meetings with representatives of the management, where issues from Bok Bar have also been discussed.

Dates of more recent meetings where issues relating to Bok Bar were discussed are:

12 August 2014  
9 September 2014  
7 October 2014  
4 November 2014  
16 December 2014  
13 April 2015  
29 June 2015  
28 September 2015  
7 December 2015  
8 February 2016  
30 March 2016  
3 May 2016  
31 May 2016  
13 July 2016

On 4 November 2014, a resident suggested that the management could end outside drinking at 9pm. This suggestion was rejected out of hand.

However the management subsequently promised to permit outside drinking only to seated customers. This was taken as a sign of progress by residents. However by 3 May 2016, they had changed their minds and allowed customers to stand again. Hence, the situation over summer 2016 was the same as previous summers.

On 31 May 2016, Olivia Hunt declined to discuss Bok Bar any further at these meetings, as she had 'no power' to make decisions.

This led us to the firm conclusion that we would continue going around in circles unless we applied for a licence review.

These meetings are summarised in more detail in Gloria May's witness statement.

A pattern has developed since 2010 of assurances being given, short-term improvements being put in place before a deterioration in the situation, and the whole cycle begins again.

Clearly, this is a pattern which cannot continue indefinitely. More particularly, we have been told recently by a representative of the management of the Firehouse, who we had always thought had control over Bok Bar too, that they did not have the power to make decisions regarding Bok Bar.

We have produced relevant correspondence and a summary of these meetings at appendix 5.

#### **Westminster City Council's Statement of Licensing Policy 2016**

The City Council's Policy regarding public nuisance (PN1) anticipates the potential for problems from outside drinking. The considerations (p.19) state that 'Regard will be had to disturbance of people whether at home, at work, staying in, or visiting the vicinity. However, stricter conditions will be imposed on premises licences in areas that have denser residential accommodation or have residential accommodation close to them.' There are 6 considerations a-g in respect of 'Eating, drinking or smoking outside premises' (p.20). Among them are 'Whether the premises are under or near to residential accommodation', 'The hours for the sale of alcohol in open containers or food for consumption outside the premises' and 'Whether there is a need for door supervisors to prevent or to control customers congregating in outdoor areas to smoke, consume food or drink...between certain hours or at all times.'

The Policy therefore recognises the potential for these types of issues to arise. The area is highly residential not only on Chiltern Street but also on Blandford Street.

#### **Conclusion**

We respectfully ask that the Licensing Sub-Committee imposes such conditions as it considers to be appropriate and proportionate, to promote the licensing objectives. We suggest the following conditions as a basis for discussion. We feel that these conditions are necessary, appropriate and proportionate because:

- i) The problems have existed for many years;
- ii) The problems have become worse since the premises changed hands;
- iii) The premises has become busier as a result;
- iv) The nuisance is augmented by nuisance from the adjacent Firehouse, under the same ownership;
- v) We have attempted to resolve the problems informally;
- vi) The licence holder has not been willing to implement our suggestions voluntarily;
- vii) The measures that the licence holder has put in place are either ineffective or not observed consistently;
- viii) It is time that a permanent solution is reached by way of conditions.

#### **Proposed conditions:**

- 'No customer shall be permitted to be outside the premises building with a drink or a glass container after 9pm' - (to replace current condition 12)
- 'Outside tables and chairs shall be rendered unusable by 9pm each day' - (to replace current condition 13)
- EITHER

'Before 9pm, customers permitted to consume alcohol and/or smoke outside the premises building shall only do so at the tables and chairs within roped barriers. A maximum of [ ] persons shall be permitted within this area(s) at any one time'

OR

'Before 9pm, customers permitted to consume alcohol and/or smoke outside the premises building shall only do so within roped barriers. A maximum of [ ] persons shall be permitted

within this area(s) at any one time'

- 'After 9pm, patrons permitted to temporarily leave and then re-enter the premises building, e.g. to smoke, shall be limited to [ ] persons at any one time.'
- 'The premises licence holder shall ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway' – (to replace condition 14)
- 'Notices shall be clearly and prominently displayed both outside and inside the premises informing customers that this is a residential area and requesting customers to leave the premises quietly and not to loiter outside the premises'
- 'An SIA licensed door supervisor shall be on duty at the premises from 5pm until 30 minutes after the terminal hour for sale of alcohol on Wednesday, Thursday and Friday evenings. The door supervisor's duties shall include monitoring the behaviour of customers outside the premises and ensuring that the pavement remains clear for pedestrians.'
- 'A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open to the public. This telephone number is to be made available to residents in the vicinity of the premises.'

Any other such conditions as the Sub-Committee decides are appropriate and proportionate following consideration of this application, submissions from the licence holder, and any representations from responsible authorities and other persons.

All timings etc to be as the Sub-Committee decides are appropriate and proportionate following consideration of this application, submissions from the licence holder, and any representations from responsible authorities and other persons.

Have you made an application for review relating to the premises before

x

If yes please state the date of that application

Day		Month		Year		
1	1	1	1	1	1	1

**If you have made representations before relating to the premises please state what they were and when you made them**

n/a

Please tick ✓ yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ✓
- I understand that if I do not comply with the above requirements my application will be rejected ✓

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

**Part 3 – Signatures** (please read guidance note 4)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity**

Signature *J.D. Haynes* *D.C.J. Cook* *Gloria May* *Janet Lee*  
..... J.D. HAYNES D.C.J. COOK GLORIA MAY JANET LEE

Date *14/4/16*  
.....

Capacity **Applicants**  
.....

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 6)  
See previous contact details given for Applicants

Post town Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) *gloria.may@chilternstreet.co.uk*  
*list@janet-lee.com*  
*itsdavidcook@gmail.com*

Notes for Guidance *david@davidhaynes.co.uk*

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.



Bok Bar, 56 Blandford Street, London W1U 7JA

List of appendices to review application

1. Statements in support of application
  - 1.1 Statement of Gloria May
  - 1.2 Statement of Janet Lee
  - 1.3 Statement of David Cook
  - 1.4 Statement of David Haynes
2. USB device containing photographs and video evidence
3. Premises licence for 56 Blandford Street
4. Map of vicinity and photograph of premises
5. Relevant correspondence



**Statement in support of application to review the premises licence for Bok Bar, 56 Blandford Street, London W1U 7JA**

**S51 Licensing Act 2003**

**Premises licence ref: 13/02784/LIPT**

My name is Gloria May. I have lived at 26 Wendover Court, Chiltern Street since 1984.

My flat is on the second floor, looking diagonally on to the Bok Bar, on the corner of the junction between Chiltern and Blandford Streets. I am slightly to the north of the Bok Bar on their Chiltern Street frontage.

This statement is written in support of the application to review the premises licence for Bok Bar. I am one of the applicants for the licence review. The statement sets out my own personal experiences of i) nuisance emanating from Bok Bar; ii) the impact it has on my life; and iii) ongoing efforts to resolve the issues. I deal with these in turn:

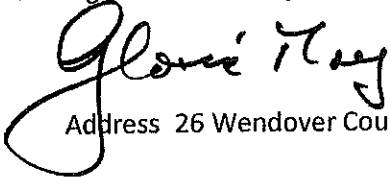
- i) *The noise and nuisance emanating from the Bok Bar is mostly at the end of the week and weekends. It is worse in the summer and occurs frequently. It is increased by the parties held at the Firehouse nightclub on a regular basis, when photographers and fans (when entertainers are involved) join the Bok Bar crowds. I also object to the crowds which congregate outside the bar and spill over into the street on a regular basis. This makes opening my windows in the summer difficult as the noise interferes with the quiet enjoyment of my home.*
  
- ii) *If I want to stay up after 10pm, the noise from the Bar is a nuisance and a source of stress. When I come home at night the crowds spilling on to the pavement make it almost impossible to walk along the pavement and the individuals drinking there are inclined to be noisy and unpleasant.*
  
- iii) *I have attended regular meetings with the management staff at the Firehouse Hotel (the bar owners). The attached extracts from those meetings show that we residents have tried to resolve the difficulties with the Bok Bar but without success. I also attach a brief history of the Bok Bar since its purchase by the Firehouse Hotel.*

What I would like to see is that the outside activities of the Bok Bar ended at 9pm and that the space which belongs to the Bok Bar is used solely for standing drinkers, or seated diners. There is not enough room for both activities without the drinkers filling the public pavement. Failing this I would like the heavy benches changed to moveable tables and chairs, so that drinkers standing up can fit into the space which belongs to the Bok Bar.

Currently drinkers standing up are compelled to use the public pavement (and sometimes the road) as there is not enough space for them to stand comfortably between the benches. Different seating would solve the problem and the Bar would then be able to comply with its licence.

I believe that the facts stated in this witness statement are true. I am aware that this statement will be used in support of an application to review the premises licence, and that as supporting documentation it will be seen by the licence holder and will be available to view on the City Council's Licensing Register, and will form part of the Report to Sub-Committee which is a public document.

Signed Gloria May

A handwritten signature in black ink that reads "Gloria May". The signature is written in a cursive style with a large, looping initial "G".

Address 26 Wendover Court, Chiltern Street, London W1U 7NT

Date 2 November 2016

## BOK BAR HISTORY

The Wallace Head (as it was previously called) used to be a quiet but busy local pub. It was taken over and renamed the Bok Bar and became a venue for very noisy customers who came to watch football on the television installed in the bar. They spread out all over the pavements and caused criminal damage in Chiltern Street from time to time. This situation changed for the better when the old manager left, taking his followers with him, and the Assistant Manager took over.

Residents, The Council and the Portman Estate representatives had a meeting at the Bok Bar in the autumn of 2010 as the noise situation and disturbance to residents was improved but by no means satisfactory. Sam appeared for the owners and told us that she had wanted to put barriers round the benches but was told by the Council that unless the seating was changed the barriers overstepped the space which belonged to the pub. Sam said she would get something done (what was unspecified but she said Sean Dwyer, Strategy and Road Safety Manager – 020 7641 3316 was the person she would talk to). As things improved after this meeting, with the installation of curtains, this point was never addressed.

## EXTRACTS FROM RESIDENTS/FIREHOUSE HOTEL MEETINGS RELATING TO THE BOK BAR

12 August 2014

Noise from the Bok Bar is a big problem and it's hoped by everybody that once the changes to the Bok Bar go ahead – with increased planters in the Hotel courtyard to shield guests from photographers – it will make a difference – residents were not convinced by this.

9 September 2014

Guillame Marly said he would ask the Bok Bar to put ropes back round the benches – it made a difference when they were there. People did not spill over onto the pavements so much. Residents pointed out that the benches were so big the ropes stuck out further than the bar's designated space. In future perhaps planters will be put round the Bok Bar. This should help with the level of noise and stop people who sit there to stare at celebrities going into the Hotel. Guillame said nothing about the benches – it was pointed out that the Bok Bar is the only pub in Marylebone which doesn't adhere to the area where outside drinkers have to keep within the bounds of barriers or ropes. This was probably because of the lack of space caused by the large benches. There is lip service paid to the benches being made unusable at night by putting covers on them – other pubs take tables and chairs in or up-end them against the walls.

7 October 2014

Andre Balazs said the plans were to leave the Bok Bar as it is but possibly redecorate it and turn it into a gastropub, which would change the clientele for the better.

4 November 2014

The most pressing problem was the Bok Bar noise – many people currently congregate in the street and, although Andre said the security staff keep them corralled (which is not what we see), the numbers make it impossible to keep the noise down.

A resident suggested that drinking outside the Bok Bar after 9pm should be banned. Andre Balazs said an emphatic NO to this suggestion.

16 December 2014

Andre Balsazs said that bouncers had been told to keep Bok Bar customers outside the bar sitting down and not let them wander about. This is an anti-noise measure but has not been in place long enough to be tested.

13 April 2015

Work on the Bok Bar is in progress and it should be more pleasant to sit inside. There are now two licensed security staff in place, they can deal with any difficult or unpleasant customers. Olivia said that customers are removed from outside the Bok Bar after 10pm – which is earlier than the licence allows and should help with the noise.

29 June 2015

Air condition to be installed to improve the atmosphere in the Bok Bar. Olivia told us that the Bok Bar will change and provide better food – more expensive too. It is still unclear whether the premises will be a restaurant or a pub. Olivia said the current

management will be kept so it looks as though its character will change very little – only time will tell.

28 September 2015

The noise from the Bok Bar continues to be a problem. The proposed installation of air conditioning so the doors can be kept closed may help.

7 December 2015

The Bok Bar is still very noisy. Perhaps this is because it is neither a pub nor a restaurant and there were people eating at the benches and others standing and smoking on the pavement. Olivia said the Thai food menu would eventually be changed and there would be a new name. There was no firm information about this.

8 February 2016

Plans for the Bok Bar are uncertain. The proposed new name seems prone to jokes and puns. Hugo Young suggested a name which reflected the history of the fire station might be a better idea. The noise is reduced because of the cold weather.

30 March 2016

Olivia said there are plans to change the Bok Bar menu but could give no firm information about it.

3 May 2016

The Firehouse has gone back on its promise not to permit standing outside the BB – because of loss of revenue. They now allow standing as having seated customers only outside cut their profits dramatically and they could not sustain that policy. Residents were not warned about this. Olivia said that herding customers inside the Bok Bar at 10pm was all she could do about the situation.

Olivia reported a meeting she and the Bok Bar manager had with Glynn Franks from the Council on 11 April. It was reported that GF said:

- There must be no unmanageable raucous groups
- Tables should be cleared as soon as drinks are finished
- Tables and chairs are rendered unusable at 10.30pm (Olivia pointed out they are made unusable at 10pm)
- Doors will be closed during football matches
- There should be enough space for people to pass on the pavement.

31 May 2016

Olivia declined to discuss the Bok Bar problems further. She said she had no power to make decisions and we would be talking in circles. She promised to talk to the 'powers that be' about the matter and the subject was dropped.

13 July 2016

The meeting consisted of Olivia Hunt and Gloria May. Other residents did not attend partly because of holidays and partly because of frustration at nothing happening about the Bok Bar to make life better for residents.

Olivia said she could do nothing else and the management of the Bok Bar is separate from the hotel (this we had never heard before). Gloria said people spill out onto the street and it's hard to get past them – and then there's the noise...this situation is at stalemate. Olivia says she is in constant touch with the Council but can do nothing else.

Gloria said she was at a loss and the current situation is not a satisfactory long term one. The nature of the Bok Bar is that it is a pub and serves food as well, so there is standing about and drinking outside as well as people having meals.



### The Bok Bar: Statement Supporting Licence Review,

I have lived on the top floor of Wendover Court in Chiltern Street since 1997, diagonally opposite the Bok Bar, half my flat overlooks the street. When I moved in, the pub was under different management and had no outside seating. Despite the working Fire Station, the road was very quiet and peaceful, especially at night and at weekends. This began to change some years ago when the pub became The Bok Bar, a sports bar with outside seating which frequently attracted noisy and unruly crowds. I began to make frequent complaints to the Noise and Licensing Teams. With other residents, I was considering asking for a Licence Review when the Portman Estate gave us assurances that the Chiltern Firehouse would lead a Review if the Bok Bar nuisance to residents continued after the 'hotel' opened.

Instead, the Chiltern Firehouse took over the pub, whereupon the nuisance has considerably increased. The emphasis on sport has been replaced by the FH's celebrity ethos, attracting to the Bok Bar by association a very loud, youngish crowd who invade the whole pavement. This small, largely residential, corner of Blandford Street and Chiltern Street is now, especially at lunchtime, in the evenings and at night, the busiest, noisiest and most crowded area of Marylebone, adversely affecting residents' previously peaceful amenity. The larger the crowd, the more the noise escalates.

I find the numbers, and especially the crowd that often gathers, very intimidating. The standing patrons tend to behave like a mob and make no allowances for passers-by, and I feel very uncomfortable passing them on the pavement, which feels wrong on the street where I live. Similarly, the security people who are on duty at some busy times are mostly wholly ineffective or intimidating. I was very shaken when one of them demanded I give him my camera phone and tried to take it from me as I took photos for this licence review.


