



HILLINGDON
LONDON



NOTICE OF HEARING

Licensing Sub-Committee

Date: FRIDAY, 12 MAY 2023

Time: 10.00 AM

Venue: COMMITTEE ROOM 5 - CIVIC CENTRE

Meeting Details: Members of the Public and Media are welcome to attend. This meeting may also be broadcast live.

If this is a public hearing, the agenda is available online at www.hillingdon.gov.uk or you can use a smart phone camera and scan the code below:



Councillors on the Sub-Committee:

Roy Chamdal, (Chairman)

Darran Davies

Janet Gardner

IMPORTANT INFORMATION

On receipt of this notice, you **MUST** notify the Committee Clerk (contact details below) by the following date:

Tuesday 9 May 2023

If you don't notify you may lose your right to speak at the hearing. When notifying you must confirm:

- 1) Whether you intend to attend or to be represented by someone at the hearing;
- 2) If you consider a hearing to be unnecessary; and
- 3) Whether to request that another person attends (other than your representative) as a witness

Published: Tuesday 25 April 2023

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Putting our residents first

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

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Agenda

CHAIRMAN'S ANNOUNCEMENTS

Hearing Protocol

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 To confirm that the items of business marked Part I will be considered in Public and items marked Part II will be considered in Private
- 4 Matters that have been notified in advance or urgent

Part I - Members, Public and Press

	Title of Report / Address of application	Ward	Time	Page
5	Application for the grant of a Premises Licence: Wraps and Wings, 92 Field End Road, Eastcote, HA5 1RL	Eastcote	10:00	3 - 56

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Order of proceedings – application under the Licensing Act 2003

The Chairman of the Sub-Committee will open the hearing by introducing the Councillors, explaining the purpose of the proceedings and the general procedure. The Chairman will then check that there are no additions or alterations to the list of those appearing at the hearing.

Introduction by the Regulatory Services/Licensing Officer



The Applicant / Licence Holder



Responsible Authorities (if present)



Other Parties (residents etc...)



DISCUSSION LED BY THE SUB-COMMITTEE

The Chairman will lead the discussion. This will be a chance for all parties to provide comments on any submissions that have been made to the Sub-Committee.



Closing remarks from each party



Sub-Committee deliberates



Chairman announces the decision

The Council's Regulatory Services/Licensing Officer will introduce the report and will outline the matter before the Sub-Committee, giving any relevant background information. The Sub-Committee may ask questions of the officer.

The Applicant, licence holder or the person representing him/her will be invited to address the Sub-Committee. They will be allowed sufficient time to present his/her case. The Sub-Committee may ask questions.

Responsible Authorities will be invited to address the Sub-Committee and will be allowed sufficient time. The Sub-Committee may ask questions of the Responsible Authorities.

Other parties will be invited to address the Sub-Committee. Where there are a number of parties making similar representations the Chairman will expect the parties to nominate a spokesperson to make the representations and all will be allowed sufficient time. The Sub-Committee may ask questions of the Other Parties.

The Chairman will invite the Responsible Authorities and Other Parties to make brief closing remarks on the application. The Applicant / licence holder makes the final closing remarks.

The Sub-Committee will remain in the room to deliberate and make their decision, with only the Legal Advisor and the Clerk to the Sub-Committee remaining. All others present will be asked to leave the room. If the meeting is being broadcast, any filming will be stopped for this part.

Parties may return to the room when invited to do so and the Chairman will announce the decision. The Chairman will remind the Applicant / licence holder that the decision will be sent to them in writing. There can be no further questions or statements.

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Agenda Item 5

Application for the grant of a Premises Licence: Wraps and Wings, 92 Field End Road, Eastcote, HA5 1RL

Committee	Licensing Sub-Committee
Officer Contact	Licensing Officer – Mark McDermott - 01895 277433
Papers with report	Appendix 1 - Application form and plan Appendix 2 - Representations from Interested Parties (2a - c) Appendix 3 - Map of the area Appendix 4 - Photo of the Premises Appendix 5 - Companies House Record Appendix 6 - Letter to objectors from applicant's representative
Ward name	Eastcote

1.0 SUMMARY

To consider an application for the grant of a new premises licence in respect of Wraps and Wings, 92 Field End Road, Eastcote, HA5 1RL. The application form and plan are appended as **Appendix 1**. The application has attracted three representations from interested parties objecting to the application. There have been no representations from any of the Responsible Authorities.

2.0 RECOMMENDATION

That the Licensing Sub-Committee consider an application for the grant of a new premises licence in respect of Wraps and Wings, 92 Field End Road, Eastcote, HA5 1RL.

3.0 APPLICATION

3.1 Licensable Activities

A new premises licence application has been made by Pinner Service Limited (Companies House record appended as **Appendix 5**); the application is to authorise Late Night refreshment at the premises, Monday to Sunday from 23.00 to 02.00 hours.

Opening times Monday to Sunday from 07.00 hours to 02.00 hours.

3.2 Proposed Hours for Licensable Activity

Monday	23:00 – 02:00
Tuesday	23:00 – 02:00
Wednesday	23:00 – 02:00
Thursday	23:00 – 02:00
Friday	23:00 – 02:00
Saturday	23:00 – 02:00
Sunday	23:00 – 02:00

3.3 Type of Application Applied For

New Premises Licence application pursuant to s.17 Licensing Act 2003.

3.4 Description of The Premises

The premises is an existing chicken restaurant/takeaway shop in a parade with residential premises above.

3.5 Other takeaway Licensed Premises nearby (shown on map appended as **Appendix 3**)

Premises	Address	Licensable Activities and Hours
Sam's Chicken	135 Field End Road London HA5 1QH	Provision of late night refreshment from 23.00 hours until 01.00 hours the following day, Sunday to Wednesday and until 02.00 Thursday to Saturday
Best Kebabs	176 Field End Road London HA5 1RF	Provision of late night refreshment from 23.00 hours until 00.00 hours, Sunday to Thursday and until 02.00 hours, Friday and Saturday.
Just Pizza Plus	206 Field End Road London HA5 1RD	Provision of late night refreshment from 23:00 to 00:30 Monday to Thursday, until 02.00 Friday & Saturday and until 01.00 on Sunday.
Village Pizza	214 Field End Road London HA5 1RD	Provision of late night refreshment from 23.00 hours until 00.30 hours, Sunday to Thursday and until 02.00 hours, Friday and Saturday.

3.6 Operating Schedule and Conditions

Section 18 of the operating schedule of the application demonstrates the steps the applicant proposes to take to promote the Licensing Objectives, which are as follows:

General

All four licensing objectives (b The Prevention of Crime and Disorder, c Public Safety, d The Prevention of Public Nuisance, e The Protection of Children from Harm).

