

**ADDITIONAL**  
**INFORMATION PACK -**  
**PRINCE OF WALES**

**HILLINGDON BOROUGH  
COUNCIL**

**Hillingdon East / Colham &  
Cowley**

**Application for the variation of a Premises  
Licence:**

**Prince of Wales, 1 Harlington Road, Hillingdon,  
UB8 3HX**

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# **1. PROPOSED CONDITIONS AND FURTHER STEPS PROPOSED BY THE PREMISES LICENCE HOLDER**

## **Additional conditions proposed by the DPS and Premises Licence Holder**

1. 33. No Patrons shall be permitted to use the external area of the premises after 00:00hours between Sunday to Wednesday and 01:00 on a Thursday, Friday and Saturday.
2. There shall be no admittance or re-admittance to the premises after 23:00 hours on any day save for patrons being permitted to temporarily leave the premises to smoke.
3. 35. Patrons permitted to leave the premises temporarily to smoke shall be restricted to a designated smoking area defined as (the front of the premises) and limited to (5) persons at any one time.
4. 37. There shall be no amplified noise/music or speakers permitted in the external area of the premises.
5. 38. Noise limiters shall be in use to ensure that any noise emanating from the TV does not cause a nuisance to nearby residents.
6. 39. Dispersal policy to be provided to and approved by the Anti-Social Behaviour and Environmental Team.
7. 42. Hourly noise patrols during Regulated Entertainment with a record kept of noise patrols to be kept at the premises available for inspection by the Anti-Social Behaviour and Environmental Team.
8. All Patrons entering the premises after 9pm on Thursday's Friday's, Saturdays and UK Bank Holiday's shall be required to

**After careful consideration of the Representation received, we would like to draw the attention of the LSC to the fact that now these concerns have been highlighted the management have taken the following steps.**

1. Additional Training to all staff members in regard to the monitoring and reporting procedures of specifically but not restricted to the external seating area.
2. The training conducted by all staff Level 1 Award for Responsible Alcohol Retailing – **Refresher Training COMPLETED**
3. To monitor the number of customers seated and to keep the levels to a maximum of **135** this is achieved through booking numbers and a mechanical counting device at the entrance along with the Scanning entry system. **See Photo of ID Scanner and print outs**
4. 33. No Patrons shall be permitted to use the external area of the premises after 00:00hours between Sunday to Wednesday and 01:00 on a Thursday, Friday and Saturday.
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7. 37. There shall be no amplified noise/music or speakers permitted in the external area of the premises.
8. 38. Noise limiters shall be in use to ensure that any noise/sound emanating from the TVs does not cause a nuisance to nearby residents. **Please see sound reports**
9. 39. Dispersal policy to be provided to and approved by the Anti-Social Behaviour and Environmental Team.
10. 42. Hourly noise patrols during Regulated Entertainment with a record kept of noise patrols to be kept at the premises available for inspection by the Anti-Social Behaviour and Environmental Team.
11. All Patrons entering the premises 9pm on Thursday's Friday's, Saturday's and UK Bank Holiday's shall be required to have their identity verified via the ID scanner machine.

**STATEMENT TO BE CONSIDERED BY THE LSC OF  
HILLINGDON BOROUGH COUNCIL**

**Section 9.25 of the Statutory Guidance issued by the  
Secretary of State to the Home Office**

**APPLICATION FOR THE VARIATION OF A PREMISES  
LICENCE  
FOR**

**GAME MEASURE LTD t/a Prince of Wales**

**1 Harlington Road  
HILLINGDON  
LONDON  
UB8 3HX**

- 1. Understanding of how the policy impacts on this application.**
- 2. Proposed measures to mitigate any impact.**
- 3. Reasons why the LSC may consider granting this application**

**1. Understanding of how the policy impacts on this application**

After careful reading and consideration of the Statement of licensing policy for Hillingdon Borough Council

The application being considered is to Grant an application to Vary a Premises Licence to permit the premises to operate until the hours as pertaining to the application and to allow the Retail Sale of Alcohol, Regulated Entertainment and Late-night Refreshment as submitted to the Licensing Authority on 06 April 2024.