On many lunchtimes and evenings, there can be over 100 people drinking outside the Bok Bar. There are 9 benches, each holding at least 6 people (54), with many more standing on both Blandford and Chiltern Streets, including on the recently built-out Chiltern Street pavement, which is not part of the Bok Bar's demise. Indeed, when residents were asked to comment on the build-out of the pavement, I wrote to the Council and to our MP to protest that it would be used for drinkers. The Council wrote to assure me that this was not the case and that it was for pedestrians to pass on the street. I now respectfully ask the Council to honour that assurance and restrict Bok Bar patrons to the pub's own demise.

In addition, I would like to request a limit on the numbers that can drink outside, and believe this could be best enforced if there was also a requirement that all patrons must be seated, as they must on all nearby licensed premises. Seated, the awnings give some cushioning to the noise of those underneath. Even so, it seems to me that 54 outside patrons is still far too many for this small premises, with or without the accumulation of other licensed premises nearby, so I would further like to request a reduction in numbers outside and a set maximum. This would both help diminish the ever-escalating volume of noise and dispel the disturbing 'mob' feel of the crowd.

The most intrusive nuisance is the noise from Bok Bar patrons which constantly disturbs me and my guests when I am in my flat. The street acoustic provides that those of us living higher up the buildings tend to have a worse experience of street noise than those living lower down. It is impossible to have a quiet night in reading a book, listening to music or entertaining friends anymore, and often the Bok Bar noise can be heard above the TV. I have conservation standard double glazed windows at the front of my flat and I have to shut them almost every day at midday when the noise starts to maintain any kind of tolerable home life. Even with them shut, I can still hear Bok Bar patrons, often loudly and clearly, as Wendover Court windows are too many and too

large to keep out all noise, and our chimneys (which also let in noise) very short. For example, as I write this with closed windows, I am struggling to compose this through noise on the street. Noise from the Bok Bar prevents me from enjoying quiet evenings and from winding down before bedtime, so that I frequently go to bed unduly disturbed and not ready for sleep. Our leases require that no noise emanates from our flats after 6.0 pm so that residents can enjoy quiet evenings, but commercial premises are regrettably not subject to the same standards. I think they should be, but at the very least a 9.0 pm outside closedown, common in this area, would help cut Bok Bar noise. In addition, the tables and seats must truly be made unusable as the licence demands; currently, it is easy for anyone to sit on them and disturb the street after closing time.

When they first took over, the FH management discussed the Bok Bar problems at regular meetings with residents and agreed to put in various measures but none of these solved the noise and nuisance problems and most were abandoned for profit reasons or subject to 'slippage' in practice, and it is for this reason that I feel that only licensing restrictions will bring reliable relief from some of the serious problems experienced by residents.

Janet Lee;   
Wendover Court,  
November 2016

'The Bok Bar', 56 Blandford St: Statement Supporting License Review November 2016

My family has been living in Chiltern Street since 1999, directly opposite the pub in question. Over time the nature of the premises has changed and I am joining this application in order to redefine the parameters within which the Bok Bar operates and to re-establish the balance between it and local residents.

Although the premises has been a pub for many years I am not aware of any significant nuisance from it or complaint about it during the first ten years I lived in Chiltern St. The nuisance from the premises has been steadily increasing since the change of ownership around 2009, when it became known as the Bok Bar. The installation of satellite television for showing live sport was problematic on some football and rugby match days, and there were other intermittent disturbances.

After the opening of the Chiltern Firehouse next door (2014) the pub became part of the Firehouse group, although they have not as yet renamed it. Since then it has become exponentially busier as that establishment has attracted so many people to visit the street. Nuisance from the pub is now the norm. This spillover from the Firehouse and the general growth in outdoor drinking following the indoor smoking ban has turned the nuisance from the pub into a chronic problem with an unacceptable impact on those of us who live nearby.

The build out of the pavement on the corner of Chiltern Street seems to have been designed specifically to encourage the pub to think of the pavement as an infinite free extension to its premises. For some time the growth of the crowd on the pavement seemed to know no limits. The management has made a belated attempt to address this by cordoning off a section of the pavement as if it was demised to the pub (which it is not). In practice they are only put out sometimes and when they are they seem to expand to fit the number of people present. This coralling of the herd of evening drinkers has only intensified noise as people shout in order to make themselves heard across neighbouring conversations. The resultant noise of the assembled throng of drinkers (especially on warm evenings) is very loud. We need to close our windows in order to talk to each other or even watch television. As the evening progresses the volume increases with inebriation!

The current regime has made matters worse by cramming in several extra tables in the pavement area (the difference can be seen from older photographs). Putting the tables out of use after 10.30 p.m. is a requirement of the current license. While drinkers are generally cleared by the deadline, the tables remain and although covered are used by anyone in the area later on to sit at - and there are a lot of people in the area throughout the night. While they may not be patrons of the Bok Bar the existence of this seating facility means they still make a lot of noise well into the early hours of the morning. The atmosphere later in the evening is no longer that of a residential street. More seriously there has been an increase in damage to cars parked in the street and while this cannot of course be linked to any one particular premises it is symptomatic of the change that the street has undergone and that needs to be addressed.

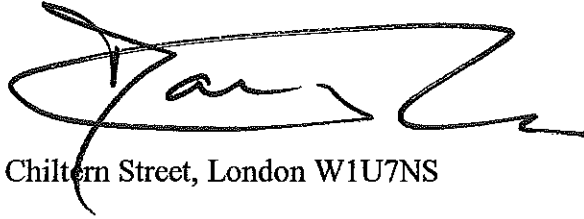
Although residents have been in contact with the management of the Firehouse about general matters including the nuisance from the Bok Bar there has not been any significant improvement. Unsurprisingly, they will not voluntarily restrict their activities if it is to their financial disadvantage. Last year the brief period when they limited outdoor drinking to seated areas stopped me applying for a Review then and started to offer a slight improvement. This was short lived when, by their own admission, they realised how much money it was costing them. They are willing to have a dialogue, but it is not likely to produce any meaningful improvement in the situation for residents in this case. Likewise complaints to the excellent and helpful Noise Team at WCC led me to understand that the noise of pub customers was not in itself actionable and was a

**'The Bok Bar', 56 Blandford St: Statement Supporting License Review November 2016**

Licensing issue. Therefore it is surely time for a re-examination of the conditions of the license. The principal requests of this application namely to curtail outside drinking to 9 p.m. and restrict it to the area that is actually demised to the pub would be redress the balance between the desires of the pub and the needs of residents and represent a reasonable compromise.

David Cook

10 Wendover Court, Chiltern Street, London W1U7NS

A handwritten signature in black ink, appearing to read 'David Cook', written over a horizontal line.

**Statement in support of application to review the premises licence for Bok Bar, 56 Blandford Street, London W1U 7JA**

**S51 Licensing Act 2003**

**Premises licence ref: 13/02784/LIPT**

My name is J D Haynes. I live at 53A Blandford Street, London W1U 7HL. I have lived here for 17 years.

My apartment is on the 1<sup>st</sup> and 2<sup>nd</sup> floors directly opposite the Bok Bar. My bedroom faces onto Blandford Street and is in line of sight of the entire frontage of the Bok Bar.

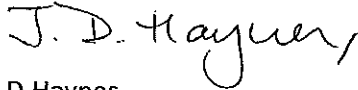
This statement is written in support of the application to review the premises licence for Bok Bar. I am one of the applicants for the licence review. The statement sets out my own personal experiences of i) nuisance emanating from Bok Bar; ii) the impact it has on my life; and iii) ongoing efforts to resolve the issues. I deal with these in turn:

- i) *The nuisance is mostly in the evenings, and at weekends when patrons sitting outside become boisterous and very noisy. The nuisance is particularly bad in the summer but continues throughout the year. There is a lot of disturbance from taxis and minicabs drawing up to collect patrons from the front of the Bok Bar for up to an hour after closing time. During that time patrons are often going in and out of the front entrance of the Bar. I also suffer inconvenience on weekday evenings when patrons are standing outside the bar on the pavement, blocking the way for pedestrians. Some of the nuisance may be related to the Firehouse where it is not uncommon for people to be leaving their premises at 2 or 3am. The main problem is with taxis honking their horns to announce their arrival and with inebriated individuals shouting and singing.*
  
- ii) *The noise during weekends disturbs the quiet enjoyment of my living room (1<sup>st</sup> floor) and forces me to close my windows if I want to read or enjoy music on the radio. This is particularly the case in the summer. The evening noise wakes me up or keeps me awake when I go to bed – normally around 11pm. This disrupts my work the following day, especially if I have meetings or I am teaching. The blocked pavement is annoying because I usually have to cross over to the other side of Chiltern Street to get past rather than taking a direct route to my front door. It can be intimidating facing a wall of people and large security guards between me and my front door.*
  
- iii) *I have complained to the Noiseline on occasion, but am reluctant to do so because the source of the problem has usually gone by the time the inspectors come around to investigate. Even if the noise does not last long, it has a disruptive effect by waking me up. I have also regularly attended meetings with the management of the Chiltern*

*Firehouse, even though these seem to be called at short notice (typically 48hrs or less). I have made my concerns known about the out-of-hours noise in Blandford Street and have requested that they take measures to discourage taxi drivers from honking their horns when collecting patrons. I have also asked the Chiltern Street Firehouse management to more tightly regulate the orderly dispersal of patrons after closing time. However attempts on their part to control the issue seem to have been ineffective. There is a feeling that they pay lip service to community liaison but that they do not actually do anything, which is part of the reason for requesting this licensing review.*

I would like the Council to ensure that the Bok Bar outside seating is cleared of patrons by 9pm. This will control some of the noise at closing time. I would also request that the Council regularly check that the Bok Bar observes the closing time by making sure that patrons are not let into the bar after 11pm and that they are encouraged to leave in an orderly fashion. I would also request that the Bok Bar put up clearly-readable notices outside asking patrons to respect the neighbours by keeping noise levels down and by not blocking the pavement. The pavement problem could also be improved by removing some of the tables outside, so that there is more room for patrons to stand within a cordon.

I believe that the facts stated in this witness statement are true. I am aware that this statement will be used in support of an application to review the premises licence, and that as supporting documentation it will be seen by the licence holder and will be available to view on the City Council's Licensing Register, and will form part of the Report to Sub-Committee which is a public document.

Signed   
J D Haynes

Address 53A Blandford Street, London W1U 7HL

Date 2<sup>nd</sup> November 2016

## Appendix 2

### USB device containing photos and videos







# City of Westminster

64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part A

WARD: Marylebone High  
Street  
UPRN: 100022726790

Premises licence

Regulation 33, 34

Premises licence number:

14/08304/LIPVM

Original Reference:

05/06572/LIPCV

## Part 1 – Premises details

### Postal address of premises:

The Bok Bar  
56 Blandford Street  
London  
W1U 7JA

Telephone Number: Not Supplied

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

Not applicable

### Licensable activities authorised by the licence:

Playing of Recorded Music  
Late Night Refreshment  
Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit  
Sale by Retail of Alcohol

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

Playing of Recorded Music Unrestricted

Late Night Refreshment  
Monday to Saturday: 23:00 to 23:30

Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit Unrestricted

Sale by Retail of Alcohol  
Monday to Saturday: 10:00 to 23:00  
Sunday: 12:00 to 22:30

*For times authorised for Christmas, New Year and Good Friday see conditions at Annex 1*

### The opening hours of the premises:

Monday to Saturday: 10:00 to 23:30  
Sunday: 12:00 to 23:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption both on and off the Premises.

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

Brilite Developments UK Ltd  
5th Floor Edison House  
223-231 Old Marylebone Road  
London  
NW1 5QT

**Registered number of holder, for example company number, charity number (where applicable)**

07851705

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:**

**Name:** Boleslaw Lewicki

*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:** 09/06861/LIPERS  
**Licensing Authority:** City Of Westminster Council

**Date:** 31 December 2014

**This licence has been authorised by Ryan Peermamode on behalf of the Operational Director - Premises Management.**

## 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.
- (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.
- (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.
- (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 reproducing the effect of conditions subject to which the relevant existing licences have effect**

9. Alcohol shall not be sold, supplied, consumed in or taken from the premises except during permitted hours.

In this condition, permitted hours means:

- (a) On weekdays, other than Christmas Day, Good Friday or New Year's Eve, 10.00 to 23.00.
- (b) On Sundays, other than Christmas Day or New Year's Eve, 12.00 noon to 22.30.
- (c) On Good Friday, 12.00 to 22.30.
- (d) On Christmas Day, 12.00 to 15.00 and 19.00 to 22.30.
- (e) On New Year's Eve, except on a Sunday, 10.00 to 23.00.
- (f) On New Year's Eve on a Sunday, 12.00 to 22.30.
- (g) On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, 00.00 midnight on 31st December).

NOTE - The above restrictions do not prohibit:

- (a) during the first thirty minutes after the above hours the consumption of the alcohol on the premises;
- (b) during the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
- (c) during the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking table meals there if the alcohol was supplied for consumption as ancillary to the meals;
- (d) the sale or supply of alcohol to or the consumption of alcohol by any person residing in the licensed premises;

- (e) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (f) the sale of alcohol to a trader or registered club for the purposes of the trade or club;
- (g) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
- (h) the taking of alcohol from the premises by a person residing there;
- (i) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied;
- (j) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

In this condition, any reference to a person residing in the premises shall be construed as including a person not residing there but carrying on or in charge of the business on the premises.

10. The terminal hour for late night refreshment on New Year's Eve is extended to 05:00 on New Year's Day.

## **Annex 2 – Conditions consistent with the operating Schedule**

11. 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.
12. 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 to the public. This staff member shall be able to show Police recent data or footage with the absolute minimum delay when requested.
13. 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. The log must be completed within 24 hours of the time of the incident. It 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 system
  - f. any refusal of the sale of alcohol

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

14. Under 18s will not be permitted on the premises after 21:00. Children will only be allowed on the premises before 21:00 if accompanied by an adult over 21.
15. Off sales to finish at 22:00.
16. Outside tables and chairs to be rendered unusable by 22:30 each day.
17. The applicant shall use his best endeavours to ensure that customers do not congregate or cause a nuisance on the public highway in the vicinity of the premises.





# City of Westminster

64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part B

Premises licence  
summary

WARD: Marylebone High  
Street  
UPRN: 100022726790

Regulation 33, 34

Premises licence number:

14/08304/LIPVM

## Part 1 – Premises details

### Postal address of premises:

The Bok Bar  
56 Blandford Street  
London  
W1U 7JA

Telephone Number: Not Supplied

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

Not applicable

### Licensable activities authorised by the licence:

Playing of Recorded Music  
Late Night Refreshment  
Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit  
Sale by Retail of Alcohol

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

**Playing of Recorded Music** Unrestricted

**Late Night Refreshment**  
Monday to Saturday: 23:00 to 23:30

**Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit** Unrestricted

**Sale by Retail of Alcohol**  
Monday to Saturday: 10:00 to 23:00  
Sunday: 12:00 to 22:30

*For times authorised for Christmas, New Year and Good Friday see conditions at Annex 1*

**Annex 4 – Plans**

Attached

**The opening hours of the premises:**

Monday to Saturday: 10:00 to 23:30  
Sunday: 12:00 to 23:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption both on and off the Premises.