1. The premises will close to the general public at 00:00 (midnight) to prevent any person walking into the venue. The kitchen may remain open, and the premises are permitted to offer delivery via on line order only until 0200 hours

2. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The CCTV system shall continually record whilst the premises are open. 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 of the Council.

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Classification: Part I - Public

3. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request.
4. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority or UK Border Agency without difficulty, delay or charge.
5. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.
6. Notices shall be prominently displayed within the premises stating that CCTV is in operation.
7. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which 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 visit by a relevant authority or emergency service.
8. No persons carrying open vessels of alcohol must be admitted to the premises at any time.
9. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times.
10. A fire safety risk assessment will be completed as per Government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005) and produced to authorised officers of the council, the Police and the Fire Service upon request.
11. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
12. The licensee will provide adequate bins for use by customers and encourage their use.
13. The removal of rubbish to outside the premises will not take place between 2200 hours and 0700 hours.
14. During licensable hours there will always be a minimum of two members of staff present.
15. Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
16. Staff shall carryout regular checks:
 - i) To ensure the area immediately outside the premises is clear of litter
 - ii) To monitor customer behaviour
 - iii) To ensure there is no outbreak of noise from the premises.
17. Staff will be trained to identify signs of intoxication, suspicious or aggressive behaviour and how to appropriately deal with such customers so as to provide adequate care and minimise risk.

18. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Refresher training across all points within the premises licence take place every 12 months. Records shall be kept at the premises and made available upon request to either Police officers or an authorised officer of the Council.

19. The licensee undertakes to use only experienced and reputable delivery companies whereby deliveries will only be delivered to the registered address as per the booking.

20. Delivery riders/drivers will be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the licenced premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway.

21. There will be no takeaway service of food for immediate consumption - all food taken away is to be closed/wrapped up.

22. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open.

23. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor by vibration be transmitted through the structure of the premises which gives rise to a nuisance.

24. No fumes, steam or odours shall be omitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated

The Prevention of Crime and Disorder

See above.

Public Safety

See above.

The Prevention of Public Nuisance

See above.

The Protection of Children from Harm

See above.

4.0 CONSULTATION

4.1 Closing date for representations

13 April 2023.

4.2 Public Notice published in local newspaper

23 March 2023 – Harrow Times.

5.0 REPRESENTATIONS

5.1 We have received **three** representations from Interested Parties:

Interested Parties	Ground for Representation	Appendix
Cllr Nick Denys	Prevention of Crime and Disorder, Prevention of Public Nuisance,	2a
Cllr Ian Edwards	Prevention of Crime and Disorder, Prevention of Public Nuisance,	2b
Mr D.M. Penny	Prevention of Public Nuisance	2c

5.2 No Members' Enquiries have been received by the Licensing Service for this premises.

6.0 BACKGROUND INFORMATION

6.1 Map of the area and photo of the premises as **Appendices 3 and 4.**

7.0 OFFICER'S OBSERVATIONS

7.1 This is an application for a Premises Licence for an existing chicken restaurant/takeaway premises that are seeking to be authorised for the provision of hot food and drink between the hours of 23.00 to 02.00 every day. The premises are situated on a shopping parade with residential accommodation above; for the avoidance of doubt this is an application for a new premises licence even though the premises has traded previously until 23.00 hours. The proposal is for the premises to operate dine in and takeaway until midnight, with the premises closing to the public and then operating via online platforms only until 02.00 every day.

7.2 The representations received mainly raise the following issues:

- a) **The prevention of crime and disorder-** One of the representations refers to the potential of an increase in crime and disorder due to intoxicated persons congregating at the premises following visits to licensed premises in the vicinity. The premises will be closing to physical customers at midnight and the management of the premises up to this time needs to be considered. It should be noted that Section 182 of the Home Office guidance refers to the Police as being the main source of advice on crime and disorder and the Police have not raised an objection.
- b) **The prevention of public nuisance -** All the representations received from interested parties refer to this objective, namely the potential for an increase in nuisance given the closeness of residential dwellings to the establishment during the proposed hours of delivery and drivers causing a nuisance when collecting orders. These are valid concerns as in the quiet hours of the night when the ambient noise is reduced there is increased potential for disturbance. The applicant has proffered a condition regarding delivery drivers (see condition 20. above) and should the Committee be minded to grant the application, consideration should be given as to whether this condition is robust enough to uphold this objective. The potential for public nuisance has also been raised regarding customers loitering at the premises at the later hours and this is a valid consideration.

8.0 RELEVANT SECTIONS OF S.182 GUIDANCE

8.1 Determining actions that are appropriate for the promotion of the licensing objectives

At paragraph 9.42 it states that "Licensing authorities are best placed to determine what actions are appropriate for the promotion of the licensing objectives in their areas. All licensing determinations should be considered on a case-by-case basis. They should take into account any representations or objections that have been received from responsible authorities or other persons, and representations made by the applicant or premises user as the case may be".

At paragraph 9.43 it states that "The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve".

At paragraph 9.44 it states that "Determination of whether an action or step is appropriate for the promotion of the licensing objectives requires an assessment of what action or step would be suitable to achieve that end. While this does not therefore require a licensing authority to decide that no lesser step will achieve the aim, the authority should aim to consider the potential burden that the condition would impose on the premises licence holder (such as the financial burden due to restrictions on licensable activities) as well as the potential benefit in terms of the promotion of the licensing objectives.

However, the Revised Guidance issued under section 182 of the Licensing Act 2003 informs that it is imperative that the authority ensures that the factors which form the basis of its determination are limited to consideration of the promotion of the objectives and nothing outside those parameters. As with the consideration of licence variations, the licensing authority should consider wider issues such as other conditions already in place to mitigate potential negative impact on the promotion of the licensing objectives and the track record of the business.

Further advice on determining what is appropriate when imposing conditions on a licence or certificate is provided in Chapter 10. The licensing authority is expected to come to its determination based on an assessment of the evidence on both the risks and benefits either for or against making the determination".

8.2 Proportionality

At paragraph 10.2 it states, "Conditions include any limitations or restrictions attached to a licence or certificate and essentially are the steps or actions that the holder of the premises licence or the club premises certificate will be required to take or refrain from taking in relation to the carrying on of licensable activities at the premises in question.

Failure to comply with any condition attached to a licence or certificate is a criminal offence, which on conviction is punishable by an unlimited fine or up to six months' imprisonment. The courts have made clear that it is particularly important that conditions which are imprecise or difficult for a licence holder to observe should be avoided."

At paragraph 10.8 it states, "The licensing authority may not impose any conditions unless its discretion has been exercised following receipt of relevant representations and it is satisfied as a result of a hearing (unless all parties agree a hearing is not necessary) that it is appropriate to impose conditions to promote one or more of the four licensing objectives.

In order to promote the crime prevention licensing objective conditions may be included that are aimed at preventing illegal working in licensed premises. This provision also applies to minor variations."