## **History**

The Premises had benefited from a premises licence until December 2021 when the Licensing Sub-Committee revoked the Premises Licence.

A new premises licence application was received from Game Measure Limited in March 2023.

The application was heard by the Licensing Sub-Committee in April 2023 against the wishes of the Police, The Licensing Authority, 3 Councillors and 1 Local Resident all of which are the same objectors to this application.

We do understand that certain parties were aggrieved by the LSC Decision in granting the Licence, however I would like it noted that every application must be judged on its own merit and any decision must be fair and proportionate.

A premises licence was granted but with reduced hours from that which were originally applied for and subject to 43 conditions designed to combat the issues that the premises had previously had.

It is important to note that there have not been any substantiated complaints regarding Crime and Disorder, Prevention of Public Nuisance, Promotion of Public Safety or the Protection of Children from Harm.

We do appreciate that the premises were not operated to a standard expected by the Police or the Licensing Authority by the previous operator, however this cannot and should not form part of the representations made against a completely different operator as this would seem to be unfair and bias.

We do not accept that complaints have been made against the operation of the premises as we have never been made aware of them neither by the complainant or the Licensing Authority.

We have always operated an open-door policy to the Responsible authorities and our neighbours.

With regards to Parking Issues this is not an issue for the LSC however to ensure that this did not and does not create an ASB issue or a Public Nuisance issue we took it upon ourselves to have a parking warden in high viz Clothing patrolling outside of the premises every night to ensure that anyone visiting the premises parks the car in a manner not to cause obstruction.

Anyone not adhering to the instructions given by the warden is refused entry to the venue.

With reference to ID entry scanner this is always in operation and is used exactly as our premises licence states for its use.

Temporary Event Notices were submitted with a view to applying for a Variation to the Premises Licence to show that it can operate with later hours without compromising any of the licensing objectives.

The Police and all Responsible Authorities were fully consulted as part of the application process, which included a 28-day statutory notice being displayed at the premises outlining the licence being applied for along with the application being advertised in a local newspaper.

It should be noted that the Police and the Licensing Authority chose to wait until the last day for representations to submit their objections this was after an onsite meeting only 2 days before when they had a full 28 days to contact us with their concerns.

We emailed Licensing regarding the Operating schedule and received no reply, so the comments made regarding removed conditions is somewhat confusing – [please see email attached](#).

The application has a very robust Operating Schedule which we were under the impression was being supported by the Police and the Licensing Authority by virtue NO OBJECTIONS HAD BEEN RAISED by them.

We have received copies of complaints to-date however many of these complaints we dispute – [please see evidence attached](#)

Many local residents use the premises on a regular basis and are complimentary on its operation. – [please see attached letters of support](#).

Regular sound checks are carried out and documented along with ALL music being played in the garden area passes through a very effective cut out sound limiting device and the TV speakers No amplified music is ever played in the external area and there is no provision or equipment to enable this. [Please see sound reports and recordings](#)

We are extremely concerned that a representation has been submitted regarding the outside seating area which has been in use since the beginning of our tenancy in MAY 2023.

The Representations from Ward Councillors appear to be on the behalf of local residents but as mentioned no other residents have made any representation quite the contrary residents use the outside seating area when they visit the restaurant on a regular basis and are complimentary on the operation of the premises. [See letters of support](#)

The content of the representations received appears to be making unsupported statements and assumptions regarding the use.

1. The outside seating area is only for the use of patrons of the restaurant that are seated and having a table meal. This area has only been in use since the 16 May 23. [Please see photos](#)
2. The premises is not a bar/Night Club or vertical drinking establishment
4. The external area will cease all Regulated Entertainment at 23:00 every day.
6. The outside area is monitored by our staff for service reasons and to ensure that noise is kept to a minimum and that no Anti-Social Behaviour takes place. Sound levels are checked and logged on a regular basis. [Please see sound logs](#)
7. The premises are monitored by CCTV and patrolled on a regular basis by SIA Security Personnel and a Parking Warden.
8. The External seating area is monitored by a comprehensive sound limiting device. All Devices must be played through the sound limiter there is no provision for any external equipment to be played.