**Name and (registered) address of holder of premises licence:**

Brilite Developments UK Ltd  
5th Floor Edison House  
223-231 Old Marylebone Road  
London  
NW1 5QT

**Registered number of holder, for example company number, charity number (where applicable)**

07851705

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

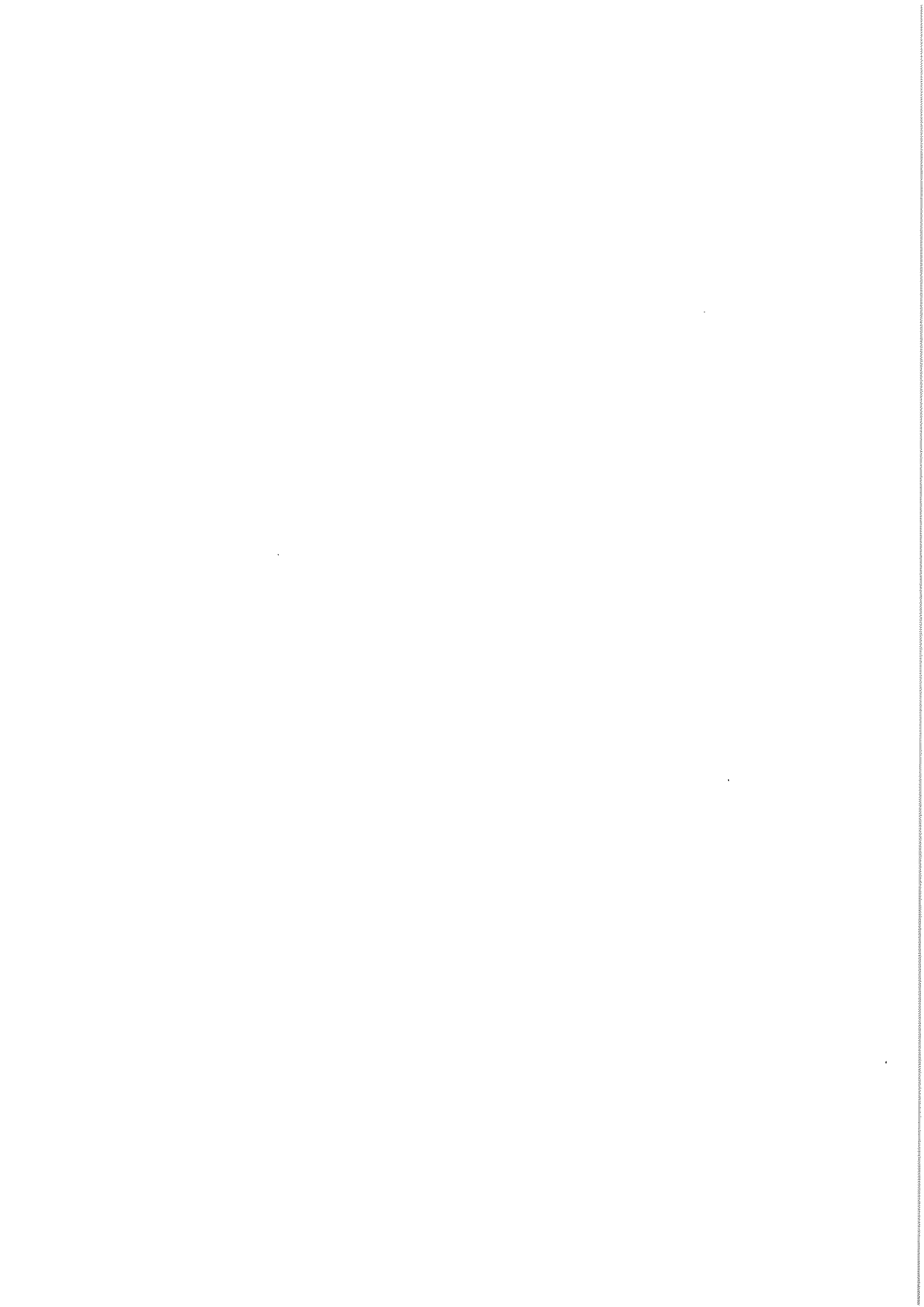
Boleslaw Lewicki

**State whether access to the premises by children is restricted or prohibited:**

Restricted

**Date:** 31 December 2014

**This licence has been authorised by Ryan Peermamode on behalf of the Operational Director - Premises Management.**



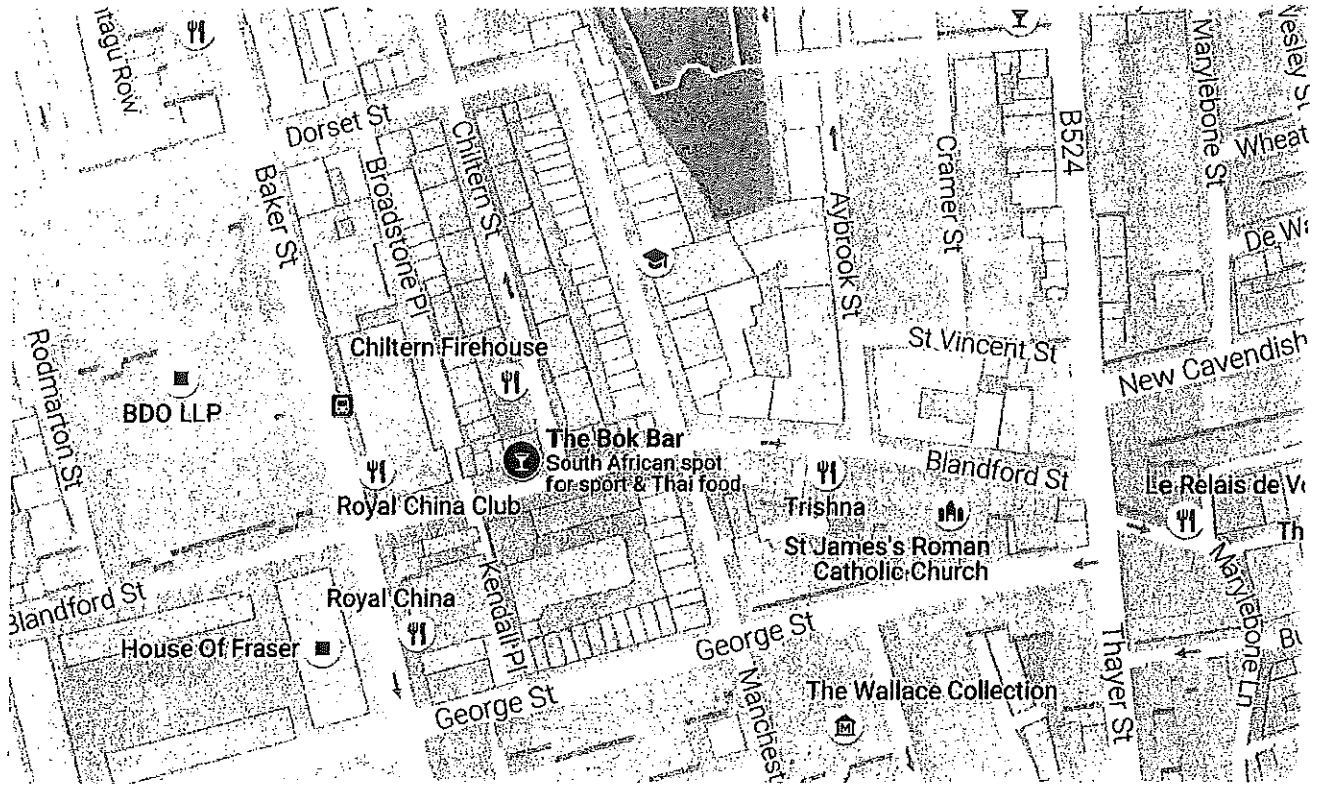
Appendix 4

7

Google



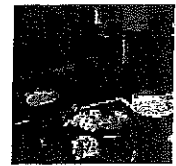
bok bar w1



**The Bok Bar**

3.2 ★★☆☆☆ • 30 reviews • Bar

56 Blandford St, London W1U 7JA

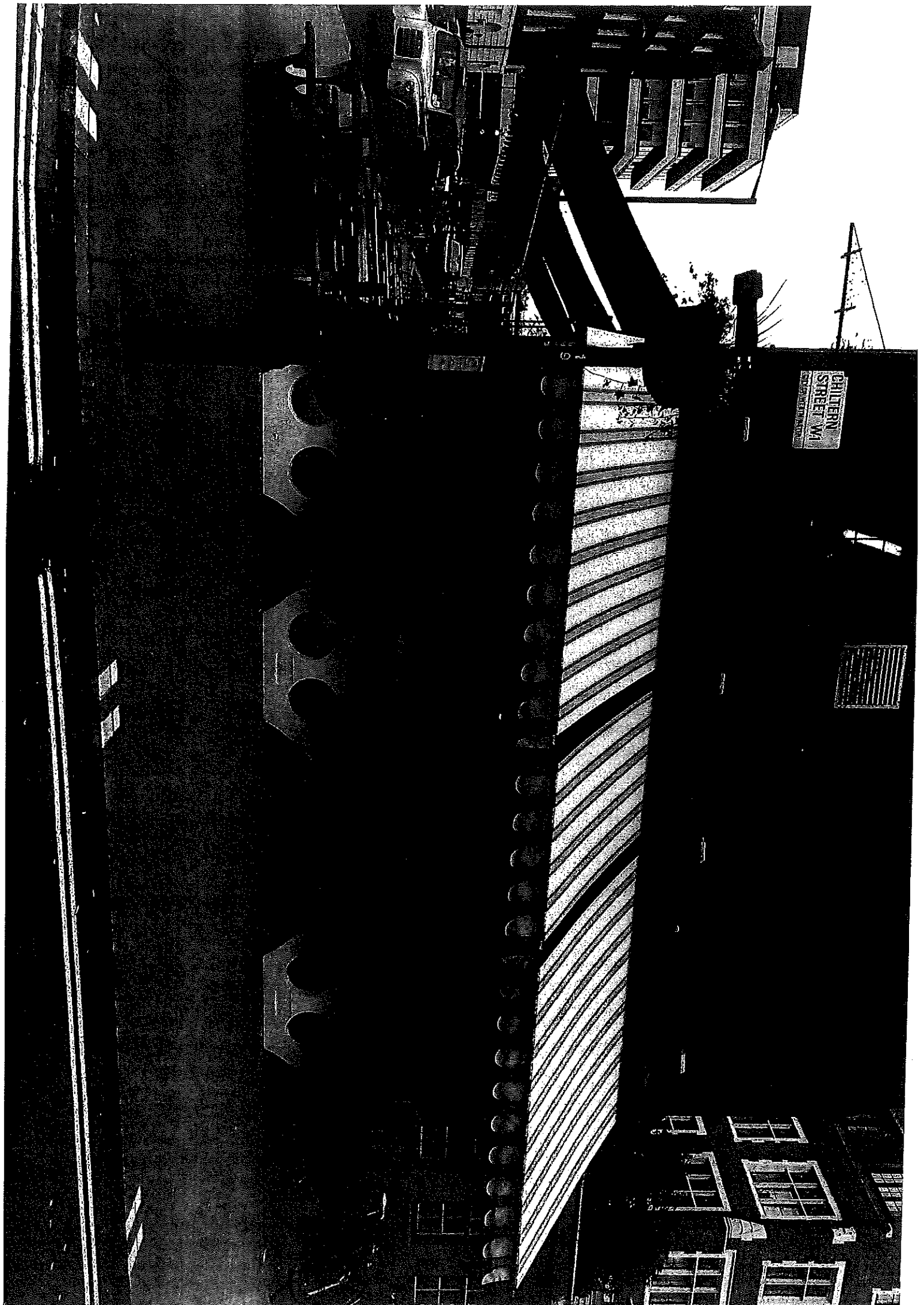


**The Bok Bar**

2 reviews

Royal Opera House, 20 Bedford St, London WC2E 9HP





## EXTRACTS FROM RESIDENTS/FIREHOUSE HOTEL MEETINGS RELATING TO THE BOK BAR

12 August 2014

Noise from the Bok Bar is a big problem and it's hoped by everybody that once the changes to the Bok Bar go ahead – with increased planters in the Hotel courtyard to shield guests from photographers – it will make a difference – residents were not convinced by this.

9 September 2014

Guillame Marly said he would ask the Bok Bar to put ropes back round the benches – it made a difference when they were there. People did not spill over onto the pavements so much. Residents pointed out that the benches were so big the ropes stuck out further than the bar's designated space. In future perhaps planters will be put round the Bok Bar. This should help with the level of noise and stop people who sit there to stare at celebrities going into the Hotel. Guillame said nothing about the benches – it was pointed out that the Bok Bar is the only pub in Marylebone which doesn't adhere to the area where outside drinkers have to keep within the bounds of barriers or ropes. This was probably because of the lack of space caused by the large benches. There is lip service paid to the benches being made unusable at night by putting covers on them – other pubs take tables and chairs in or up-end them against the walls.

7 October 2014

Andre Balazs said the plans were to leave the Bok Bar as it is but possibly redecorate it and turn it into a gastropub, which would change the clientele for the better.

4 November 2014

The most pressing problem was the Bok Bar noise – many people currently congregate in the street and, although Andre said the security staff keep them corralled (which is not what we see), the numbers make it impossible to keep the noise down.

A resident suggested that drinking outside the Bok Bar after 9pm should be banned. Andre Balazs said an emphatic NO to this suggestion.

16 December 2014

Andre Balsazs said that bouncers had been told to keep Bok Bar customers outside the bar sitting down and not let them wander about. This is an anti-noise measure but has not been in place long enough to be tested.

13 April 2015

Work on the Bok Bar is in progress and it should be more pleasant to sit inside. There are now two licensed security staff in place, they can deal with any difficult or unpleasant customers. Olivia said that customers are removed from outside the Bok Bar after 10pm – which is earlier than the licence allows and should help with the noise.

29 June 2015

Air condition to be installed to improve the atmosphere in the Bok Bar. Olivia told us that the Bok Bar will change and provide better food – more expensive too. It is still unclear whether the premises will be a restaurant or a pub. Olivia said the current

management will be kept so it looks as though its character will change very little – only time will tell.

28 September 2015

The noise from the Bok Bar continues to be a problem. The proposed installation of air conditioning so the doors can be kept closed may help.

7 December 2015

The Bok Bar is still very noisy. Perhaps this is because it is neither a pub nor a restaurant and there were people eating at the benches and others standing and smoking on the pavement. Olivia said the Thai food menu would eventually be changed and there would be a new name. There was no firm information about this.

8 February 2016

Plans for the Bok Bar are uncertain. The proposed new name seems prone to jokes and puns. Hugo Young suggested a name which reflected the history of the fire station might be a better idea. The noise is reduced because of the cold weather.

30 March 2016

Olivia said there are plans to change the Bok Bar menu but could give no firm information about it.

3 May 2016

The Firehouse has gone back on its promise not to permit standing outside the BB – because of loss of revenue. They now allow standing as having seated customers only outside cut their profits dramatically and they could not sustain that policy. Residents were not warned about this. Olivia said that herding customers inside the Bok Bar at 10pm was all she could do about the situation.

Olivia reported a meeting she and the Bok Bar manager had with Glynn Franks from the Council on 11 April. It was reported that GF said:

- There must be no unmanageable raucous groups
- Tables should be cleared as soon as drinks are finished
- Tables and chairs are rendered unusable at 10.30pm (Olivia pointed out they are made unusable at 10pm)
- Doors will be closed during football matches
- There should be enough space for people to pass on the pavement.

31 May 2016

Olivia declined to discuss the Bok Bar problems further. She said she had no power to make decisions and we would be talking in circles. She promised to talk to the 'powers that be' about the matter and the subject was dropped.

13 July 2016

The meeting consisted of Olivia Hunt and Gloria May. Other residents did not attend partly because of holidays and partly because of frustration at nothing happening about the Bok Bar to make life better for residents.



Olivia said she could do nothing else and the management of the Bok Bar is separate from the hotel (this we had never heard before). Gloria said people spill out onto the street and it's hard to get past them – and then there's the noise...this situation is at stalemate. Olivia says she is in constant touch with the Council but can do nothing else.

Gloria said she was at a loss and the current situation is not a satisfactory long term one. The nature of the Bok Bar is that it is a pub and serves food as well, so there is standing about and drinking outside as well as people having meals.