At paragraph 10.10 it states that "The 2003 Act requires that licensing conditions should be tailored to the size, type, location and characteristics and activities taking place at the premises concerned. Conditions should be determined on a case-by-case basis and standardised conditions which ignore these individual aspects should be avoided.

For example, conditions should not be used to implement a general policy in a given area such as the use of CCTV, polycarbonate drinking vessels or identity scanners where they would not be appropriate to the specific premises. Conditions that are considered appropriate for the prevention of illegal working in premises licensed to sell alcohol or late-night refreshment might include requiring a premises licence holder to undertake right to work checks on all staff employed at the licensed premises or requiring that a copy of any document checked as part of a right to work check, either physical or digital (e.g. copy of any document checked or a clear copy of the online right to work check) is retained at the licensed premises. Licensing authorities and other responsible authorities should be alive to the indirect costs that can arise because of conditions.

These could be a deterrent to holding events that are valuable to the community or for the funding of good and important causes. Licensing authorities should therefore ensure that any conditions they impose are only those which are appropriate for the promotion of the licensing objectives".

8.3 Hours of Trading

At paragraph 10.13 it states "The Government acknowledges that different licensing strategies may be appropriate for the promotion of the licensing objectives in different areas. The 2003 Act gives the licensing authority power to make decisions about the hours during which premises can conduct licensable activities as part of the implementation of its licensing policy statement.

Licensing authorities are best placed to make decisions about appropriate opening hours in their areas based on their local knowledge and in consultation with responsible authorities. However, licensing authorities must always consider each application and must not impose predetermined licensed opening hours, without giving individual consideration to the merits of each application"

At paragraph 10.15 Shops, stores and supermarkets should normally be free to provide sales of alcohol for consumption off the premises at any times when the retail outlet is open for shopping unless there are good reasons, based on the licensing objectives, for restricting those hours.

8.4 Licensing Hours

At paragraph 14.51 With regard to licensing hours, the Government acknowledges that different licensing approaches may be appropriate for the promotion of the licensing objectives in different areas. The 2003 Act gives the licensing authority power to make decisions regarding licensed opening hours as part of the implementation of its licensing policy statement and licensing authorities are best placed to make such decisions based on their local knowledge and in consultation with other responsible authorities. However, licensing authorities must always consider each application and must not impose predetermined licensed opening hours, without giving individual consideration to the merits of each application.

At paragraph 14.52 Statements of licensing policy should set out the licensing authority's approach regarding licensed opening hours and the strategy it considers appropriate for the promotion of the licensing objectives in its area.

The statement of licensing policy should emphasise the consideration which will be given to the individual merits of an application. The Government recognises that licensed premises make an important contribution to our local communities and has given councils a range of tools to effectively manage the different pressures that licensed premises can bring. In determining appropriate strategies around licensed opening hours, licensing authorities cannot seek to restrict the activities of licensed premises where it is not appropriate for the promotion of the licensing objectives to do so.

8.5 The Need for Licensed Premises

At paragraph 14.19 There can be confusion about the difference between the "need" for premises and the "cumulative impact" of premises on the licensing objectives, for example, on crime and disorder. "Need" concerns the commercial demand for another pub or restaurant or hotel and is a matter for the planning authority and for the market. This is not a matter for a licensing authority in discharging its licensing functions or for its statement of licensing policy.

9.0 RELEVANT SECTIONS OF HILLINGDON'S LICENSING POLICY

9.1 Licensing Objectives – The Prevention of Crime and Disorder

At paragraph 10.1 Licensed premises, especially those offering late night/early morning entertainment, alcohol and refreshment, can be a source of crime and disorder. The Licensing Authority will expect operating schedules to satisfactorily address these issues from the design of the premises through to the daily operation of the business. Applicants are recommended to seek advice from the Police Licensing Officer and Licensing Authority Officers prior to making any application as early advice can alleviate representations being made

once an application is submitted. Full contact details for both are contained within the Responsible Authorities contact in appendix B.

At paragraph 10.3 Where a number of premises may be in close proximity it may be difficult to attribute the disorder to patrons of particular premises, however there is a duty on Premises Licence Holders or Club Management Committees to act responsibly to ensure their own customers do not contribute to crime and disorder whilst in their premises and in the vicinity of their premises.

At paragraph 10.6 Applications referred to the Licensing Sub-Committee where relevant representations have been received will be determined on the individual merit of each case. The Licensing Sub-Committee has the power to impose specific conditions when considered appropriate in respect of the Crime and Disorder objective.

9.2 Licensing Objectives – Public Safety

At paragraph 11.5 Applications referred to the Licensing Sub-Committee will be determined on the individual merit of each case. The Licensing Sub-Committee have the power to impose specific conditions when considered necessary in respect of the Public Safety objective.

9.3 Licensing Objectives – The Prevention of Public Nuisance

At paragraph 12.1 Licensing Sub Committees will be mindful that licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working or sleeping in the vicinity of the premises. When addressing public nuisance the applicant should identify any particular issues that are likely to affect adversely the promotion of the licensing objective to prevent public nuisance. They should then include in the operating schedule how they will deal with those matters. The concerns mainly relate to noise nuisance from within the premises or from the use of any outside areas, light pollution, smoke and noxious smells. This may also include patrons outside a premises and the dispersal of customers. Due regard will be given to the impact these may have and the Licensing Authority will expect operating schedules to satisfactorily address these issues.

9.4 Licensing Hours

At paragraph 25.1 Prior to the introduction of the Licensing Act 2003, it was believed that fixed and artificially early closing times (established under the Licensing Act 1964) were one of the key causes of rapid binge drinking prior to closing times and one of the causes of disorder and disturbance when large number of customers were required to leave the premises simultaneously.

At paragraph 25.2 The aim through promotion of the licensing objectives should be to reduce the potential for concentrations and achieve a slower dispersal of people from licensed premises through flexible opening times.

At paragraph 25.3 Arbitrary restrictions that would undermine the principle of flexibility will therefore be avoided. The four licensing objectives will be paramount at all times and the Council will always consider the individual merits of each case.

At paragraph 25.4 In accordance with guidance there is no fixed restriction on terminal hours for any particular areas of the borough. Such a restriction could cause the migration of patrons from one area to another and create the circumstances that the legislation is attempting to avoid. Each application will be dealt with on its merits. It is for the applicants to detail in their Operating Schedule exactly what times they intend to open and close the premises and what measures they will take to ensure that they do not cause nuisance or disturbance to their neighbours in the vicinity. The later the terminal hour applied for, the greater will be the need to address the issues of disturbance and nuisance.

At paragraph 25.5 Shops, stores and supermarkets licensed to sell alcohol will normally be allowed to do so for the full duration of their trading hours. Restrictions may be applied, for example where representations

are made indicating the particular premises or patrons of the premises are linked to disorder and or disturbance.