## 2. Proposed measures to mitigate any impact.

The New Operators take any concerns/complaints very seriously however it is important to note that until now there has only been 1 complaint that we have been made aware of this was a charity Event booked by Hillingdon Council for Triage officer for children social services & Youth justice services officers .....The event was made to raise money for Autism

There are NO other complaints or concerns raised by any of the residents that they have been made aware of.

However, after careful consideration of the Representation received, we would like to draw the attention of the LSC to the fact that now these concerns have been highlighted the management have taken the following steps.

1. Additional Training to all staff members in regard to the monitoring and reporting procedures of specifically but not restricted to the external seating area.
2. The training conducted by all staff Level 1 Award for Responsible Alcohol Retailing – **Refresher Training.**
3. To monitor the number of customers seated and to keep the levels to a maximum of **135** this is achieved through booking numbers and a mechanical counting device at the entrance along with the Scanning entry system. **See Photo of ID Scanner and print outs**
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We do appreciate that increased noise or antisocial behaviour can have a negative impact on the local resident community, and we do therefore wish to demonstrate to the LSC that we have Proposed measures to ensure that increase in operating hours will not have a Negative impact on any of the Licensing Objectives or the Local Community.

We would also like to respectfully draw the attention of the LSC to the fact that we have carefully considered the recommendations in the **STATEMENT OF LICENSING POLICY** and have adopted the following:



Throughout our consultation with the Responsible Authorities, we have Proposed a Robust and appropriate Operating Schedule to Promote all 4 of the Licensing Objectives this has been achieved in the following manner: -

Conditions on a premises licence are important in setting the parameters within which premises can lawfully operate. Be appropriate for the promotion of the licensing objectives.

- Be precise and enforceable.
- Be unambiguous and clear in what they intend to achieve.
- Not duplicate other statutory requirements or other duties or responsibilities placed on the employer by other legislation unless extending circumstances have demonstrated multiple breaches of that legislation and the condition/s are to prevent further breaches.
- Be tailored to the individual type, location and characteristics of the premises and events concerned.
- Not be standardised.
- Not replicate offences set out in the 2003 Act or other legislation.
- Be proportionate, justifiable and be capable of being met.
- Not seek to manage the behaviour of customers once they are beyond the direct management of the licence holder and their staff (but may impact upon the behaviour of customers in the immediate vicinity of the premises or as they enter or leave).
- Be written in a prescriptive manner.

### **Additional conditions proposed by the DPS and Premises Licence Holder**

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10. All Patrons entering the premises after 9pm on Thursday's Friday's, Saturdays and UK Bank Holiday's shall be required to

- have their identity verified via the ID scanner machine.
12. To make available to local residents a telephone number of the DPS or Duty Manager to report any concerns.
  13. That a minimum of 2 SIA Security staff shall wear body worn video cameras all footage is to be made available to police or council officers upon request.
  14. All security personnel are to wear high visibility clothing as to make them easily identifiable.

### **3. Reasons why the LSC should consider granting this application.**

- Notwithstanding the fact that all applications are to be considered on individual merit.
- A robust operating schedule with particular attention to the concerns raised within the Statement of Licensing Policy and by Licensing Authority and the Police to ensure the Licensing Objectives are not compromised.
- TENs have been submitted over the past 3 months leading up to the application these TENs were for later hours and all without incident.
- No representations from any nearby resident with regards to the extended hours.
- The Operators have support from local residents
- Additional Conditions as requested by the Police and the Licensing Authority



**Noel A Samaroo (MLOL)**  
**Licensing Consultant**  
**NTAD CONSULTANTS LTD**  
**M:**  
**E:**  
**W:** [www.ntad.uk](http://www.ntad.uk)

## Professional summary

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Dynamic and results-oriented General Manager with over 7 years of experience leading high-performance teams and driving operational excellence in diverse industries. Proven track record of enhancing profitability, streamlining operations, and implementing strategic initiatives that deliver sustainable growth. Adept at managing P&L, optimizing supply chains, and fostering a culture of continuous improvement. Demonstrated expertise in cross-functional leadership, customer relationship management, and innovation. Strong communicator with a collaborative approach to problem-solving and a passion for developing talent and driving organizational success.