**From:** Olivia Hunt [mailto:[olivia.hunt@hotelsab.com](mailto:olivia.hunt@hotelsab.com)]  
**Sent:** 11 November 2014 12:55  
**To:** Olivia Hunt  
**Subject:** Meeting to discuss the Bok Bar

Dear All

As many of you were unable to attend this afternoon's meeting I would like to propose a new date. Do let me now whether you will be able to make **7pm on Tuesday 18th November**.

Between now and then we are going to test some new policies with regards to the Bok Bar and look forward to discussing the effect of these measures with you then.

With best wishes

Olivia

-----

Olivia Hunt

Director – Business Development, London

André Balazs

+44 (0) 7738 018 485

**From:** Olivia Hunt <[olivia.hunt@hotelsab.com](mailto:olivia.hunt@hotelsab.com)>  
**Date:** Monday, 10 November 2014 12:53

Dear All

Last Tuesday's meeting highlighted to us how much of a concern the Bok Bar is to many of you and we have been giving it much thought since then. Andre and the Firehouse team have been monitoring operations for the past week and would very much like to meet as soon as possible to discuss potential solutions that we have come up with, rather like we did with the issues of smoking and exiting.

Would you be available to meet at the Firehouse tomorrow evening at around 7pm?

Do let me know.

With best wishes

Olivia

**Gloria May's note following meeting on 18 November 2014:**

'This evening's meeting was with Andre, Olivia and a new manager (American) called Serena - who has replaced Guillaume Marly (it seems he has, very wisely, jumped ship).

Residents present were: Vanessa, Geoffrey Lee, Janet and me.

Olivia told us that the following measures had been put in place:

- 1 only seated drinkers would be allowed outside
- 2 at 10pm drinkers would go inside
- 3 smokers would be encouraged to go to Blandford Street and not loiter in Chiltern Street
- 4 table service to be introduced outside
- 5 air conditioning to be introduced inside to create an atmosphere which would attract more people to stay inside
- 6 cctv to be put outside the Bok Bar in Blandford Street and Chiltern Street

Vanessa said it had been quieter lately but it was noted that there had not been any particular party with the attendant photographers and crowds at the Bok Bar.

It's hard to see how some of the above measures can realistically be achieved. However, the suggestion that Broadstone Place would be made a one-way street and stop bunching at the junction with Blandford Street was welcomed.

Vanessa asked Andre what the plans were for the Bok Bar. After a lot of talk he finally said that they don't know how it will develop and whether or not it would be connected with the Hotel or not.

I don't think any of us felt reassured and suspect the Bok Bar will become an annex to the nightclub.'

**From:** Perkins, Jeff [mailto:JPerkins@westminster.gov.uk]  
**Sent:** 20 November 2014 16:19  
**To:** Gloria May  
**Subject:** RE: BOK BAR 54 Blandford Street, London W1

Dear Ms May

There is no private forecourt along the Chiltern Street frontage. The adopted highway abuts the ground floor external wall of the building along that frontage. The boundary of the land registered under title no LN167660; parcels 22,23 extends parallel to the centre line of Chiltern Street and so because of shape of the wall along that frontage that boundary lies between 1.2 m at its northern end and at most 0.6 metres at the southern end from the wall of the building along that frontage. However, that frontage is all highway.

regards

My:

name: Jeff Perkins

ref: DP/HP/JRP/201411

org: Westminster City Council\ Growth Planning Housing\ HighwayBoundaryInformation

tel: voice:02076412642 (no voice mail facility) text:07903048753

land mail address: 12th floor, Westminster City Hall, SW1E 6QP

DX: DX2310VICTORIA

site: <http://beta.westminster.gov.uk/highway-land-search>

Any views or opinions expressed in this email are those of the sender, and whilst given in good faith, do not necessarily represent a formal decision of the Local Planning Authority unless a statutory application is or has been made and determined in accordance with requisite procedures, planning policies and having had regard to material considerations

**From:** Gloria May [mailto:gloria.may@chilternstreet.co.uk]  
**Sent:** 20 November 2014 16:10  
**To:** Perkins, Jeff  
**Subject:** RE: BOK BAR 54 Blandford Street, London W1

Dear Mr Perkins

It's the frontage onto Chiltern Street which I am keen to know about – there is no demarcation line as with Blandford Street. Spillage of benches and people onto the pavement is the problem here so knowing exactly where the Bok Bar pub's property ends would be very helpful to all of us, as they would then know where to place their rope barriers.

Thank you for your very speedy response.

Best

Gloria May

**From:** Perkins, Jeff [<mailto:JPerkins@westminster.gov.uk>]

**Sent:** 20 November 2014 14:06

**To:** Gloria May

**Cc:** Delapenha-Grant, Inger

**Subject:** RE: BOK BAR 54 Blandford Street, London W1

Dear Ms May

A private forecourt intervenes between the ground floor external wall of 56 Blandford Street and the adopted highway Blandford Street. The extent of that private forecourt is visible on the ground by a change in the pavement materials. Measuring from a small scale map, and so subject to a large error, the forecourt extends approximately 1.6 metres from the ground floor external wall of 56 Blandford Street along its Blandford Street frontage.

regards

My:

name: Jeff Perkins

ref: DP/HP/JRP/201411

org: Westminster City Council\ Growth Planning Housing\ HighwayBoundaryInformation

tel: voice:02076412642 (no voice mail facility) text:07903048753

land mail address: 12th floor, Westminster City Hall, SW1E 6QP

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**From:** Gloria May [mailto:[gloria.may@chilternstreet.co.uk](mailto:gloria.may@chilternstreet.co.uk)]

**Sent:** 19 November 2014 13:24

**To:** Perkins, Jeff

**Subject:** BOK BAR 54 Blandford Street, London W1

Dear Mr Perkins

I spoke to Inga Delapenha-Grant today and she told me that you would be able to give me information on the demarcation line of the forecourt which the Bok Bar can use and the public pavement. My reason for wanting to have this information is that currently we residents are experiencing a high level of noise and nuisance from this pub. The new owner (Andre Balsazs who owns the former fire station which is now the Firehouse Hotel) promises to put some restrictions in place but as far as I can see most of them are unenforceable. It would be very useful indeed to know exactly what belongs to the pub and what is in the public domain.

Best

Gloria May

26 Wendover Court

Chiltern Street

London W1U 7NT

Current Premises Licence





**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption both on and off the Premises.

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:**

Brilite Developments UK Ltd  
5th Floor Edison House  
223-231 Old Marylebone Road  
London  
NW1 5QT

**Registered number of holder, for example company number, charity number (where applicable)**

07851705

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:**

**Name:** Boleslaw Lewicki

*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:** 09/06861/LIPERS  
**Licensing Authority:** City Of Westminster Council

**Date:** 31 December 2014

This licence has been authorised by Ryan Peermamode on behalf of the Operational Director - Premises Management.

## 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.
- (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.
- (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.
- (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 reproducing the effect of conditions subject to which the relevant existing licences have effect**

9. Alcohol shall not be sold, supplied, consumed in or taken from the premises except during permitted hours.

In this condition, permitted hours means:

- (a) On weekdays, other than Christmas Day, Good Friday or New Year's Eve, 10.00 to 23.00.
- (b) On Sundays, other than Christmas Day or New Year's Eve, 12.00 noon to 22.30.
- (c) On Good Friday, 12.00 to 22.30.
- (d) On Christmas Day, 12.00 to 15.00 and 19.00 to 22.30.
- (e) On New Year's Eve, except on a Sunday, 10.00 to 23.00.
- (f) On New Year's Eve on a Sunday, 12.00 to 22.30.
- (g) On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, 00.00 midnight on 31st December).

NOTE - The above restrictions do not prohibit:

- (a) during the first thirty minutes after the above hours the consumption of the alcohol on the premises;
- (b) during the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
- (c) during the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking table meals there if the alcohol was supplied for consumption as ancillary to the meals;
- (d) the sale or supply of alcohol to or the consumption of alcohol by any person residing in the licensed premises;

- (e) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (f) the sale of alcohol to a trader or registered club for the purposes of the trade or club;
- (g) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
- (h) the taking of alcohol from the premises by a person residing there;
- (i) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied;
- (j) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

In this condition, any reference to a person residing in the premises shall be construed as including a person not residing there but carrying on or in charge of the business on the premises.

10. The terminal hour for late night refreshment on New Year's Eve is extended to 05:00 on New Year's Day.

## Annex 2 – Conditions consistent with the operating Schedule

11. 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.
12. 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 to the public. This staff member shall be able to show Police recent data or footage with the absolute minimum delay when requested.
13. 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. The log must be completed within 24 hours of the time of the incident. It 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 system
  - f. any refusal of the sale of alcohol

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

14. Under 18s will not be permitted on the premises after 21:00. Children will only be allowed on the premises before 21:00 if accompanied by an adult over 21.
15. Off sales to finish at 22:00.
16. Outside tables and chairs to be rendered unusable by 22:30 each day.
17. The applicant shall use his best endeavours to ensure that customers do not congregate or cause a nuisance on the public highway in the vicinity of the premises.

## **Annex 4 – Plans**

Attached





# City of Westminster

64 Victoria Street, London, SW1E 6QP

Schedule 12  
Part B

Premises licence  
summary

WARD: Marylebone High  
Street  
UPRN: 100022726790

Regulation 33, 34

Premises licence number:

14/08304/LIPVM

## Part 1 – Premises details

### Postal address of premises:

The Bok Bar  
56 Blandford Street  
London  
W1U 7JA

Telephone Number: Not Supplied

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

Not applicable

### Licensable activities authorised by the licence:

Playing of Recorded Music  
Late Night Refreshment  
Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit  
Sale by Retail of Alcohol

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

**Playing of Recorded Music** Unrestricted

**Late Night Refreshment**  
Monday to Saturday: 23:00 to 23:30

**Private Entertainment consisting of dancing, music or other entertainment of a like kind for consideration and with a view to profit** Unrestricted

**Sale by Retail of Alcohol**  
Monday to Saturday: 10:00 to 23:00  
Sunday: 12:00 to 22:30

*For times authorised for Christmas, New Year and Good Friday see conditions at Annex 1*

**The opening hours of the premises:**

Monday to Saturday: 10:00 to 23:30  
Sunday: 12:00 to 23:00

**Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:**

Alcohol is supplied for consumption both on and off the Premises.

**Name and (registered) address of holder of premises licence:**

Brilite Developments UK Ltd  
5th Floor Edison House  
223-231 Old Marylebone Road  
London  
NW1 5QT

**Registered number of holder, for example company number, charity number (where applicable)**

07851705

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

Boleslaw Lewicki

**State whether access to the premises by children is restricted or prohibited:**

Restricted

**Date:** 31 December 2014

**This licence has been authorised by Ryan Peermamode on behalf of the Operational Director - Premises Management.**

**Environmental Health Representation**

## Lawrance, Heidi: WCC

---

**From:** Bolton, Ayesha: WCC  
**Sent:** 13 December 2016 14:00  
**To:** Licensing: WCC; Lawrance, Heidi: WCC; Nelson, Nicholas: WCC  
**Subject:** 16/12470/LIREVP, 56 Blandford Street, London, W1U 7JA

Dear Sirs,

I make this representation in support of the above application by local residents in respect of Review of Premises Licence Number 14/08304/LIPVM (13/02784/LIPT previously) for the licensing objectives of:

- Prevention of Public Nuisance
- Protection of Public Safety

I wish to attend the Committee Hearing and submit information for consideration by the committee.

Regards

**Ayesha Bolton**

Environmental Health Officer  
Environmental Health Consultation Team  
Public Protection and Licensing

Westminster City Hall  
4th Floor  
64 Victoria Street  
London SW1E 6QP  
Tel: 020 7641 1773

  
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## Lawrance, Heidi: WCC

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**From:** Bolton, Ayesha: WCC  
**Sent:** 04 January 2017 15:50  
**To:** Gareth Hughes  
**Cc:** Lawrance, Heidi: WCC; Franks, Glyn: WCC  
**Subject:** RE: 16/12470/LIREVP, 56 Blandford Street, London, W1U 7JA

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Gareth,

Thank you for this.

The only other condition I am proposing and I would like you to consider is as follows:

- All staff engaged outside the entrance to the premises, or supervising or controlling patrons shall be easily identifiable e.g. by wearing hi-visibility jackets or such other clothing as agreed in writing with the Westminster City Council.

Heidi, Please note I will be accompanied by Glyn Franks, City Inspector at the hearing.

I will send you up to date noise history in few minutes.

Thanks  
Ayesha

### **Ayesha Bolton**

Environmental Health Officer  
Environmental Health Consultation Team  
Public Protection and Licensing

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CITY OF WESTMINSTER

PREMISES LICENSING INSPECTOR

MEMORANDUM

TO Ms Heidi Lawrance  
Licensing Service  
4th Floor, East, Westminster City Hall

LI REF 16/12470/LIREVP

FROM Glyn Franks  
020 7641 4427  
City Inspectors  
Public Protection and Licensing  
4<sup>th</sup> Floor, North, Westminster City Hall  
[gfranks@westminster.gov.uk](mailto:gfranks@westminster.gov.uk)

REF 16/053029/LIINSP

**RE The Bok Bar, 56 Blandford Street**

I refer to the application for a review of the Premises Licence.

I currently have a responsibility to this venue and have done so since April 2015;

I have searched Council records for a period of over 3 years, dating back until April 2013. In that time, there have been at least 22 complaints received regarding noise from customers, and 14 proactive visits made, firstly by Licensing Inspectors and latterly City Inspectors.

Four noise complaints were made in 2013, with two pro-active follow up visits; fourteen noise complaints, supported by six follow up visits; in 2014, one complaint in 2015 and three more in 2016; with six follow up visit made by myself between 8<sup>th</sup> of April and 25<sup>th</sup> of August 2016

On the 18<sup>th</sup> of April 2014 a noise abatement notice was served regarding building work, probably not relevant in this matter.

Otherwise, when visits have been made, the general comments by the various EH officers, suggest customer conversation noise is audible but has never been deemed a statutory nuisance.

On the 18<sup>th</sup> of April 2014 the officer attending noted car engine noise that in his opinion was not being well managed at the time.

Other officers, at other times have recorded; "laughing, shouting, conversation, "

Numbers of customers present outside, have ranged from a maximum of 100; often around 50; sometimes less.

I have spoken to the management about the control of the outside area ;( 13th April 2016) I have also sent a written request via e mail, to better control the pavement to prevent blockage (22<sup>nd</sup> of July 2016).

On the basis of proportionality and the Westminster Council's enforcement concordat; neither of these interactions would have led to me taking any formal action at this stage.

**Yours faithfully**

**Glyn Franks**

**Bok Bar, 56 Blandford Street, London, W1U 7JA**  
**Noise complaint History from 2014 to 2016**

21.02.14 at 15.15 Noise Complaint - Noisy extraction unit. Not visit

17.04.2014 at 22.10 Noise Complaint - Lots of noise coming from outside the bok bar. - Noise Officer Visited on 18.04.2014 at 00:30 parking area now paved over so cars mounting kerb to pick up and drop off. Engines idling. Door man on duty but little control over noise. Spoke to DS and advised.

18.04.14 at 08:10 Noise Complaint - building site noisy works located blandford street on j/w chiltern street outside pub – Noise Officer Visited at 09.15, heard banging and drilling noises. Served Section 60 notice served

16.05.2014 at 18:49 Noise Complaint - Noise coming from the Bok Bar on Blandford Street. This has been happening all evening but got worse in the last 20 minutes. No visit

22.05.14 at 21.35 City Inspector follow up visit - 32 people at tables, at 22.35 all tables covered and unused

24.05.14 at 00.38 City Inspectors Visit - due to premises appearing closed but music audible and persons on premises. The premises appeared to be closed however on passing could hear music being played inside. After a short delay entry gained and after explaining that we did not require a warrant access gained to the ground floor of the venue. 8 people inside with two people behind the bar. One male found to be smoking and others consuming alcohol. One member of staff who resides on site appeared to be drunk as he was unsteady on his feet and had difficulty holding a conversation. He initially claimed that the people were all staff but then established that some were staff and some were friends but no sales of alcohol had taken place. Outcome: Advice given

22.05.2014 at 21:35, City Inspectors Visit. On arrival in the area, there were 32 people outside The Bok Bar. Most were seated at the benches outside. After leaving the Chiltern Fire House it was noted all the benches had been rendered unusable by putting canvas covers over them. There were no customers outside.