9.5 Licence Conditions

At paragraph 20.1 Conditions on premises licences and club certificates are determined by:

- The measures put forward on the Operating Schedule
- Mandatory conditions within the Act (current list included as Appendix G)
- Measures decided at a hearing by the Licensing Sub Committee

At paragraph 20.2 Conditions attached to licences by the Licensing Authority that have been proposed by the applicant in their operating schedule should be consistent with the steps set out in the operating schedule. This means that the effect of these conditions should be substantially the same as that intended by the terms of the operating schedule.

At paragraph 20.3 Any conditions attached to licences following relevant representations will focus on matters within the control of the Premises Licence Holder or Club Management Committees. They will address matters which have a direct impact on those living, working or engaged in normal activities in the vicinity, as well as patrons of the licensed premises.

They will not be used as a means of attempting to attach responsibility to Premises Licence Holders or Club Management Committees for matters outside their reasonable control, such as anti-social behaviour once away from the premises or licensable activity. Conditions imposed by the Licensing Authority shall be appropriate, reasonable, and proportionate and should be determined on a case-by-case basis.

At paragraph 20.4 The Licensing Authority will not impose standard conditions upon every licence issued, however it may have regard to model conditions produced by the Government and/or the Institute of Licensing and it may choose to impose these in appropriate circumstances.

10.0 LEGAL CONSIDERATIONS

10.1 When considering an application for a grant of a new Premises Licence, the Sub-Committee shall carry out its functions with a view to taking steps it considers appropriate for promoting the licensing objectives. The licensing objectives are:

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

10.2 Members should note that each objective is of equal importance. There are no other licencing objectives, and the four objectives are paramount considerations at all times.

10.3 An application for a new premises licence may be made pursuant to s.16 and s.17 of the Act, and with regard to the Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005/42 and the licensing Act 2003 (Fees) Regulations 2005/79.

10.4 The Sub-Committee must ensure that all licensing decisions:

- Have a direct relationship to the promotion of one or more of the four licensing objectives
- Have regard to the Council's statement of licensing policy
- Have regard to the Secretary of State guidance
- Must not be subject to a blanket policy to the extent that it is applied so rigidly that an exercise of discretion in each individual case is precluded

- 10.5 Where relevant representations are made, the Licensing Authority must hold a hearing to determine the application, unless all are agreed that such a hearing is unnecessary s.18(3)(a) Licencing Act 2003.
- 10.6 Relevant representations are those that relate to the effect of the granting of the application on the promotion of the licensing objectives made by an interested party or responsible authority that have not been withdrawn and are not, in the opinion of the relevant licencing authority, frivolous or vexatious s.18(7) Licensing Act 2003.
- 10.7 The Sub-Committee can only consider matters within the application that have been raised through representations from interested parties and responsible authorities. Interested parties must live within the vicinity of the premises. All applications will be decided on a case-by-case basis.
- 10.8 Following a hearing, the Sub-Committee must consider all relevant representations, and having taken into account the promotion of the licensing objectives, under s.18(3)(b) and (4) Licensing Act 2003, a decision can be taken: -
- i. To grant the licence, subject to the mandatory conditions and conditions consistent with the operating schedule;
 - ii. To impose additional relevant conditions to such an extent as is considered necessary for the promotion of the licensing objectives;
 - iii. To exclude any of the licensable activities to which the application relates;
 - iv. To amend the times for all or some of the licensable activities;
 - v. To refuse to specify a person in the licence as the premises supervisor;
 - vi. To reject the application.
- 10.9 Conditions will not be necessary if they duplicate a current statutory requirement. The licencing Authority may therefore only impose such conditions that are necessary to promote the licensing objectives arising out of the consideration of the representations.
- 10.10 If the Sub-Committee determines that it is necessary to modify the conditions, or to refuse the application for a Premises Licence application, it must give reasons for its decision.
- 10.11 The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under s.149 of the Equality Act 2010. In summary s.149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:
- i. Eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - ii. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
 - iii. Foster good relations between persons who share relevant protected characteristics and persons who do not.
- 10.12 Section 149(7) of the Equality Act 2010 defines nine relevant protected characteristics these are:
- i. age
 - ii. gender reassignment
 - iii. being married or in a civil partnership
 - iv. being pregnant or on maternity leave
 - v. disability
 - vi. race including colour, nationality, ethnic or national origin
 - vii. religion or belief
 - viii. sex
 - ix. sexual orientation

- 10.13 Officers have provided the Sub-Committee with recommendations related to this application. Subject to the above-mentioned factors having been properly considered, the Sub-Committee may depart from the recommendations if there are good reasons for doing so. The Sub-Committee is advised that such departures could give rise to an appeal or judicial review.
- 10.14 Interested parties, Responsible Authorities and the Applicant have the right to appeal the decision of the Licensing Sub-Committee to the Magistrates' Court within a period of 21 days beginning with the day on which the applicant was notified by the Licensing Authority of the decision to be appealed against.

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Hillingdon
Application for a premises licence
Licensing Act 2003

For help contact
licensing@hillingdon.gov.uk
 Telephone: 01895 558170

* required information

Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference This is the unique reference for this application generated by the system.

Your reference You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

Yes No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name

* Family name

* E-mail

Main telephone number Include country code.

Other telephone number

Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

Applying as a business or organisation, including as a sole trader
 Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

Applicant Business

Is the applicant's business registered in the UK with Companies House? Yes No

Note: completing the Applicant Business section is optional in this form.

Registration number

Business name

If the applicant's business is registered, use its registered name.

VAT number

Put "none" if the applicant is not registered for VAT.

Legal status

Continued from previous page...

Applicant's position in the business

Home country

The country where the applicant's headquarters are.

Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Agent Details

* First name

* Family name

* E-mail

Main telephone number

Include country code.

Other telephone number

Indicate here if you would prefer not to be contacted by telephone

Are you:

- An agent that is a business or organisation, including a sole trader
 A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

Agent Business

Is your business registered in the UK with Companies House? Yes No

Note: completing the Applicant Business section is optional in this form.

Is your business registered outside the UK? Yes No

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

Continued from previous page...Your position in the business Home country

The country where the headquarters of your business is located.

Agent Business Address

If you have one, this should be your official address - that is an address required of you by law for receiving communications.

Building number or name Street District City or town County or administrative area Postcode Country **Section 2 of 21****PREMISES DETAILS**

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

Premises Address

Are you able to provide a postal address, OS map reference or description of the premises?