## Work history

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### Restaurant Manager

Current

**Prince of Wales Pub** – Harlington Road, Uxbridge, Hillingdon

- Managed staff, including training in license law and refresher license course – Ask Angela training with staff members.
- Set incentives that encourage staff to reach their best ability.
- Managing both FOH & BOH operations, including Rotas, stock levels, end of day reports, hygiene & due diligence. (Risk assessments/ COSHH assessments/ Fire Assessments)
- Working closely with neighbours to ensure they are happy with our establishment, adhering to very strict license conditions.

### Restaurant Manager

12/2021 – 01/2023

**BONEDADDIES LTD** – High Street Kensington & Oxford Circus (Fitzrovia)

- Managed and oversaw team growth, introducing new techniques of floor service and masterclass training in front of house.
- Using Fourth/Alert 65 to complete daily due diligence, also scheduling waiters and managers rota's using forecast of peak times.
- Managing stock count for front of house and back of house via inventory – completing invoices and adjusting them via Fourth.
- Creating an uplift in team motivation and introducing new etiquette of service for front of house

### Assistant Manager

03/2019 - 09/2021

**Cote** – Marlow

- Mentored team members in tried-and-true customer service methods, providing feedback to encourage highest sales potential.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Closely monitored stock levels, effectively managing inventories and logistics to maximise sales potential.
- Increased customer sales conversions through strategic staff performance incentives.
- Interacted with customers while taking orders and promoted a positive image for the business through excellent customer service.

## **Assistant General Manager**

01/2018 - 02/2019

### **- Marriot Bonvoy**

- Consistently exceeded sales targets by implementing innovative strategies and optimizing team performance.
- Promoted positive atmosphere and went above and beyond to guarantee each guest received exceptional food and service.
- Developed, implemented, and managed business plans to promote profitable food and beverage sales. (Reachable targets achieved)
- 

### **Skills**

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- Results-oriented
- Strong work ethic
- Food preparation and safety
- Cost-controls
- Staff scheduling
- Natural leader
- Staff management
- Budgeting
- Marketing and advertising

### **Education**

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#### **Relevant qualifications and attributes:**

- **Qualified first-aider**
- **Personal license**
- **Level 3 Hygiene certificate**
- **Business Management Bachelor's Degree**

#### **Attributes**

- **Good understanding of hospitality & license law**
- **Immense experience of high sales with quick-pace turnovers**
- **Keen on adapting to new environments and learning new skills**
- **Bar supervisor experience and floor etiquette experience**
- **Worked in several different cuisine varying from Japanese, Italian, Mediterranean, French and Modern English**

#### **Highest degree of learning:**

(BSC) – Business Management

#### **Languages**

- English – Fluent
- Arabic – Fluent
- French – Limited

#### **References**

- **Available once requested.**

# **OPERATING SCHEDULE**

**Game Measure Ltd t/a  
Prince of Wales  
1 Harlington Road,  
Uxbridge  
UB8 3HD**

**To extend the hours of Licensable activity.**

**The Retail Sale of Alcohol on and off the Premises  
Sunday to Wednesday from - 10:00 until 00:30  
Thursday to Saturday from – 10:00 until 01:30**

**Late Night Refreshment on and off the Premises  
Sunday to Wednesday from - 23:00 until 00:30  
Thursday to Saturday from – 23:00 until 01:30**

**Regulated Entertainment to Include:  
Recorded Music**

**Sunday to Wednesday from - 23:00 until 00:30  
Thursday to Saturday from – 23:00 until 01:30**

**Hours Open to The Public:**

**Sunday to Wednesday from - 10:00 until 01:00  
Thursday to Saturday from – 10:00 until 02:00**

## **General outline of the application**

This premises has operated under new management without incident since  
**11th May 2023**

This is an application to permit the retail sale of alcohol, designed for a fully functioning Restaurant and outside garden area to operate from the premises with Robust Conditions to ensure there is no negative impact on the Licensing Objectives or the Local community.