The manager was spoken to and she said all customers were brought inside at 10pm every night. She said she'd had a visit during the week from someone claiming to be from Westminster City Council telling her off about her deliveries, but when she asked to see some identification the male left the premises. She said it was a strange interaction.

06.06.14 at 17.45 Noise Complaint. people spilling out of the bok bar on to the street making a lot of noise. Noise Officer visited on 06.06.14 at 19.00, About 100 people blocking the pavement to the road edge on the Chiltern St side. Talking laughing,



smoking - normal noise levels. The Blandford Street side is relatively clear but all seats and tables occupied. 2 security guards in attendance.

06.06.14 at 19:17 Noise complaint - Very loud people, talking and shouting. ongoing at the moment. Noise Officer Visited at 20.55. approx 50 people outside of the bok bar on th pavement, 2 door supervisors, doesnt appear to be any designated area for people outside, general noise from people talking shouting laughing in the area.

11.07.14 at 20.31 Noise Complaint - Excessive noise from patrons outside of premises ongoing issue, Noise Officer at visited at 22.07 spoke to assistant manager at Bok Bar, she says they move patrons inside at 21:45. no patrons outside at time of visit. she denied they were source of any noise earlier.

25.07.2014, City Inspector Visit - Visit to venue following recent concerns regarding outside noise and nuisance. Upon arrivk venue appeared busy outsidee but quiet. No issues notified

16.08.14 at 20.42 Noise Complaint - Patrons of pub spilling out into the street which is a covered area making excessive noise. Noise Officer visited 21:19 No noise

22.08.14 at 21.10 Noise Complaint - Noise coming from pub opposite from covered area outside, People; Noise Officer visited at 22.00, Noted about 50 customers outside the Bok Bar. No individual or group was excessively rowdy but collectively quiet loud. Some customers were seated some standing. Rope cordon in place and all customers behind this. Spoke to DPS and advised of complaint. He seemed dismissive of problem

22.08.16 at 21.23 Noise Complaint – lots of people at the BOK Bar making alot of noise the police are there. complainant desperate to talk to a noise officer, ongoing issue

15.08.2014 City Inspectors Visit - Visit to venue to monitor the outside area due to allegations of noise and nuisance from patrons. Area was fairly quiet. All customers seated at tables. No issues of concern with hregard to excessive noise or noise

18.09.14 at 19.38 People, Noise Complaint - Drinkers out in the street making a lot of noise. Customer states about 30 customer outside the bar drinking and talking. All outside bar on same side of road.

19.09.14 at 20.20 Noise Complaint - alot of people are standing outside a pub and alot of noise from them talking and drinking outside the bok bar. Noise Officer Visit, 40 people outside mainly seated on picnic tables and standing. Audible in the cust study with windows open but not a stat nuisance. Cust advises was louder and busier at 19:00.

03.10.14 at 20.40 Noise Complaint – people drinking in street and making a noise a crowd of approx 150. Noise Officer Visit at 22:00 Noted about 7 customers outside the

Bok Bar. excessively noise not witnessed at time of visit. Spoke to DPS regarding complaint.

24.10.14 at 20.17 Noise Complaint - Rowdy noise coming from Bok Bar, street drinking. no call required. No Visit.

08.11.2014 City Inspectors Visit - Visit to monitor outside drinking. No issues at time of visit

27.02.2015 at 19:52 Noise Complaint - its called the Bok Bar and the customer is complaining of very loud drinking and extremely noisy customers. No Visit

08.04.16 at 18.00 City Inspector visit - people visited by noise team 30-40 customers seated; 15-20 standing normal levels of conversation for that number

08.04.16 City Inspector follow up visit at 21.30hours - 30 customers still present, audible from opposite footway, left my details

13.04.16 City Inspector visit - meeting with DPS re above

19.04.2016 at 21:30 City Inspector Visit - Follow up visit to noise complaint by a local resident regarding noise and general poor management of the outside area of the Bok Bar, Blandford Street.

19.04.2016 Noise Officer - I saw about 30 customers outside, some standing on the foorpath, seats at tables available. 2 security from Firehouse assisting with control. Conversational noise only but audible from customers address. I met Duty Manager gave her my contact details and arranged for a further meeting regarding the next few months.

13.05.16 City Inspector follow up visit at 18.35 - 50 customers behind barriers, noise not excessive

24.06.2016 at 18:00 Noise Complaint - People standing outside the Bok bar making alot of noise. No Visit.

24.06.16 City Inspector - follow up visit at 1900, again about 50 customers all behind barriers 2 SIA staff present

22.07.16 at 20.55 City Inspector visit - 50 customers, but lack of clearance on Chiltern St side; followed up by e mail with management

19.08.16 at 20.41 Noise Complaint - The customer reports that there is a lot of shouting and screaming coming from either the Bok Bar or the Chiltern Fire house on Chiltern street. No Visit.

25.08.16 at 22,15 Noise Complaint - Caller reporting extremely loud customers. Call back requested. follow up visit by City Inspector, on arrival, just 5 customers on Blandford St side, none on Chiltern Street; all tables and chairs had been rendered unusable; as per the undertaking. DPS present, no requirement to intervene, matter complete

26.08.2016 at 18:18 Noise Complaint - Noise from People Talking Loud from Pub Nearby. No Visit

09.09.16 at 20.42 Noise Complaint - People shouting and screaming outside the bar getting louder and louder. This is a regular occurrence. No visit.

04.11.2016 at 22.45 City Inspector Visit - venue had approximately 30 customers outside. There are no barriers and about half of the customers were not seated at the benches, therefore some of the pavement was being used; although not obstructed; as the area at the junction with Chiltern St is particularly wide. Some empty glasses on the tables, but no smashed glass, area supervised by two hotel security, to my eyes, it just looked a lot less controlled, although no opportunity for intervention, I will pass on my thoughts to the DPS; who I shall be seeing at an unrelated meeting on Wednesday 9th. I returned a few hours later and found the tables covered and rendered unusable; as required. No issues

05.11.2016 at 22.00 City Inspector Visit - passed by the venue and noted that the tables were already covered and rendered unusable; no customers outside; no issues

**Residential Representations****Comments received electronically via PublicAccess:**

- **Mrs Maria Howard - 40, Penwithick Park, St. Austell**

*Received: 12 Dec 2016*

**SUPPORT**

*Having lived and worked in Blandford Street for 16 years, I am surprised that a complaint of noise etc., has been put forward, particularly as I have noticed over the last 2 years an increase in staff presence outside the bar controlling crowd and noise, which I found to be reassuring, and appropriate due care and attention was in place. I can honestly say that I personally or indeed not heard anyone else have any issues with noise/trouble issues emanating from the bar.*

- **Mr Nicholas Sparrowhawk - 3 Jerome Crescent, London, NW8 8SB**

*Received: 3 Dec 2016*

**SUPPORT**

*In the 8 years I've been drinking at the Bok Bar a lot have things have changed and one of the most changes is the way they control there customers outside they now have security outside and also have roped off areas, I think they do an amazing job.*

**Comments received via other means:**

- **Patrick Cross - 32 Wendover Court, Chiltern Street, London**

*Received: 21<sup>st</sup> November 2016*

**OBJECTION**

*I am writing in support of the Licence Review of the Bok Bar in Blandford Street. This pub consistently attracts a very noisy and obstructive crowd which severely inconveniences pedestrians attempting to walk along Blandford Street and Chiltern Street, and is a serious noise nuisance to local residents.*

*Unlike all the other pubs in the area, this one is permitted to serve customers outside until 10pm, and the customers then disperse slowly and noisily, creating a major disturbance in these residential streets until late at night.*

*It becomes impossible to open windows in the Summer, and even with the windows closed it is difficult to watch television or listen to music at reasonable volumes.*

*I therefore request that at the Licence Review the use of the outside area should be restricted to before 9pm each evening, in line with local norms, and the tables should be covered from this time to prevent continued use.*

- **Ms Vanessa Turquand-Young - 10 Wendover Court, Chiltern Street, W1U 7NS**

*Received: 12 Dec 2016 by Neighbour*

**OBJECTION**

*My name is Vanessa Turquand-Young. I live at 10 Wendover Court. I have lived here for 17 years. My flat is on the 3rd floor overlooking the Bok Bar on the Chiltern Street side.*

*This statement is written in support of the application to review the premises licence for Bok Bar. I am one of the applicants for the licence review. The statement sets out my own personal experiences of i) nuisance emanating from Bok Bar; ii) the impact it has on my life; and iii) ongoing efforts to resolve the issues. I deal with these in turn:*

*The nuisance from the Bok Bar is pretty much on a daily basis. The pavement is crowded with drinkers at lunchtime and from early evening to late. I have had to call the Bok Bar on numerous occasions - without much success. I have called the noise team many times over several years and each year is worse than the year before. I have repeatedly brought this up with the management of the Firehouse.*

*The response from the Firehouse management was insincere and disappointing. Initially they promised to only allow people to be seated and then went back on their promise. Apparently there are greater profits to be made by covering the pavement with a throng of drinkers.*

*We are often forced to walk in the road as the footpath is rendered unusable. There are very unpleasant bouncers employed by the Bok Bar to stand around. They do little to keep the peace but make for an unpleasant environment outside my home.*

*In warm weather it is impossible to have the windows open and hear the television or radio.*

*On three occasions my car has been vandalised, these were all occasions when customers had been brawling in the street.*

*The outdoor activities of the Bok Bar have a detrimental impact on the quiet enjoyment of my home is what is essentially a residential area. I urge the council to restrict the usage of the pavement as a drinking area.*

*I believe that the facts stated in this witness statement are true. I am aware that this statement will be used in support of an application to review the premises licence, and that as supporting documentation it will be seen by the licence holder and will be available to view on the City Council's Licensing Register, and will form part of the Report to Sub-Committee which is a public document.*

- **Sue Morris – Chiltern Street**

*Received: 18<sup>th</sup> November 2016*

**OBJECTION**

*I wish to add my voice to the complaint being made by various people residing in Chiltern Street and Blandford Street regarding the constant noise and disruption from the Bok Bar. The noise from the bar is constant, especially in the evenings when people meet after work.*

*People congregate on the pavement, standing outside the bar, in both Chiltern and Blandford Streets making it difficult to pass. The noise made by the patrons reaches unacceptable levels until 10.30/11.00 p.m. I live in Chiltern Street and have to keep my windows shut because I cannot hear the tv.*

*I would very much like the licence to reflect that the seating outside the bar should only be used until 9.00 p.m., after which time the patrons should avail themselves of the seating inside the bar.*

- **Ian Burchell - 11 Admiral Court, Blandford Street, London**

*Received: 16<sup>th</sup> November 2016*

**OBJECTION**

*I support the application to review the licence for the Bok Bar.*

*My flat is across the street from the Bok Bar and has a bedroom and living room that is affected by any late night disturbance from people outside the bar. Covers placed over the seats and tables when the outside area is closed does not prevent people from sitting on them, and hope that a better solution can be found.*

- **Rohan Armes – Chiltern Street**

*Received: 16<sup>th</sup> November 2016*

**OBJECTION**

*I write as a flat owner in Chiltern Street W1 in favour of the licence review.*

*The Bok Bar premises have been a significant source of noise and nuisance problems and it is high time these were addressed.*

- **Miranda Cassel And Ronald Ryer – 45 Wendover Court, Chiltern Street.**

*Received: 16<sup>th</sup> November 2016*

**OBJECTION**

*We are residents of 45 Wendover Court, Chiltern Street, and would like to support the application for a licence review of the Bok Bar made by Janet Lee, David Cook and David Haynes.*

*We back up strongly their request that outside activities are stopped at 9 p.m. in line with other pubs in Marylebone.*

- **Heather Adlam - 41 Wendover Court, Chiltern Street, London W1U 7NW**

*Received: 16<sup>th</sup> November 2016*

**OBJECTION**

*I'm writing in support of the licence review for the Bok Bar. Although many efforts have been made to reduce the noise and nuisance from this establishment the trouble still continues.*

*Although I live half way down Chiltern Street I can still hear noise, sometimes very late.*

- **George McNaught - Flat 17 Admiral Court, 45 Blandford Street, London W1U 7HG**

*Received: 3 Dec 2016 by*

**OBJECTION**

*I am writing in connection with the application to review the premises licence for the Bok Bar.*

*I am adding my experience of the nuisance emanating from the Bok Bar.*

*I live on the 4th floor at 45 Blandford Street immediately opposite the Bok Bar.*

*There is always a lot of noise from the crowds outside the Bok Bar particularly on Thursdays, Fridays and Saturdays. It causes a nuisance and disturbs the calmness of this residential area. If my windows are open, as they normally are in summer, the noise comes into my living room and bedroom and prevents me from sitting quietly or going off to sleep.*

*The drinkers standing on the pavement and indeed spilling onto the road is also a problem and should be dealt with.*

*I hope the Sub-Committee will take cognisance of these points when considering the application.*

- **Mr Peter Price - Flat 2, 7 Seymour Mews, London**

*Received: 12<sup>th</sup> December 2016*

**SUPPORT**

*I have resided in Marylebone for over 10 years and The Bok has been my local pub for the whole of that period. During that time I can honestly say that I have never once seen any trouble either inside or outside of the pub. Like a lot of pubs in this area The Bok has a mixed clientele, locals, office workers and tourists.*

*During the summer as with all the pubs in the vicinity, the outside space gets particularly busy but as far as I am aware The Bok is the only pub in the area that employs staff to ensure that customers stay within the designated area and not block the rest of the pavement so that people can pass without any problems.*

*Marylebone is a very mixed residential area with offices, shops alongside residents, indeed in my mews there is an office block with over 300 people working there, at any given time there can be upwards of 20/30 people outside smoking and being quite noisy, do I like it? No, but when you live in such a mixed community you put up with it.*

*I would be very surprised if any of the residents living in close proximity to the pub would have been there prior to the pub opening so would have been aware of the pub prior to moving to the location.*

*A lot is talked about in rural areas about how important the local pub is to the community, it is the same in urban areas, Marylebone has lost several pubs over the last few years and local people fear that things will get worse.*

- **Mr Pradeep Rao - 2M Portman Mansions, Chiltern Street, London**

*Received: 12 Dec 2016*

**SUPPORT**

*This is in relation to the Application for a review of Premises Licence with the reference number listed above. I have read the comments and related documents posted on the site and have a different view than those of the ones that have posted their complaints online.*

*I have been a resident in Marylebone on Chiltern Street since August 2008. My family, including 2 kids aged 3 and 5, frequent many restaurants, pubs, shops etc in the area and are proud of living in Marylebone and all it has to offer.*

*As a family, we frequently go to the Bok Bar to visit with friends to eat, drink and a chat. It is a family friendly place and we often meet other families at the pub. Many of the parents of my children's schoolmates also come to the pub. I have never found the pub or its patrons to be a nuisance and nor would I even fathom bringing my kids along if I felt it was in any way unsafe or disruptive.*

*I'd like to address a specific couple of points on the comments posted. Several complaints mentioned the pub being crowded towards the end of the week and weekend nights. I don't think it's unreasonable for anyone to accept the fact that pubs will be busy on Friday and Saturday nights for those that live and work in the area. I have been myself at these times and have known it to be orderly and quite normal. It's quite part of the culture to end the week with a drink.*

*This is not the type of pub that brings in "the wrong crowd." It is usually filled with residents in the area and professionals that work nearby. Even as the pub (one of the few in the neighbourhood) that shows football on TV, these patrons are also orderly and there to enjoy a match.*