 Address OS map reference Description
Postal Address Of PremisesBuilding number or name Street District City or town County or administrative area Postcode Country **Further Details**Telephone number Non-domestic rateable value of premises (£)

Section 3 of 21**APPLICATION DETAILS**

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company / limited liability partnership
- A partnership (other than limited liability)
- An unincorporated association
- Other (for example a statutory corporation)
- A recognised club
- A charity
- The proprietor of an educational establishment
- A health service body
- A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- The chief officer of police of a police force in England and Wales

Confirm The Following

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- I am making the application pursuant to a statutory function
- I am making the application pursuant to a function discharged by virtue of Her Majesty's prerogative

Section 4 of 21**NON INDIVIDUAL APPLICANTS**

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

Non Individual Applicant's Name

Name

Pinner Service Ltd

Details

Registered number (where applicable)

13596133

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

Private limited company

Address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Contact Details

E-mail

Telephone number

Other telephone number

* Date of birth / /
dd mm yyyy

* Nationality [Documents that demonstrate entitlement to work in the UK](#)

Section 5 of 21**OPERATING SCHEDULE**

When do you want the premises licence to start? / /
dd mm yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end / /
dd mm yyyy

Provide a general description of the premises

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.

Wraps and Wings are an expanding fast food business focusing mainly on delivery. They are expanding rapidly across London with now nearly 20 stores. The majority of the stores are in greater London, with additional stores also operating in Manchester, Leicester and Nottingham.

The brand have been franchising the company over the past few years. The branch in Eastcote opened in 2014 but since 2019 it has been operated by franchisee Mr Kamrul Abedin.

Continued from previous page...

Mr Abedin has recently educated himself of the Licensing Act 2003 and would like to bring the premises in line with a number of the other Wraps and Wings operating after 2300 hours.

Wraps and Wings stores tend to focus on delivery rather than in-store service. As such many of the branches close their doors to customers at midnight and operate delivery only services, such as that requested within this application.

Mr Abedin has a number of year's experience in managing the store and has reached out to other Wraps and Wings venues and the services of a consultant for a broader learning to advance his business.

Included within the operating schedule are a number of practices that Mr Abedin has incorporated into the business over the last few years, now firmed up by inclusion in the operating schedule.

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

Section 6 of 21

PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will you be providing plays?

- Yes No

Section 7 of 21

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

- Yes No

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

- Yes No

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

- Yes No

Section 10 of 21

PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

- Yes No

Continued from previous page...

Section 11 of 21**PROVISION OF RECORDED MUSIC**[See guidance on regulated entertainment](#)

Will you be providing recorded music?

 Yes
 No
Section 12 of 21**PROVISION OF PERFORMANCES OF DANCE**[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

 Yes
 No
Section 13 of 21**PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE**[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

 Yes
 No
Section 14 of 21**LATE NIGHT REFRESHMENT**

Will you be providing late night refreshment?

 Yes
 No
Standard Days And Timings**MONDAY**Start End Start End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAYStart End Start End **WEDNESDAY**Start End Start End **THURSDAY**Start End Start End

Continued from previous page...

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the provision of late night refreshment take place indoors or outdoors or both?

- Indoors Outdoors Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

The premises will permit dine/take away till midnight. At midnight the premises will close and offer delivery via on-line order until 0200 hours

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of late night refreshments at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 15 of 21

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

- Yes No

*Continued from previous page...***PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT**

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- Electronically, by the proposed designated premises supervisor
- As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

Section 16 of 21**ADULT ENTERTAINMENT**

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

None

Section 17 of 21**HOURS PREMISES ARE OPEN TO THE PUBLIC****Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

Continued from previous page...

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 18 of 21

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

1. The premises will close to the general public at 00:00 (midnight) to prevent any person walking into the venue. The kitchen may remain open, and the premises permitted to offer delivery via online order only until 0200 hours
2. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The CCTV system shall continually record whilst the premises are open. 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 of the Council
3. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request.
4. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV, and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority or UK Border Agency without difficulty, delay or charge.

Continued from previous page...

5. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.
6. Notices shall be prominently displayed within the premises stating that CCTV is in operation
7. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which 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 visit by a relevant authority or emergency service.
8. No persons carrying open vessels of alcohol must be admitted to the premises at any time.
9. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times
10. A fire safety risk assessment will be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005) And produced to authorised officers of the council, the Police and the Fire Service upon request.
11. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
12. The licensee will provide adequate bins for use by customers and encourage their use.
13. The removal of rubbish to outside the premises will not take place between 2200 hours and 0700 hours
14. During licensable hours there will always be a minimum of two members of staff present
15. Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and businesses and leave the area quietly
16. Staff shall carryout regular checks,
 - i) To ensure the area immediately outside the premises is clear of litter
 - ii) To monitor customer behaviour
 - iii) To ensure there is no outbreak of noise from the premises.
17. Staff will be trained to identify signs of intoxication, suspicious or aggressive behaviour and how to appropriately deal with such customers so as to provide adequate care and minimise risk
18. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Refresher training across all points within the premises licence take place every 12 months. Records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of Lambeth Council.
19. The licensee undertakes to use only experienced and reputable delivery companies whereby deliveries will only be delivered to the registered address as per the booking.
20. Delivery riders/drivers will be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the licenced premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway. Page 25

Continued from previous page...

21. There will be no takeaway service of food for immediate consumption – all food taken away is to be closed/wrapped up.
22. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open.
23. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor by vibration be transmitted through the structure of the premises which gives rise to a nuisance
24. No fumes, steam or odours shall be omitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated

b) The prevention of crime and disorder

See above

c) Public safety

See above

d) The prevention of public nuisance

See above

e) The protection of children from harm

See above

Section 19 of 21

NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK

Continued from previous page...

Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

Documents which demonstrate entitlement to work in the UK

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Continued from previous page...

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
 - evidence of the applicant's own identity – such as a passport,
 - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
 - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
 - (i) working e.g. employment contract, wage slips, letter from the employer,
 - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
 - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
 - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

Original documents must not be sent to licensing authorities. If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

Continued from previous page...

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

Home Office online right to work checking service

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

Section 20 of 21**NOTES ON REGULATED ENTERTAINMENT**

Continued from previous page...

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23:00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08:00 and 23:00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08:00 and 23:00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08:00 and 23:00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
 - o a performance of unamplified live music between 08:00 and 23:00 on any day, on any premises.
 - o a performance of amplified live music between 08:00 and 23:00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08:00 and 23:00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - o a performance of amplified live music between 08:00 and 23:00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o a performance of amplified live music between 08:00 and 23:00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
 - o any playing of recorded music between 08:00 and 23:00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - o any playing of recorded music between 08:00 and 23:00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - o any playing of recorded music between 08:00 and 23:00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

Continued from previous page...

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

Section 21 of 21**PAYMENT DETAILS**

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card. Premises' licence fees are determined by the non-domestic rateable value of the premises. To find out a premises' non-domestic rateable value, go to the Valuation Office Agency website at http://www.voa.gov.uk/business_rates/index.htm. For full details, refer to the 'Fees for Applications' webpage: <http://www.hillingdon.gov.uk/media.jsp?mediaid=22879&filetype=pdf>

* Fee amount (£)

190.00

DECLARATION

* I/we understand 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.

Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name

Peter Conisbee

* Capacity

Consultant to the applicant

* Date

15	/	03	/	2023
dd		mm		yyyy

Add another signatory

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/hillingdon/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

Continued from previous page...

IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED

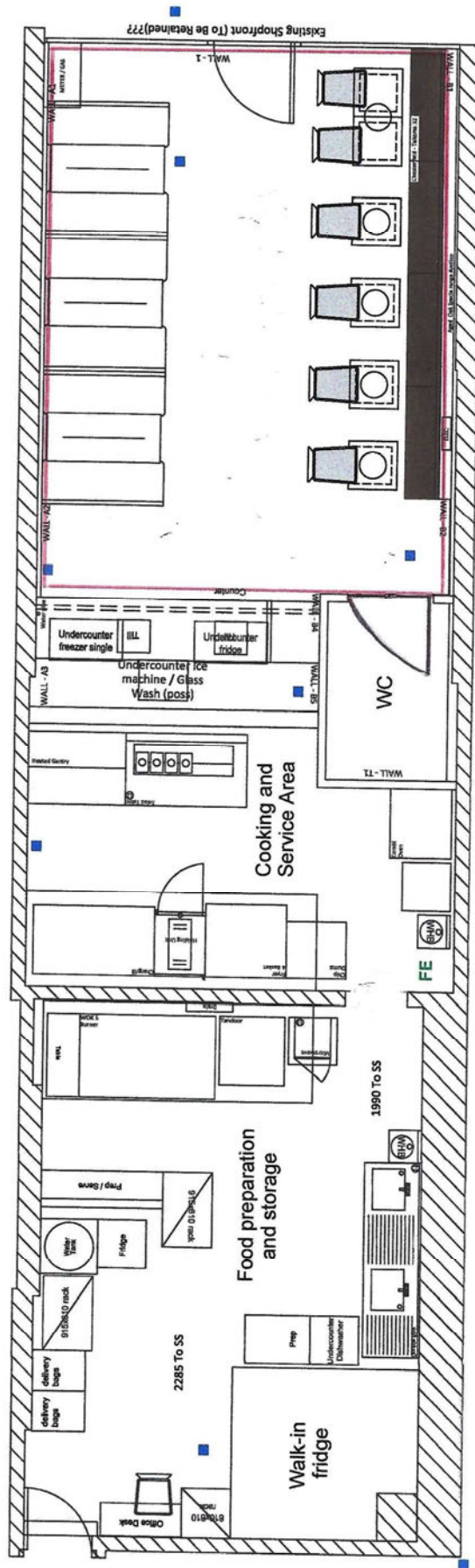
OFFICE USE ONLY

Applicant reference number	<input type="text"/>
Fee paid	<input type="text"/>
Payment provider reference	<input type="text"/>
ELMS Payment Reference	<input type="text"/>
Payment status	<input type="text"/>
Payment authorisation code	<input type="text"/>
Payment authorisation date	<input type="text"/>
Date and time submitted	<input type="text"/>
Approval deadline	<input type="text"/>
Error message	<input type="text"/>
Is Digitally signed	<input type="checkbox"/>

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Wraps & Wings
 92 Field End Road
 Eastcote
 HA5 1RL

Plan scale approximately 1:100



- CCTV camera
- FE Fire Fighting Equipment
- Delineates Licensable Area

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Re: New Premises Licence application - Wraps and Wings

Cllr Nick Denys <NDenys@hillington.gov.uk>

Sat 4/1/2023 9:11 AM

To: Mark McDermott <mmcdermott@hillington.gov.uk>; Cllr Ian Edwards <IEdwards@hillington.gov.uk>; Cllr Becky Haggart <BHaggart@hillington.gov.uk>

Dear Mark,

I would like to object to the application based on prevention of a public nuisance.

This application means that there will be deliverers around until 2am every day. These scooters are noisy, this is a residential area. If the collection is to be from the rear of the shop, then residents in Meadow Way will be disturbed, as will those who live in the flats above. The restaurant being open will lead to it being a place people can congregate around late at night. While there are number of pubs/bars/food places in the Eastcote Town centre most of these close around midnight . Again, this is likely to lead to noise and other such disturbances as drunk people hang out on the street that is in a residential area. This could lead to a risk of increasing crime and disorder in that particular spot.

Best

Nick

From: Mark McDermott <mmcdermott@hillington.gov.uk>**Sent:** 16 March 2023 12:38**To:** Cllr Nick Denys <NDenys@hillington.gov.uk>; Cllr Ian Edwards <IEdwards@hillington.gov.uk>; Cllr Becky Haggart <BHaggart@hillington.gov.uk>**Subject:** New Premises Licence application - Wraps and Wings**Consultation email**

Dear Cllrs,

As consultees to the licensing process, please be advised that this department has received an application for a new premises licence for the following premises located in your ward.

Wraps and Wings
92 Field End Road
Eastcote
HA5 1RL

The application can be found on the council website, and I have attached a copy here.

The consultation period will end on **13th April 2023** and any relevant representations to this application must be received by this date. We are unable to accept any representations received after this date or any representations that are not relevant.

Relevant representations need to relate to the one or more of the four licensing objectives, which are:

- Crime and disorder
- Prevention of children from harm
- Public safety

Re: New Premises Licence application - Wraps and Wings

CLlr Ian Edwards <IEdwards@hillingdon.gov.uk>

Sat 4/1/2023 12:31 PM

To: Mark McDermott <mmcdermott@hillingdon.gov.uk>

Cc: Cllr Nick Denys <NDenys@hillingdon.gov.uk>; Cllr Becky Hagggar <BHagggar@hillingdon.gov.uk>

Mark

I concur with Cllr Denys. We have experience of late night deliveries from shops below residential accommodation causing nuisance.

Regards

Ian

Ian Edwards

Leader of Council

On 1 Apr 2023, at 09:11, Cllr Nick Denys <NDenys@hillingdon.gov.uk> wrote:

Dear Mark,

I would like to object to the application based on prevention of a public nuisance.

This application means that there will be deliverers around until 2am every day. These scooters are noisy, this is a residential area. If the collection is to be from the rear of the shop, then residents in Meadow Way will be disturbed, as will those who live in the flats above. The restaurant being open will lead to it being a place people can congregate around late at night. While there are number of pubs/bars/food places in the Eastcote Town centre most of these close around midnight . Again, this is likely to lead to noise and other such disturbances as drunk people hang out on the street that is in a residential area. This could lead to a risk of increasing crime and disorder in that particular spot.