To support this application, we have also devised the operating schedule to ensure that it is comprehensive and robust to ensure that the hours are supported, and the licencing objectives are upheld and no negative to the surrounding area.

The premises are not in a special impact zone and the hours applied for are within the core hours as stated supported by a revised robust operating schedule.

## **General Conditions**

The opening hours between Sunday and Wednesday shall be between 10:00 hours and 01:00 hours with the sale of alcohol and the provision of late-night refreshment on the premises until 00:30 hours. The opening hours between Thursday's and Saturdays shall be between 1000 hours and 02:00 hours with the provision of the sale of alcohol and the provision of late-night refreshment on the premises until 01:30 hours.

There is to be No Live Music or The Performance of Dance of in the External Area after 23:00 hours on any day.

Save in the case of an emergency i.e. a sudden serious and dangerous event or situation which needs immediate action to deal with, , shall not be permitted to enter the area of operation within the licensed premises whilst it is open to the public on any day.

Nor shall he be employed by, or act on behalf of the Premises or the Premises Licence Holder in any capacity whatsoever whether directly or indirectly or provide any services for the Premises (directly or indirectly and whether for reward or otherwise).

## **The Prevention of Crime and disorder**

1. The premises shall install and maintain a comprehensive CCTV system covering both the interior and exterior of the premises will be Installed to current Metropolitan Police/Home Office standards and shall continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.
2. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
3. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
4. All recordings shall be stored for a minimum period of 31 days with date and time stamping.
5. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31day period.
6. A staff member from the premises who is conversant with the operation of the CCTV system shall always be on the premises when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data on a USB stick, CD or other acceptable means as soon as possible and in any case within 24 hours of the request.
7. 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.

8. In the event that there is a failure in the CCTV system there shall be no sale of alcohol until the system has been restored as per the minimum requirements of the Metropolitan Police Service.
  
9. If a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
  - a) The police (and, where appropriate, the London Ambulance Service) are called without delay.
  - b) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police.
  - c) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises
  
10. The premises license holder will ensure that all staff are trained commensurate with their roles at the premises in:
  - a) The Licensing Act 2003, responsibilities in supporting the four key objectives.
  - b) Dealing with incidents and the Prevention of Crime and Disorder
  - c) The sale of alcohol (to underage persons, drunks etc.)
  - d) Crime scene Preservation
  - e) The effects of drunkenness and how to prevent drunkenness on premises and support the licensing objectives.
  - f) welfare and Vulnerability Engagements
  - g) Ask for Angela' Scheme
  
11. Notices Will be prominently displayed by the entry/exit door and point of sale (as appropriate) advising customers:
  - a) That CCTV & challenge 25 are in operation;
  - b) Advising customers of the provisions of the licensing act regarding underage & proxy sales
  - c) of the permitted hours for licensable activities & the opening times of the premises;
  - d) To respect residents, leave quietly, not to loiter outside the premises or in the vicinity and, to dispose of litter legally.
  - e) Ask for Angela' scheme
  
12. Staff shall be trained in dealing with disorder and staff training records to be kept at the premises available for inspection by the Police and authorised officers of the Council.
  
13. All training shall be signed, dated and a copy of such records will be available for inspection by Police and local authority enforcement officers.
  
14. All drinking vessels in which drinks are served shall be of strengthened glass (tempered glassware) in a design whereby in the event of breakage, the glass will fragment and no sharp edges are left. Alternatively, plastic type drinking vessels to above breakage specifications may be used.