*Outside the pub, people may gather but the bouncers/security have always been quite good to manage sidewalk space and orderly conduct. The summers do get busy outside, but that's the nature of the excitement of good weather and the fact the pub occupies great external real estate space with dual sides obtaining the benefit of sunlight.*

*Once again, I go back to the fact that this pub is family friendly and not like the picture the complainants are trying to paint. There have been many wonderful pubs in Marylebone that have shut down over the last couple of years and that takes away such an essential piece of the British culture. I would not want to see the Bok lose its charm or place in the neighbourhood.*

- **Ms Nicole Capano Rao - Portman Mansions**

*Received: 12 Dec 2016*

**SUPPORT**

*I am writing a statement in reference to the Bok Bar, Marylebone 16/12470/LIREVP, Blandford and Chiltern Street.*

*The Bok Bar is a great neighbourhood establishment that is great for a night out, fantastic for the long summer days, or a place to take the family for a meal. I have lived in the neighbourhood since 2008 and have two children that currently go to a primary school in the neighbourhood. This is one of our walking routes to and from school. I never have felt that my children have been in any danger. We also do visit the pub as a family.*

*On another side, I do visit the pub on Friday nights meeting friends and sometimes on my own. I have never known the outside area to be out of control. If anything the security in the past made it a nuisance to the patrons as patrons were not allowed to stand outside for a number of months. It was sitting only. Now that we are able to stand the security does keep the patrons in the premises boundaries. There are many pubs/bars in the area the have no control or boundaries.*

*As for the disruption to the local residents, this pub has been there for many years, it is nothing new to them and probably increased their property value.*

- **Mr Scott Sheldon - 12G Portman Mansions, Chiltern Street, W1U 6NU**

*Received: 12 Dec 2016*

**SUPPORT**

*Please accept this One Resident's View as both honest and honestly offered in the context of the sign-posted "disturbance to residents" nuisance complaint referenced above.*

*By way of background, I have been a resident on Chiltern Street for over 10 years; this is my "local". My background is easily found: I'm commercially active, respectful and fortunate to be a father to twin now 21 year-old men.*

*They may separately offer their views. Here's mine: In all my time at the Bok and in all my conversations with its manager, every effort has been made to be respectful to we residents.*

*It's a pub. On a very controlled basis, patrons are allowed outdoors. Relative to my own resident sensibilities and to every other proximate pub, the "noise" is muted and the "nuisance" is non-existent.*

*As a parent, I have always felt comfortable and confident in bringing my sons to the Bok. As a resident, while walking by or walking in, I've never seen at any time spillage across the sidewalk (they have cordons at busy times) or "oy" (or any other kind of) boisterousness—the current patronage is very well heeled. With any questions, please be in touch. Thank you in advance for your consideration.*

- **Mr Teague And Marius Sheldon - Flat 1, 23 Hanley Road, London**

*Received: 12 Dec 2016 by Neighbour*

**SUPPORT**

*We are writing in reference to your investigation over noise and other disturbances that have caused complaints from certain residents of Chiltern Street. We would like to offer our views of the Bok Bar, having been going there with our father (a 10-year resident) for a number of years.*

*To our knowledge, the Bok Bar has been managed by the same team since I first visited c. 2005. In that time, the surrounding area has changed immensely; in both visitors and locals, there has been a huge transition in the magnitude and attitude that is visible in and around Chiltern Street.*

*In that time, Bollack and his team have continued to provide excellent service, fantastic food, and an atmosphere of family in an otherwise outward-facing neighborhood. There has never been a time in which we have seen the management operate in any other way than in the interest of their customers and the surrounding residents.*

*Make no mistake, it is in Bollack and his team's interest to ensure their peacefully co-inhabitation on this corner of Chiltern Street. The residents who call the Bok Bar their 'local' do so with pride, because the Bok Bar represents a home away from home to them. This is their biggest selling point, and we believe they will continue to do their very best to deal with any future potential incidents, noise or otherwise; because they care.*

- **Mr Charlie Kingham - 53 Blandford Street, Marylebone, London**

*Received: 9 Dec 2016*

**SUPPORT**

*Please can I go on record to state that I believe the Bok Bar opposite my showroom is an asset to the street.*

*The establishment is well run and never any trouble.*

*It offers a great service to the local community and brings great interest and people to the area. Please can you consider this when making any decisions.*



- **Mr Steve Coe - 15, St Andrews Mansions, Dorset St, W1U 4EQ**

*Received: 12 Dec 2016*

**SUPPORT**

*As - until recently - a resident of Marylebone (15, St Andrews Mansions, Dorset St, W1U 4EQ), in my opinion the Bok Bar is one of the better run establishments in this area with highly professional management.*

- **Xialun Tan – 126 Chiltern Street**

*Received: 11 Dec 2016*

**SUPPORT**

*I have been living at 126 Chiltern Street for 6 years. I stay at the Northern end of the street by the no entry sign facing the woodwind store. Although I am sympathetic that my neighbours are distressed by the noise created by the Chiltern Firehouse and Bok Bar, I would like to counter their arguments and propose a solution.*

*The general concern seems to be that the Bok Bar causes crowds of people to stand outside and the noise they create. I believe on weekdays the crowd at lunch and after work mainly consists of people who work in the vicinity. These in my experience are young professionals or wealthy tourists. I would not describe them as a mob. The general ambience when it is busy outside is of a relaxed and social environment. Naturally there is noise when people talk but I do not think the level should be seen as a real nuisance. It would also be preposterous to claim that the behaviour of the clientele can be described as a threat to public security.*

*I am unsure if Chiltern Street falls under the CAZ zone (Central Activities Zone) but given the location, the business and jobs it has created I believe it would. I therefore feel that noise concerns should be dealt with appreciation that we are located in the centre of an international city not in the countryside.*

*I strongly believe that the Firehouse and Bok Bar add value to the street and the noise is an unfortunate inevitability. In the current economic situation I believe that the employment created should also not be overlooked.*

*My personal experience with the Bok Bar is that in the time I have lived here it has been run excellently by Boleslaw Lewicki. The welcoming nature of the staff has made it a very pleasant pub and adds great social value to the community.*

*I understand that there has been a proposal to remove the benches from outside the pub. The benches provide the pub with substantial dining space. In Summer time this must be a significant portion of business for the Thai restaurant. How this would negatively affect them should also be considered.*

*A large part of my concern is that if the council allows neighbours to dictate on business in such a manner it may set a negative example to allow other neighbours to follow suit.*

*For example Hardy's Brasserie often opens late and the noise can be heard from the bedrooms at the top end of the street. The Howarth Woodwind Store has a loud buzzer and their alarm often goes off accidentally. Students of the London Business School often stand outside the entrance on Manchester Street and block the pavement. But I accept that this is just part of living in central London and that the disturbance is not intentional and also tolerable.*

*My proposed solutions to the problems.*

- 1) *Allow the planning permission on the street to be relaxed so that double glazed windows can be installed and reduce noise levels drastically.*
- 2) *Assessment of property price increase following the introduction of the Fire House. Possibly a greater understanding of how the distressed residents have benefited financially from the business may help ease the frustration.*
- 3) *More community events where residents can utilise their skills and time towards better causes. There are far bigger issues in the world and if residents were as dedicated towards them maybe we may be able to alleviate problems such as crime and homelessness in the area.*

- **Paul Shields - 43, Clarence Gate Gardens, Glentworth Street**

*Received: 30 Nov 2016*

**SUPPORT**

*I am writing in response to the Review of Premises Licence for the Bok Bar (56 Blandford Street – ref: 16/12470/LIREVP).*

*I am a local resident since 1984 and have been a customer of the Bok Bar for nearly a decade.*

*I am writing in support of the Bok Bar and in opposition to the Applicants. It must first be noted that the area has changed considerably over recent years. Having grown up in Marylebone I can attest to the fact that, in the 1980s and 1990s, the area was a quiet sleepy place with few noise troubles and so on. The Baker Street and wider Marylebone area began to change dramatically following the efforts of the de Walden Estate to regenerate Marylebone High Street alongside the opening of the Jubilee Line Extension.*

*The area began to change and with many more office workers, new residents, and other people coming into the area for various activities, noise levels have risen. Residents have had to put up with this increased footfall, noise, litter, etc., but have also enjoyed rising property values and now find themselves living in a popular, vibrant part of town.*

*In line with many other similar establishments in the area (pubs, bars and restaurants), the Bok Bar has seen a rise in the number of customers and the subsequent noise levels. One only has to visit The Union (George Street), The Marylebone or The Prince Regent (both Marylebone High Street) to witness a large number of patrons both inside and outside the premises.*

*This, I believe, is our first hint that the Applicants want to 'have their cake and eat it' and are exhibiting clear signs of 'NIMBYism'.*

*Moving on to more recent events, it is true that, during the period when the hotel first opened for business, there was a lot of noise - and it took time to control this. There were, for a few months, large groups of 'celebrity spotters' and so on. A number of measures were put in to control these excesses, as noted by the Applicants. Nonetheless, as the novelty of the hotel has worn off, there are far fewer incidents. The Bok bar is no longer used as a 'hanging on' area for the hotel. Matters relating to the hotel are not the fault of the Bok Bar, and the activities of paparazzi and hotel guests cannot be blamed on the Bok Bar. Many local residents clearly harbour a grudge against the hotel and see the Bok Bar as an easy target – it would clearly be easier to get rid of the pub and not the hotel.*

*Furthermore, it must be noted that the building which is now the Bok Bar was purpose built to be a pub. There are many such examples in the area, such as the Stag's Head (New Cavendish Street) – it is not the case that a pub was imposed on a residential area, and arguably it is the case that the pub has been there longer than any residents of Waverley Court.*

*Also, Chiltern Street is not a residential street like others in the area. It has always been a mix of residential, businesses and general thoroughfare. Residents cannot now expect to live in a tranquil oasis of noiselessness. They live on a busy street in a busy area.*

*The area has, in recent years, seen pubs shutting down one after another owing to rising rents and the push for new residential property. Pubs are always a target of moaning residents, and the voices of a small number of persistent individuals are regularly heard and the voices of the hundreds of customers go unheard. Why should we lose another valuable local amenity because of the shrill concerns of a persistent minority?*

*I hope that you will take my views and those of other customers of the business into account when reviewing this license.*

## Licence &amp; Appeal History

Application	Details of Application	Date Determined	Decision
05/06572/LIPCV	Premises Licence Conversion	27/09/2005	Granted by Licensing Sub Committee
06/04162/LIPDPS	Vary the Designated Premises Supervisor	30/05/2006	Granted under Delegated Authority
06/06957/WCCMAP	Master Licence	19/10/2006	Granted under Delegated Authority
06/10037/LIPDPS	Vary the Designated Premises Supervisor	19/10/2006	Granted under Delegated Authority
07/02206/LIPDPS	Vary the Designated Premises Supervisor	28/02/2007	Granted under Delegated Authority
08/08283/LIPT	Transfer the Premises Licence	23/09/2008	Granted under Delegated Authority
09/02668/LIPCH	Change of details	05/05/2009	Granted under Delegated Authority
10/00871/LIPDPS	Vary the Designated Premises Supervisor	12/03/2010	Granted under Delegated Authority
13/02784/LIPT	Transfer the Premises Licence	16/05/2013	Granted under Delegated Authority
14/08304/LIPVM	<p>Minor Variation Application:</p> <p>To add the following 3 conditions only as agreed with the Police:-</p> <p>1. 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</p>	16/10/2014	Granted under Delegated Authority

	<p>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.</p> <p>2. 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 to the public. This staff member shall be able to show Police recent data or footage with the absolute minimum delay when requested.</p> <p>3. 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. The log must be completed within 24 hours of the time of the incident. It will record the following:</p> <ul style="list-style-type: none"> <li>a. All crimes reported to the venue</li> <li>b. All ejections of patrons</li> <li>c. Any complaints received concerning crime and disorder</li> <li>d. any incidents of disorder</li> <li>e. Any faults in the CCTV system</li> <li>f. any refusal of the sale of alcohol</li> </ul>		
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There is no appeal history for this premises.

**TENS history for premises:**

<b>TENS Application</b>	<b>Details of Application</b>	<b>Date Determined</b>	<b>Decision</b>
05/13169/LITENP	Application for regulated entertainment and sale of alcohol on 23/12/2005 from 23:30 until 01:30 on 24/12/2005	14/12/2005	Notice acknowledged
10/04652/LITENP & 10/04654/LITENP	Application for regulated entertainment and sale of alcohol on 06/07/2010 from 23:00 until 01:00 the following day until 12/07/2005		Both applications withdrawn

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

When determining a review application the authority must have regard to the application and the representations under the provisions of the Licensing Act 2003 and take such steps (if any) it considers appropriate for the promotion of the licensing objectives.

At a hearing the licensing authority may, in accordance with section 52(6) of the 2003 Act, modify the licence conditions or exclude licensable activities, it may stipulate that the modification or exclusion is to have effect for only such period (not exceeding three months) as it may specify.

This schedule lists those conditions (if any) which are consistent with the operating schedule, or proposed as appropriate for the promotion of the licensing objectives by a responsible authority or an interested party as indicated.

### Current conditions on the existing licence: 14/08304/LIPVM

#### 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.

**Conditions reproducing the effect of conditions subject to which the relevant existing licences have effect**

9. Alcohol shall not be sold, supplied, consumed in or taken from the premises except during permitted hours.

In this condition, permitted hours means:

- (a) On weekdays, other than Christmas Day, Good Friday or New Year's Eve, 10.00 to 23.00.
- (b) On Sundays, other than Christmas Day or New Year's Eve, 12.00 noon to 22.30.
- (c) On Good Friday, 12.00 to 22.30.
- (d) On Christmas Day, 12.00 to 15.00 and 19.00 to 22.30.
- (e) On New Year's Eve, except on a Sunday, 10.00 to 23.00.
- (f) On New Year's Eve on a Sunday, 12.00 to 22.30.
- (g) On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, 00.00 midnight on 31st December).

NOTE - The above restrictions do not prohibit:

- (a) during the first thirty minutes after the above hours the consumption of the alcohol on the premises;
- (b) during the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
- (c) during the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking table meals there if the alcohol was supplied for consumption as ancillary to the meals;
- (d) the sale or supply of alcohol to or the consumption of alcohol by any person residing in the licensed premises;
- (e) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (f) the sale of alcohol to a trader or registered club for the purposes of the trade or club;
- (g) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
- (h) the taking of alcohol from the premises by a person residing there;
- (i) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied;
- (j) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.



In this condition, any reference to a person residing in the premises shall be construed as including a person not residing there but carrying on or in charge of the business on the premises.

10. The terminal hour for late night refreshment on New Year's Eve is extended to 05:00 on New Year's Day.

### **Annex 2- Conditions consistent with the operating Schedule**

11. 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.
12. 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 to the public. This staff member shall be able to show Police recent data or footage with the absolute minimum delay when requested.
13. 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. The log must be completed within 24 hours of the time of the incident. It 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 system
  - f. any refusal of the sale of alcohol

### **Annex 3- Conditions attached after a hearing by the licensing authority**

14. Under 18s will not be permitted on the premises after 21:00. Children will only be allowed on the premises before 21:00 if accompanied by an adult over 21.
15. Off sales to finish at 22:00.
16. Outside tables and chairs to be rendered unusable by 22:30 each day.
17. The applicant shall use his best endeavours to ensure that customers do not congregate or cause a nuisance on the public highway in the vicinity of the premises.

### **Conditions proposed by the applicant**

18. No customer shall be permitted to be outside the premises building with a drink or a glass container after 9pm (to replace current condition 12)
19. Outside tables and chairs shall be rendered unusable by 9pm each day (to replace condition 13)

20. Before 9pm, customers permitted to consume alcohol and/or smoke outside the premises building shall only do so at the table and chairs within roped barriers. A maximum of [ ] persons shall be permitted within this area(s) at any one time.