Best

Nick

From: Mark McDermott <mmcdermott@hillingdon.gov.uk>

Sent: 16 March 2023 12:38

To: Cllr Nick Denys <NDenys@hillingdon.gov.uk>; Cllr Ian Edwards <IEdwards@hillingdon.gov.uk>; Cllr Becky Hagggar <BHagggar@hillingdon.gov.uk>

Subject: New Premises Licence application - Wraps and Wings

Consultation email

Dear Cllrs,

As consulttees to the licensing process, please be advised that this department has received an application for a new premises licence for the following premises located in your ward.

Representation Form from Interested Parties*(Please read notes on reverse before completing)***Your details (See notes 2 & 3);**

Your Name	<u>Mr D M Penny</u>
Your residential address	
Your email address	
Your phone number	
The name of the body or organisation you represent	<u>private</u>

About the premises;

Name of the premises you are making a representation about	<u>Wings and Wraps</u>
Address of the premises you are making a representation about	<u>92 Field End Road, Eastcote, HA5 1RL.</u>

The Licensing Objectives (See note 4);

Licensing Objective	Reasons for your representation and any supporting evidence
<p><i>Please tick;</i></p> <p><input type="checkbox"/> Prevention of Crime/Disorder</p> <p><input checked="" type="checkbox"/> Prevention of Public Nuisance</p> <p><input type="checkbox"/> Protection of Children From Harm</p> <p><input type="checkbox"/> Public Safety</p>	<p><u>Midnight is quite late enough to have noisy scooters riding through our streets. 2 am is totally unnecessary.</u></p> <p><u>We have had delivery riders knocking on doors of houses in darkness after midnight asking if take-away food has been ordered. The answer is no and go away.</u></p> <p><u>This is a nuisance and very frightening for elderly people who are disturbed in this way.</u></p> <p><u>On the application under reasons for application, it mentioned new premises licence.</u></p> <p><u>These premises have been known as Wings and Wraps fro several years. This is MOT a new premises. It is a false representation.</u></p>

The outcome you are seeking from the Licensing Authority (See note 6);

Refusal to extend delivery license from 12.00 until 02.00 hrs.

Signed:
02/04/2023.....

Page 37 Date:

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Registered office address

Wraps & Wings, 92 Field End Road, Pinner, United Kingdom, HA5 1RL

Company status

Active

Company type

Private limited Company

Accounts

Next accounts made up to **30 September 2023**
due by **30 June 2024**

Last accounts made up to **30 September 2022**

Confirmation statement

Next statement date **31 August 2023**
due by **14 September 2023**

Last statement dated **31 August 2022**

Nature of business (SIC)

- 56103 - Take-away food shops and mobile food stands

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1 officer / 0 resignations

ABEDIN, Md Kamrul

Correspondence address **Wraps & Wings, 92 Field End Road, Pinner, United Kingdom, HA5 1RL**

Role Active **Director**

Date of birth **July 1987**

Appointed on **1 September 2021**

Nationality **British**

Country of residence **United Kingdom**

Occupation **Director**

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Peter Conisbee
Unit 16829
PO Box 6945
London
W1A 6US

Wraps & Wings Premises Licence Application
92 Field End Road, Eastcote, HA5 1RL

20th April 2023

Dear Sirs,

I write to you on behalf of my client Pinner Service Ltd, the applicant for the above premises licence.

We would like to thank you for taking the time to write as this assists my client greatly in a number of ways, such as establishing relationships and reaching out to explain his business in a more personable manner than the application permits.

In this letter we'd like to explain a little of the history and ethos of the applicant and why we have arrived at the application stage.

Mr Abedin has operated this Wraps & Wings as a franchisee since May 2019, nearly four years. He has always provided a delivery service during all opening hours and used agents such as Just Eat, Deliveroo etc. Until the Autumn of 2021 the premises shut as expected at 11pm each day. There had been no complaints and his business was running well. Unfortunately, he took poor advice and was of the belief that as he was not selling alcohol, he did not require a licence to operate to the early hours.

From the Autumn of 2021 he started to open till 1am during the week and 2am at weekends. There were no complaints until last summer when one resident brought the noise of delivery agents to his attention. Unfortunately, the agent could not be identified so he spoke to the agents individually to inform them that he had received a complaint.

WWW.PCLICENSING.CO.UK

There were no further complaints for some time until a few months ago when the same resident raised concerns. This ended with a visit from the local authority and the realisation that he was operating without a licence.

From that moment on the premises has closed at 11pm each day.

It was at this time that Mr Abedin contacted me, and we had a long discussion, reiterating what the council officers had stated as to what he could/could not do and that he would need to apply for a licence. He is now fully aware of his responsibilities as a potential licensee and is full conversant with what has been offered in the robust operating schedule.

I have also assisted other Wraps & Wings premises, the majority of which are not franchises. These other premises have varying opening hours and in comparison, this premises is very similar to those in East London. They are situated in shopping parades below residential properties; Stratford is licensed to 5am and Canary Wharf is licensed to 2am. Both premises operate in the same manner that this application seeks. The doors close to customers and only deliveries are permitted thereafter until closing. There have been no complaints from residents at either of these premises. In fact, there are no complaints across any of the Wraps & Wings premises, all of whom operate in similar fashion.

The main reason that other sites have not recorded complaints is the manner in which they conduct deliveries. Where their sites are close to residential properties, they carry out deliveries with 'in house' staff. This affords them complete control over the delivery staff. The delivery drivers from outside agencies have no ownership over the company they are delivering for, nor the product. If there is a complaint against a driver, in the majority of cases that driver will either never know, or carry on as usual – it makes no impact on them. By having control over the delivery drivers (and in some cases the owners doing it) there is ownership and responsibility not just toward the customer receiving their goods but, toward residents, businesses and neighbours to the business.

Once this is in place delivery drivers/riders are briefed as to what the Wraps and Wings business expects. There are severe consequences for them breaching the expected standards of the brand. During licensable hours either bicycles or electric vehicles are used. Doors are not slammed, conversation takes place inside buildings, never outside,

customers receiving the goods are informed that they will be contacted by text when the delivery is outside. Doors without bells are not knocked – drivers will text or call and speak quietly to let the customer know they are outside and to open the door. During licensable hours Wraps & Wings operate what they call, 'silent delivery'.

During licensable hours either bicycles or electric vehicles are used. Doors are not slammed, conversation takes place inside buildings, never outside, customers receiving the goods are informed that they will be contacted by text when the delivery is outside. Doors without bells are not knocked – drivers will text or call and speak quietly to let the customer know they are outside and to open the door. During licensable hours Wraps & Wings operate what they call, 'silent delivery'.

If there is ever an issue with a delivery, all of their products are clearly marked and the complaints, rather than generic to the local authority, can be directed squarely back at Wraps & Wings. Complete ownership and responsibility.

The owner accepts that he was trading without a licence and was extremely embarrassed that he was misinformed. It is however relevant that during that time, on average 20-30 deliveries were made during the week after 11pm and 30-40 at the weekend. The premises had been operating like this for 18 months, and during that time only 1 person complained to the owner. The premises has been open for several years and has only ever had that 1 person complain. Given that the premises is situated (as noted within the reps) below numerous flats, we believe it is testament to the manner in which the business has conducted itself in that it has only had that 1 complaint.

1 too many in our opinion, and which is why to be sure we have submitted a freedom of information request to the local authority to establish if there have been other complaints that the owner is not aware of and we will address if need be. As far as we are aware no resident or business in the parade where the business is located has objected to this application.

With the newly implemented methods of delivery the applicant is confident that coupled with the robust operating schedule, they will become like that of the other Wraps & Wings branches, entirely without complaint.

With regard to the points you raise I would like to respectfully discuss each one individually all of which are understandable concerns. Some of these points have crossed over from different representations.

Public Nuisance

As stated, there is not a high number of deliveries – and scooters will not be used negating that concern.

We are unable to deal with any issues unless they are brought to our attention. Only 1 resident has ever been disturbed that we are aware of as only one complaint has ever come forward. Therefore, it would seem that the operation thus far has not caused as much disturbance as one might predict.

Over the numerous Wraps & Wings venues across the country not one venue has ever experienced crowds gathering nor it being a place where people congregate. Wraps & Wings is not your typical ‘fast food’ premises. It is often the supposition that these venues attract problems and there is usually no proof other than us pointing people in the direction of other branches. But the proof is here, in the last 18 months there were no gatherings, or disturbances – and if there were a potential rise in crime due to their business operation one would expect the police to object as the evidence would have been before them.

Most of the bars etc in Eastcote close at midnight

That is exactly what Wraps & Wings have proposed to do, close at midnight and offer delivery only thereafter – hopefully that resolves the concern of venues opening beyond midnight.

Delivery Drivers Knocking on the wrong door

Deliveries are made after payment to the address requested. The vast majority of pranks are carried out before payment. This is why we ensure payment is taken before the order is prepared. This business have never delivered to the wrong address and as stated, banging on doors after midnight does not happen with wraps & Wings.

Noisy scooters at 2am

As stated, there will be no use of such scooters.

These premises have been known as Wraps and Wings for several years.
This is Not a new premises; it is false representation.

At no point in our application does it state that this is a new premises, it *is* a 'new premises licence application', not a new premises.

Some of the concerns are generic of delivery companies and given the manner in which some businesses operate, entirely understandable. Wraps & Wings have eliminated that concern by taking complete control of their deliveries.

The applicant has what they consider to be a very different ethos to other operators of similar businesses. The brand have watched, listened and learned to shape the protocols of their business. They take a pride in their appearance which is not always associated with such venues. The applicant has volunteered conditions within their schedule to ensure the vicinity of their premises are kept clean and tidy, regularly instructing staff to exit the premises and ensure there is no litter. This instruction does not merely extend to any of the litter created by their own business, which is extremely rare but also to ANY litter in the immediate vicinity. It is a case of having pride in their appearance and surroundings. The applicant enforces that ALL food to be taken away will be wrapped and bagged by staff, and not left open to be consumed immediately. Wraps & wings experience over the years has shown that ensuring the products are wrapped and bagged on exit of the customer leads to encouraging the customer to not consume the food until they have reached their destination/home.

The applicant also ensures staff are fully trained in signs of intoxication, how to deal with aggressive customers, conflict management and how to provide care for customers in a variety of situations.

For such a small independent business, the attention to detail to ensure not just licensing compliance, but to ensure a good relationship with neighbours and other businesses is exceptional. Anyone unhappy with the manner in which my client manages his business is a potential lost customer, and that is business suicide.

At the foot of this letter, you will see the operating schedule that has been volunteered as part of this variation to the licence. Therefore, we hope you would agree, that the licence if granted, would not just be covered by the standard operating procedures of Wraps and Wings but also covered by these safeguards held within the conditioning of the licence.

Please note that with the inclusion of the 'silent delivery' being adopted, condition 19 will be amended to

The licensee undertakes to employ their own delivery drivers/riders whereby deliveries will only be delivered to the registered address as per the booking.

An additional condition will read;

After midnight, deliveries will be made either on foot, bicycle or by electric vehicles only.

Finally, Wraps and Wings take great pride in the fact that they operate differently to other such companies offering the same. As you can see, they have stringent expectations of their staff and have certain protocols in place to ensure minimise any potential disturbance.

Should you wish to discuss this application further or have any other questions please do not hesitate to contact me on the telephone number or email address below.

Kind Regards

Peter

Peter Conisbee Q.Inst.Pa
Licensing Consultant and Independent Commercial Energy Broker
www.pclicensing.co.uk

Wraps & Wings – Eastcote

92 Field End Road,

Eastcote,

HA5 1RL

Opening Hours -Monday to Sunday - 0700-0000

Hours of Licensable Activity - Monday to Sunday - 2300-0200

The doors to shut at midnight to the public, and delivery only till close of licensable activity.

Proposed Operating Schedule

1. The premises will close to the general public at 00:00 (midnight) to prevent any person walking into the venue. The kitchen may remain open, and the premises permitted to offer delivery via online order only until 0200 hours
2. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The CCTV system shall continually record whilst the premises are open. 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 of the Council
3. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request.
4. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV, and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority or UK Border Agency without difficulty, delay or charge.
5. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.

6. Notices shall be prominently displayed within the premises stating that CCTV is in operation.
7. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which 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 visit by a relevant authority or emergency service.
8. No persons carrying open vessels of alcohol must be admitted to the premises at any time.
9. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times.
10. A fire safety risk assessment will be completed as per government guidelines on an annual basis (**Regulatory Reform (Fire Safety) Order 2005**) And produced to authorised officers of the council, the Police and the Fire Service upon request.
11. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
12. The licensee will provide adequate bins for use by customers and encourage their use.
13. The removal of rubbish to outside the premises will not take place between 2200 hours and 0700 hours.
14. During licensable hours there will always be a minimum of two members of staff present.
15. Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
16. Staff shall carryout regular checks,
 - i) To ensure the area immediately outside the premises is clear of litter
 - ii) To monitor customer behaviour
 - iii) To ensure there is no outbreak of noise from the premises.
17. Staff will be trained to identify signs of intoxication, suspicious or aggressive behaviour and how to appropriately deal with such customers so as to provide adequate care and minimise risk.
18. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Refresher training across all points within the premises

licence take place every 12 months. Records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of Lambeth Council.

19. The licensee undertakes to use only experienced and reputable delivery companies whereby deliveries will only be delivered to the registered address as per the booking.
20. Delivery riders/drivers will be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the licenced premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway.
21. There will be no takeaway service of food for immediate consumption – all food taken away is to be closed/wrapped up.
22. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open.
23. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor by vibration be transmitted through the structure of the premises which gives rise to a nuisance.
24. No fumes, steam or odours shall be omitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

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