OR

20. Before 9pm, customers permitted to consume alcohol and/or smoke outside the premises building shall only do so within roped barriers. A maximum of [ ] persons shall be permitted within this area(s) at any one time.
21. After 9pm, patrons permitted to temporarily leave and then re-enter the premises building eg to smoke, shall be limited to [ ] persons at any one time.
22. The premises licence holder shall ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway (to replace condition 14)
23. Notices shall be clearly and prominently displayed both outside and inside the premises informing customers that this is a residential area and requesting customers to leave the premises quietly and not to loiter outside the premises.
24. An SIA licensed door supervisor shall be on duty at the premises from 5pm until 30 minutes after the terminal hour for sale alcohol on Wednesday, Thursday and Friday evenings. The door supervisors duties shall include monitoring the behaviour of customers outside the premises and ensuring that the pavement remain clear.
25. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open to the public. This telephone number is to be made available to residents in the vicinity of the premises.

Residential Map and list of premises in the vicinity

		<p>City of Westminster</p> <p><b>Bok Bar, 56 Blandford Street</b></p>	
<p>10 Meters</p>	<p>This product includes mapping data licensed from Ordnance Survey with the permission of the Controller of Her Majesty's Stationery Office. © Crown copyright and/or database right 2013. All rights reserved. Licence number LA 100019597</p>	<p>Data Source: Uniform Database</p> <p>Date: 20/12/2016</p>	
<p>Residential / Proposed Residential</p>	<p>104</p>		
<p>Under Construction</p>	<p>Name</p>		
<p>Other Uses</p>	<p>Name</p>		
<p>Proportion Residential of all Uses</p>	<p>Name</p>		

**Premises within 75 metres of: Bok Bar, 56 Blandford Street**

<b>p / n</b>	<b>Name of Premises</b>	<b>Premises Address</b>	<b>Licensed Hours</b>
28177	Monocle Cafe	18 Chiltern Street London W1U 7QA	Monday to Friday 07:00 - 20:00 Saturday 08:00 - 20:00 Sunday 09:00 - 19:00
20811	Cadenhead's Whisky Shop London	26 Chiltern Street London W1U 7QD	Monday 10:00 - 18:30 Saturday 10:00 - 18:30 Tuesday to Thursday 10:00 - 20:00 Friday 11:30 - 20:00
14038	Royal China Club	40-42 Baker Street London W1U 7AJ	Monday to Saturday 10:00 - 00:30 Sunday 12:00 - 00:00
14127	The Bok Bar	56 Blandford Street London W1U 7JA	Monday to Saturday 10:00 - 23:30 Sunday 12:00 - 23:00
23296	Il Baretto	43 Blandford Street London W1U 7HF	Monday to Saturday 10:00 - 23:30 Sunday 12:00 - 23:00
28863	Il Baretto	43 Blandford Street London W1U 7HF	Sunday 10:00 - 23:00 Monday to Saturday 10:00 - 23:30
30841	Purl London	Basement 50-54 Blandford Street London W1U 7HX	Monday to Thursday 12:00 - 00:00 Friday to Saturday 12:00 - 00:30 Sunday 12:00 - 23:00
-24551	Indali	50 - 52 Baker Street London W1U 7BT	Sunday 07:00 - 00:00 Monday to Saturday 07:00 - 01:00
-9991	The Chiltern Street Hotel	1 Chiltern Street London W1U 7PA	Monday to Sunday 00:00 - 00:00
10680	A D Supermarket	48 Baker Street London W1U 7BS	Monday to Thursday 07:00 - 02:00 Friday to Saturday 07:00 - 03:00 Sunday 08:00 - 22:30

**Lawrance, Heidi: WCC**

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**From:** Charles Divall <Charles.Divall@knightfrank.com>  
**Sent:** 06 January 2017 10:00  
**To:** Gareth Hughes  
**Cc:** [REDACTED]  
**Subject:** Bok Bar

Gareth

I work at Knight Frank's HQ (55 Baker Street) which is just around the corner from Bok Bar.

Given its proximity, friendly staff, excellent choice of drinks and food we as a company frequently go there. In all the years I / we have been there I have never witnessed excess noise or disturbance; even when we have stayed until last orders. If a few customers do step too far out onto the pavement, the staff are always quick to ask them to move back within the roped area. The atmosphere is always relaxed and people just enjoy to sit outside in the summer to benefit from its pleasant setting and its privileged south facing position for the sun. We go there as it is a lovely atmosphere and quiet!

Boleslaw is a very friendly and respected Landlord and we really believe he must be being harassed by local residents. I am amazed this has come around.

Charlie

  
**Charles Divall**  
Partner, Capital Markets

Knight Frank LLP  
55 Baker Street  
London  
W1U 8AN  
UK

T 0207 861 1683  
M 07740 542 741

PA 0207 861 1229 – Harriet Sampson  
charles.divall@knightfrank.com  
KnightFrank.com

Save a tree – we only print emails we need to.



**Lawrance, Heidi: WCC**

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**From:** Sandeep Garg <[REDACTED]>  
**Sent:** 06 January 2017 08:15  
**To:** Gareth Hughes  
**Cc:** [REDACTED]  
**Subject:** Bok Bar

Hi

We are based on Chiltern street in close proximity to the Bok Bar, and have been trading for over 30 years. In our time here, I have only seen an improvement in the quality of customers, security, look of the premises and not ever had to deal with any rowdy behaviour from any one attending the bar. The staff know their clientele well and are regulars from offices and businesses in the area.

Kind regards  
Sandeep Garg  
6 Chiltern street  
London W1U 7PT

## Lawrance, Heidi: WCC

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**From:** JS Couture [REDACTED]  
**Sent:** 05 January 2017 16:17  
**To:** Gareth Hughes  
**Cc:** [REDACTED]  
**Subject:** The Bok Bar

Dear Gareth,

I am writing to you in response to the letter we have received and totally shocked by the accusations that are being filed against you to Westminster Council. The use of the words 'dangerous mobs' to describe the people attending The Bok Bar, we find that as highly insulting to us locals. As a local trader we are trying to help and encourage our local businesses to prosper.

Throughout my 14 years in Blandford Street I have never seen or heard any nuisance or encountered any noise from your customers i.e myself, staff members and clients.

Also I have noticed during the weekends and summer evenings your customers have brought in children with them which shows it is a well-established and family friendly pub.

We highly recommend to all our clients and friends to enjoy the ambience of your establishment.

If you need any more assistance do not hesitate to contact me,

Kind Regards,  
Jessie Notta, Director of Js Couture 39 Blandford Street

## The Bok Bar

Having only been employed at Publicis London in Baker street for the last 6 months I'm not that familiar with the pubs around this area but after visiting a few crowded tourist haunts and a couple of unfriendly places I was happy to find the Bok bar. A great pub. On entering the Bok Bar you immediately get the sense that this is a quality, well thought out establishment. It is tastefully decorated and the framed iconic photography on the walls makes the place feel modern and more akin to a restaurant than a pub. Being a creative type I like the places that I spend my leisure time in to be pleasant environments. And the Bok Bar is one. It fits perfectly onto one of the smartest looking streets in London, Chiltern street.

You get the sense that the people behind it know what they are doing and how to run a good hospitality business. It feels well managed. The bar staff are attentive and friendly and have a good knowledge of the drinks on offer, which is good selection. The food is also great quality.

The Bok Bar is a little bit more expensive than a lot of pubs, but in a way that helps keep unsavoury types out. Being fifty years old I'm happy to pay a little more to be able to relax with like-minded people. Whenever I have been there the clientele are almost all local professional types enjoying a drink at lunch time or a drink after work. I have also noticed a lot of locals who clearly live around the area and know each other and often share a drink and a chat together. There is a good community feel and although I'm new to the place I do feel at home there. I haven't experienced any trouble or disturbance at the Bok Bar.

Even on busy summers nights the place is a chilled out neighborly corner pub. Standing outside a pub on a summers evening after a hard day's work is something I enjoy immensely and am now used to the London thing of having to stay in a designated area. The policing of the outdoor drinking at the Bok Bar is sometimes a little over zealous. You put one foot over the line and you are politely, but firmly told off. However, I am looking forward to frequenting the Bok Bar in February and the coming year when I have finished my dry January.

Many thanks,

**Steve Paskin**  
Creative Director  
Publicis London



Gareth Hughes  
Keystone Law  
48 Chancery lane  
London  
WC2A 1JF

5<sup>th</sup> January 2017

Kevin Smith  
28 Holsworthy Square  
London  
WC1X 0BA

E: [REDACTED]  
T: [REDACTED]

Dear Gareth

**Re: Westminster Licensing Authorities (Reference 16/12470/L1REVP)  
License Review for Bok Bar, Chiltern Street**

I am writing regarding the above case which has been drawn to my attention.

As a regular customer of the Bok bar for the past 8 years, and past resident of the area, I am dismayed by the news that there is to be a review of the license of the Bok Bar due to recent complaints about the premises.

In my experience the bar has been a haven for professional people who look for something different in a bar. The staff are always courteous, helpful and have as such become great friends. The management and staff have always kept the premises in good order and I have never experienced any disturbances, bad feeling or unwanted aggravation leading to violence in any way during my time there.

The street is always well policed by the additional security, who also have the ability to be polite and good natured with all of the customers, whilst carrying out their respective duties of ensuring clear walkways and keeping boisterous behavior under control.

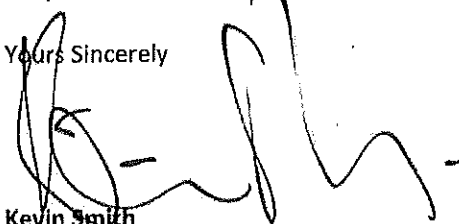
I have also been working in the area for some years now within the advertising sector, and knowing the propensity of like-minded people in this industry to enjoy themselves, they also find the Bok as their go-to bar, as a meeting place for a great evening and somewhere that is a cut above some of the local public house premises which have more issues than the one under scrutiny.

People living close to an establishment such as a public house, and indeed a restaurant like the Chiltern Fire House or such an upcoming and thriving district must appreciate that there is going to be a degree of social noise which will come from people either having a good time, merely chatting on the street or from the increased volume of traffic. In my experience in the considerable amount of time I spend there, the noise outside has never reached uncontrollable levels, and what is more, during the summer months everyone is inside at 10.00 and so the streets are quiet again.

Please contact me should you wish via email or mobile.

I hope that this matter can be resolved in favour of the Bok and let sanity prevail.

Yours Sincerely



Kevin Smith  
Senior Project Manager  
Publicis Groupe

To whom it may concern,

I've worked around the corner from The Bok Bar at Publicis London for over 8 years. In that time it has become my work 'local' - somewhere to have a bite to eat at lunch, a few drinks in the evening or a catch-up in the sun.

And, in that period every experience I've had has only been a positive one, in no small part due to the management team lead by Boleslaw Lewicki. I've never experienced any trouble or antisocial behaviour whatsoever. It's one of those proper pubs, which has a great atmosphere and is respected by everyone who frequents it.

Pubs naturally generate a certain amount of noise, especially in the summer months, but it would be ridiculous to suggest anyone sitting or standing outside should talk in whispers. The Bok Bar is lively but in no way rowdy or out of control.

At a time when pub after pub is closing – just down the street The Tudor Rose recent served its last pint – it would be a massive shame to punish The Bok Bar for being what it is: a friendly local pub, just like many others in residential areas throughout London.

Yours sincerely,

Stephen Beverly

## Lawrance, Heidi: WCC

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**From:** Alex Shapowal <[REDACTED]>  
**Sent:** 05 January 2017 13:30  
**To:** Gareth Hughes  
**Cc:** [REDACTED]  
**Subject:** FAO Gareth Hughes

Re: The Bok Bar on Blandford St.

To Whom It May Concern,

I am happy to write in support of The Bok Bar in Marylebone. The pub, of which there are few in the area, is a venue we often visit for a weekday lunch in the sun, or after work drink. It's a friendly part of the local neighbourhood, an area of London I have worked in for over 6 years.

On no occasion have I ever witnessed any disturbances, nuisance or excessive noise in, or outside, the venue. In fact, it's a very friendly place with lovely staff. I know this first hand as the Manager of The Bok Bar recently saw me drop my house keys when leaving the pub, and he went out of his way to get a personal message to me to reassure me that he had them safely set aside behind the bar. He didn't need to do that, and it's testament to the fact that he cares about his customers, local area, and the business as a whole.

I would also like to reiterate that many pubs in the area are all too often closing. Not everyone likes to go to a pub, or live nearby, but I know The Bok Bar would be sorely missed when it to close or dramatically change in any way.

Sincerely,

Mr Alex Shapowal

Alex Shapowal  
Senior Creative / Art Director  
07870 754 957  
82 Baker Street, W1U 6AE



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**Lawrance, Heidi: WCC**

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**From:** Conor Lambert [REDACTED]  
**Sent:** 05 January 2017 13:31  
**To:** Gareth Hughes  
**Cc:** [REDACTED]  
**Subject:** The Bok Bar

Gareth

I write to you in support of the The Bok Bar, which I understand is facing challenge to the terms of their licence.

I am a long standing customer of The Bok Bar and have known the management there for many years now. Many of my colleagues attend the bar regularly and in particular we enjoy some summer drinks in the outdoor space. Over the years I have seen continual improvements to the quality of the bar and to the management of the outdoor space. The on-site security are very careful to ensure that the noise levels are maintained to a reasonable level and they are very strict on maintaining all parties within the boundaries of the seating area.

The clientele are generally a mix of the professional staff based in the businesses around Baker Street and in my experience they are well behaved and respectful of the residents of the local community. I have never encountered or been witness to any trouble in or around the bar.

It would be great if we could continue to enjoy the bar under its current licencing arrangements, which I believe are restrictive enough as they are. It would therefore be my hope that any challenges are withdrawn as I find there are always going to be some people that just want to complain for the sake of it.

Best of luck

Regards  
Conor

**CONOR LAMBERT**  
Director / Corporate Finance

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]



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## Lawrance, Heidi: WCC

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**From:** Becky Humphreys-Elvis [REDACTED]  
**Sent:** 05 January 2017 12:39  
**To:** Gareth Hughes  
**Cc:** [REDACTED]  
**Subject:** Bok Bar

Dear Mr Hughes

I hope this email finds you well and Happy 2017!

I am writing to you to offer support in reference to a license review for the above mentioned Bok Bar.

I would like to raise the following points:

- Having worked on Chiltern Street for many years, I have never , ever heard of any problem in or outside of the Bok Bar
- I socialise in the Bok Bar with my colleagues, and it is the nicest, and friendliest pub in the whole of the west end.
- I feel that safe and secure inside and outside of the Bok Bar that I take valued clients there for food and drinks, both are which wonderful.
- The manager at the Bok Bar, is so friendly and professional, and his staff all work well under his supervision and there is always a happy atmosphere in and out of the premises
- The Bok Bar is always clean and tidy and well kept
- There is never any trouble in or outside, creating a lovely safe atmosphere.
- The area for standing outside is always well under control, and never have I seen anyone unruly or disrespect the staff by standing outside of the roped areas, to which point security staff outside are always pleasant and very fair and accommodating
- Chiltern Street would not be the same without the Bok Bar, it adds to the community , and there is always a lovely feeling in the street when people congregate after work for a drink, in or out of the bar.

If I can help in any way by supporting this business, please let me know.

Have a wonderful day

Kindest regards

Becky Humphreys-Elvis

Director

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*Mr. Smeetesh Kakkad  
Flat A, 34 George Street  
London W1U 7DP*

Mr. G. Hughes  
Keystone Law  
48 Chancery Lane  
London  
WC2A 1JF

**By Email only: [gareth.hughes@keystonelaw.co.uk](mailto:gareth.hughes@keystonelaw.co.uk)**

5 January 2017

Dear Mr Hughes

**Bok Bar, 56 Blandford Street, London W1U 7JA**  
**Licence Review**

I learned very recently that Westminster Council is reviewing the licence of Bok Bar of the above address, and that you are representing the Bar in relation to that review.

My wife and I have been regular patrons of Bok Bar for many years. For some of that period, we lived directly opposite, at 45 Blandford Street. Our current residence is just a short walk away, and we are routinely within the vicinity of the Bar on a more or less daily basis.

During all of our time frequenting Bok Bar and being close by, we have never experienced any conduct or behaviour, either within or outside the premises, that would suggest the venue is the cause of any public nuisance or disorder, or is in any other way detrimental to the area.

Bok Bar has established itself as a popular venue, particularly for local residents and workers, but also those from further afield. Following its recent refurbishment, the Bar has become more popular and has attracted a higher quality of customer.

Along with its increasing popularity, the management and staff at the Bar have done an excellent job in running the venue – it is well managed, customers are looked after, and the staff that monitor customers outside always ensure that their behaviour is orderly and not likely to cause any nuisance or offence.

The Bar is known within the local community to show sporting events, but they are not widely publicised, and in my experience this does not cause overcrowding or lead to other behaviour which would inconvenience or upset local residents.

The area outside Bok Bar is popular, especially during the summer months, and indeed that is a particularly attractive feature of the venue. However, the pavement areas are wide enough that patrons who are standing do not cause obstruction to passers by, and again, the staff ensure

that customers stay within the appropriate boundaries of the Bar and conduct themselves appropriately.

In short, Bok Bar is a well-established and popular venue for the local community, which is very well managed. My wife and I would strongly support it being able to continue operating without the imposition of any additional restrictions.

Yours sincerely,



**SMEETESH KAKKAD**

## Lawrance, Heidi: WCC

---

**From:** Sam Butterfield <[REDACTED]>  
**Sent:** 05 January 2017 12:28  
**To:** Gareth Hughes  
**Subject:** The Bok Bar

To whom it may concern

I have been drinking in the Bok bar for over 7 years. My place of work is on Baker St and it's our preferred place to meet up for lunch and in the evenings. We like it because the staff and clientele are friendly and polite. It does good food too. I hear the local residents are complaining that this isn't the case. They are wrong. Not only are the people there good natured, the outside area is well 'policed' with bouncers who politely but firmly ask people to stay within the boundary whenever they stray outside it. There's never any trouble.

Regards

Sam Butterfield



Flat 2 Admiral Court, 45 Blandford Street, London W1U 7HG

Email. [REDACTED]

Gareth Hughes  
Keystone Law  
48 Chancery Lane  
London. WC2A 1JF

5<sup>th</sup> January 2017

Dear Mr Hughes

**Westminster Licensing Authorities (Ref: 16/12470/L1REVP)**  
**License Review for The Bok Bar. Corner Blandford and Chiltern Streets**

I write in reference to the above review.

I live on the first floor of 45 Blandford Street, directly above Il Baretto restaurant. I have been living in the apartment since May this year, having recently moved back to Marylebone from sleepy Monaco.

I am impressed by the way the busy bar and its happy customers are handled. My windows are open all through the summer and I enjoy the sound of people having a nice time and enjoying chatting and laughing outside the Bok Bar. It's a beautiful part of London and the bar attracts a very middle class, professional crowd. It's not drunk and disorderly, its polite and pleasant.

I have absolutely no objection to it keeping its current licensing hours or having them extended. It's a local community pub, doing everything it can to keep residents and local business drinkers happy and should be supported as such.

I'm happy to be contacted by email or by phone.

Sincerely



Barbara Brudenell-Bruce

## Statement of Boleslaw Lewicki

My full name is Boleslaw Lewicki and I am the manager of the Bok Bar. I have worked as manager at these premises since June 2008. I make this statement in reply to those statements submitted by some of the residents who have submitted an application for a review of the premises licence.

I support the witness statement made by Olivia Hunt in this matter and would not repeat what she has said in that statement.

I would wish to point out that there has been no Police intervention, no phone calls, no Noise Team or official licensing team visit or any other form of complaint for a very long time. We went through several public events that attracted many people (Olympics, World Football Cup - supervised and instructed by the Local Police Team - that went without any problems) and we served, without incident, people throughout the beautiful spring and summertime which was equally busy and demanding in terms of supervision.

We are not abusing opening hours, we do not attract people with promotions that might encourage alcohol abuse. We have not applied for a Temporary Event Notice for later hours or other activities. We do not sell alcohol to those who on rare occasions appear drunk, we do check and execute an Under 21 policy both via security and bar staff. We have shortened outside serving hours by half an hour voluntarily.

Our regular customers are mature, professional, civilized people and not a mob or anti-social delinquents as alleged in one of the review statements.

We cater equally for young and old and families with children without putting them in any form of danger. Frankly speaking I am proud of the fact that several families have brought up their kids while socializing on my premises. Some of those children have when reaching the proper age had their first job opportunities at the bar.

I do not think that I would be far off stating that I am being harassed and stalked if we could look at it from my perspective. I am a resident as well. I am living directly above the pub. I am spending my days off mostly at home. I do like to read a book and have my quiet time, stay in and relax. I do also understand that Marylebone "village W1" is going through constant change and transformation. I am a witness to the process because I am living on the same spot since 2008. I do experience every aspect of a residency under the very same post code as all other applicants.

On Blandford Street alone there are multiple businesses that operate seven days a week. They generate multiple circumstances that can be considered as a nuisance. These include merchandise delivery, waste disposal, human traffic.etc. Do we call this public disorder or day to day life in this particular area? Let's stick to the fact that we all are lucky to live and work in a Village. Let's support each other. Am I wrong calling a pub we are talking about a Local? A place of gathering? Social place? Am I wrong to question the fact that the popularity of a place is a confirmation of the idea of being together? Living together? Like in a Village?

There is another argument to consider as well.

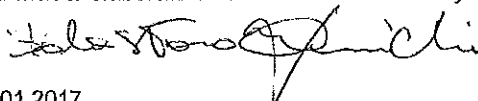
Seasonal frequency.

Outdoor human numbers are growing in a time of good weather. Spring, summer, a little bit if lucky during the autumn. 5 to 6 months a year at the most. The rest of the year is completely the opposite.

Considering natural human will to enjoy the outdoors in the spring and summer, I find extremely anti-social and harsh a criticism towards my locals socializing on my premises. Just to give an example, one of the complaints was regarding "people sitting outside on the benches and laughing"... and this was at 2.30pm on first sunny day of a year on Friday in May.

We would wish to elaborate on these comments at any hearing of this matter.

Signed



Date :03.01.2017

# **MANAGEMENT PLAN**

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THE BOK BAR, 56 CHILTERN STREET

8<sup>th</sup> December 2016

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# CONTENTS

- 1 Introduction
- 2 Overview of Site and Operations
- 3 Management Protocol

# Introduction

## MANAGEMENT PLAN

This Management Plan sets out the guiding management principles for the Pub and its operations

The principles in this Management Plan ensure that operations are managed in a way that respects the amenity of surrounding local residents.

# Overview of Site & Operations

The site is located at the southern end of Chiltern Street, on the junction with Blandford Street.

The Pub offers customary services and is licensed to sell alcohol at the following times:

Monday to Saturday:	10:00 to 23:00
Sunday:	12:00 to 22:30

# Management Protocol

## Management Team

- A DPS is on site 6 days a week
- SIA trained security staff are employed to stand outside during busy times which have been identified as Wednesday to Saturday.
- Local residents have been given direct contacts for the DPS of the Pub and are able to contact him on a 24-hour basis. They have also been given the details of a senior member of Brillite who they meet with on a regular basis.

## Street Management Policy

To minimise any impact on surrounding residents, the following Street Management Policy has been adopted by the Pub:

- Stanchions are put in place during busy periods which have been identified as Wednesday to Saturday inclusive. At other times they are used at the discretion of the Management Team.
- Awnings are unfurled during busy periods to absorb street noise.
- Tables and chairs are rendered unusable and patrons are asked to move inside at 10pm on a nightly basis rather than the 10.30pm, which is what the license allows.
- SIA trained securities staff are present on Chiltern Street and Blandford Street from 5pm to 11.30pm during busy times.
- SIA trained security staff wear uniforms so they are clearly identifiable.
- Should any complaint be received of a disturbance, CCTV footage will be reviewed immediately to identify the source of the noise and appropriate action taken.
- The Management Team have direct contact to our local constabulary and work with them to ensure safety on the street.
- SIA trained security staff are trained to ensure the following:
  - That people only drink within the confines of the stanchions.

- The public highway is kept clear so that members of the public can pass by easily.
  - Large and/or noisy groups are asked to disperse.
  - Patrons are continually asked to be mindful of local residents.
  - Patrons are encouraged to sit at tables where possible rather than stand.
  - The street is kept clear of all rubbish and debris.
  - Staff are trained to be mindful of all anti-social behaviour on the street, including instances unrelated to the the Pub, and to prevent all and any disturbance where possible.
- Popular sporting events, such as the World Cup, are anticipated and the following measures have been put place to ensure the least amount of disruption to the local residents:
    - Additional security is employed when necessary.
    - Curtains inside the Pub remain closed during necessary games so that they cannot be watched from the street.
    - Air-conditioning is activated/increased so that doors can remain shut apart from the immediate access and egress of persons.
    - Numbers are strictly monitored.
    - The showing of games is not advertised in advance or on the day.

## **Servicing Arrangements**

- The majority of servicing and deliveries for the Pub take place on Blandford Street.
- All servicing and deliveries take place within the designated times.
- Deliveries are pre-booked and are coordinated and supervised by a dedicated member of staff.
- All refuse is stored in the designated waste and recycling area in the basement of the Pub until it is due for collection. The refuse is only placed on Blandford Street immediately before its collection.
- No rubbish (including bottles) is moved externally or placed outside of the servicing hours.

## **CCTV**

- There is 24 hour CCTV coverage throughout the Pub, as well as covering external entrances.



- In the event a complaint is received the CCTV footage is reviewed by the management team.
- Footage is kept for a minimum of 28 days and accessible on demand to the Police or Westminster City Council.

**Statement for The Bok Bar License Review  
from Olivia Hunt**

In August 2014 I was made aware that the Bok Bar was an issue for some residents on Chiltern Street. This was primarily to do with the noise created by people drinking and eating outside. As I was already in regular contact with the residents about the Chiltern Firehouse and it seemed logical for me to also try and resolve issues with the Bok Bar, despite the fact that this was no party of my instructional brief at that time.

A number of measures were put into place immediately in an attempt to help the situation such as putting up stanchions to ensure that that drinkers did not obstruct the public highway. Unfortunately, some residents disapproved of this as they felt that it created the look of a nightclub. We then discussed the idea of replacing the stanchions with narrow planters which we felt might also absorb some of the noise but some residents felt that by doing this we were 'cannibalising the street'. At a later date we also discussed the possibility of planting trees on the street in an attempt to absorb some of the street noise. Some residents welcomed this idea but unfortunately some residents vehemently opposed it and we came to the conclusion that the stanchions were the most effective and least contentious measure. We were conscious that the we had to take into account the differing views of groups of residents and arrive at a decision one way or the other to ensure that any issues were alleviated. CCTV was also installed on both Blandford Street and Chiltern Street and we employed a security team to oversee street management during busy periods.

We knew that the Bok Bar had always been a problem for some local residents, as had the Wallace Head before it and our intention was always to change the offering and also the aesthetic of the pub. We wanted to move away from the traditional sports bar and so, while we retained the televisions inside the pub, we thought long and hard about how to improve management both inside and outside the pub. In the Spring of 2015 the pub was renovated and thick awnings were installed outside, the intention being to absorb some of the noise of people drinking outside. Air conditioning units were also installed to encourage people to stay inside both during the summer and crowded periods. We also upgraded the drink offering, removed the signage and upgraded the interior of the pub to a significantly higher standard and the change in the clientele was noted. It is my understanding that the change is considered positive and I have been told on a number of occasions by local residents, local pub goers and members of Westminster City Council that the pub as it is today is a significant improvement to what it was. One resident recalls a time (before Brillite took the premises licence) when rowdy groups would stand on Blandford Street and throw stones at his window and I can say with confidence that this would not happen today.

A number of security measures have been put into place over the last two years in an attempt to resolve the situation. They include:

- Stanchions put in place during busy periods which have been identified as Wednesday to Saturday. We have discussed having them outside permanently but as some residents are opposed to their look, the decision was made for the them to be used at the discretion of the management, when there is the need for it.

- 2 SIA trained security staff outside during our busy times – one on Chiltern Street and one on Blandford Street – who are trained to do the following: ensure that people only drink within the confines of the ropes, the public highway is kept clear of lingering crowds so that people can pass by, large and noisy groups are asked to disperse, patrons are continually asked to be mindful of local residents, if there are free tables then people are encouraged to sit down rather than stand and to resolve any disputes or disturbances immediately.
- Sporting events are anticipated and extra security is employed when necessary (World Cup etc). When popular games are shown it is our policy to close all the curtains so that these games cannot be watched from the street, doors always remain closed and number are strictly monitored. Our air conditioning units are hugely helpful in these instances. It is also worth noting that we have made the decision not to advertise the games being shown, unlike many pubs in the area.

The residents complained about the increase of traffic and the use of car horns on Blandford Street. We identified a source of the problem at the south end of Broadstone Place where the street narrows, allowing for only one car to pass. This creates a bottle neck of traffic trying to come in, go out or simply move down the street. I suggested looking into the possibility of making Broadstone Place one way and, by doing so, regularising the flow of traffic. The residents welcomed this idea and we therefore decided to fund a feasibility study run by the WCC but were ultimately told that this had been 'abandoned' due to complaints by the residents. Traffic is an ongoing bone of contention and so I have spent much time looking at CCTV footage in an attempt to find out the cause of it and I came to two realisations: 1) that both the Bok Bar and the Chiltern Firehouse are used as a meeting points for cars, taxis and Ubers by people unrelated to both businesses, including Chiltern Street and Blandford Street residents. Parking in Marylebone is tricky and the two obvious places to wait while not obstructing traffic are on the double yellow lines on Blandford Street before the turning to Chiltern Street and in the layby outside the Firehouse, both of which are designated public highway. While all of our staff are trained to ask drivers to move on and not use their horn, the most they can do in these instances is report it to the WCC parking authorities, which they do. 2) the general increase of traffic in the area. In truth, it sometimes feels that because we have provided a forum for residents to voice their complaints, *all* of their complaints are therefore directed at us.

Despite all of the new measures we put into place, the residents were still unhappy.

For a few months in 2015 we employed a policy of only letting people drink outside when they had a seat but, during this time, whenever I met with the residents they continued to voice their complaints and it seemed that they could not be satisfied. This also impacted our business so much that it simply could not be maintained. By way of compromise we voluntarily reduced our outside drinking hours by 30 minutes, clearing the street and rendering tables and chairs unusable at 10pm rather than 10.30pm and continue to do this, a measure that has never been acknowledged favourably by the residents and the 'success' of the seated drinking policy was only voiced retrospectively. It was around this time that I was made aware that residents were pushing for a License Review and that there was very little that I or anyone else could do to avoid this. Both Bo (the manager of the pub) and I

continued speaking to the officers of the WCC, listening and acting upon their kind and helpful advice and were comforted by the fact that we were told by the WCC that they were, in general, satisfied by the way in which the pub was managed.

By the 31<sup>st</sup> May it became clear that the Bok Bar was the only reason why residents were still attending the meetings which were originally intended to discuss the Chiltern Firehouse and the issues we had during opening which have since been resolved. The residents were still not comfortable with any of the working security measures that were in place. The only policy that would satisfy them was the significant reduction in the hours in which people were allowed to drink outside and this was simply not my decision to make. A big concern to me was that the issues with the Bok Bar were being connected to and confused with the Chiltern Firehouse, two totally separate businesses. I have spent the last few years building a good relationship with the residents who I like very much, but it got to the point where emotions were high and some definitive resolution was needed which I could not provide at that time. It was left that they would be in touch with Bo and the WCC directly.

Olivia Hunt

21<sup>st</sup> December 2016