15. On Thursday's, Friday's and Saturdays there shall be a minimum of 2 door supervisors on duty from 1900 until 30 minutes after closing.
16. All Patrons entering the premises from 6pm on Thursday's, Friday's, Saturday's and UK Bank Holidays shall be required to have their identity verified via the ID scanner machine.
17. There shall be a register of all door staff on duty; signed by the door staff, recording their SIA numbers, start and end time of working shift. This register shall be kept at the premises available for inspection by the Police and authorised officers of the Council.
18. The Designated Premises Supervisor (DPS), a personal licence holder or trained member of staff nominated in writing by the DPS shall be on duty at all times.
19. Customers shall only consume alcohol which has been purchased from the premises.
20. All staff members should be checked to ensure they have the right to work in the UK. These checks should be made available upon requests to all responsible authorities. All Associated 'Entitlement to Work' documents:
  - a) must be logged and kept on the premises for the duration of the employment; and
  - b) must be retained for a minimum of 12 months after employment has ceased.
21. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
22. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall always be available for inspection at the premises by the police or an authorised officer of the Council whilst the premises is open.
23. An incident log shall be kept at the premises and made available on request to an authorised officer of the Council or the Police. It must be completed within 24 hours of the incident and will record the following:
  - (a) all crimes reported to the venue
  - (b) all ejections of patrons
  - (c) any complaints received concerning crime and disorder
  - (d) any incidents of disorder
  - (e) all seizures of drugs or offensive weapons
  - (f) any faults in the CCTV system, searching equipment or scanning equipment
  - (g) any refusal of the sale of alcohol
  - (h) any visit by a relevant authority or emergency service.
24. The Designated Premises Supervisor (OPS), a personal licence holder or trained member of staff nominated in writing by the OPS shall be on duty at all times.



## **The Promotion of Public Safety**

25. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the provided.
26. The installed digital CCTV system will record for 31 days all public areas of the premises which will monitor all public safety issues. The DPS will be responsible to carry out a fire and health and safety risk assessments for licensed premises all notices in relation to public health and safety will be displayed.
27. The DPS will ensure that the premises operate in line with existing health and safety legislation and is aware that it is also the responsibility of the premises licence holder that this legislation is adhered to.

## **The Prevention of public nuisance**

28. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration, be transmitted through the structure of the premises which gives rise to a nuisance.
29. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of Local Residents and businesses and leave the area quietly.
30. A direct telephone number for the manager at the premises shall always be publicly available whilst the premises are open. This telephone number is to be made available to residents and businesses in the vicinity.
31. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
32. No collections of waste or recycling materials (including bottles) from the premises shall take place between (23.00) and (08.00) on the following day.
33. No deliveries to the premises shall take place between (23.00) and (08.00) on the following day.

34. The premises licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.
35. No fumes, steam or odours shall be emitted from the licensed premises to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

### **The Protection of Children from Harm**

36. The DPS will take full responsibility to ensure that all staff training is documented and to include obligations under the Licensing Act 2003, offences under the Act, underage sales, proxy sales, sales of alcohol to drunks, awareness and application of policies particular to the premise and with a comprehensive knowledge of Challenge 25. where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, Passport or proof of age card with the PASS Hologram.
37. Training is to be fully documented and refreshed every six months. The training records will be presented to an authorised officer or the Police upon request.
38. All children under the age of 18 shall be accompanied by a responsible adult at all times whilst on the premises  
.
39. A challenge 25 policy will be in force, where any person looking under the age of 25 shall be asked to prove their age when attempting to purchase alcohol or age restricted items. Signs to this effect will be displayed at the premises. Challenge 25 posters will be displayed where alcohol is sold.
40. The only acceptable ID will be those with photographic identification documents, including passport, photo-card, driving license or proof of age card bearing the PASS hologram.
41. The premises licence holder will ensure that staff are trained regularly as appropriate in respect to the Licensing Act 2003 legislation, staff to be trained regularly in underage sales prevention.



NTAD CONSULTANTS LTD



*The Prince of Wales 1 Harlington Road Hillingdon London UB8 3HX*

### **Background Information**

This Report on the reformed operation at The Prince of Wales has been commissioned in response to a Premises Licence Variation Application. The licensing objectives engaged are the prevention of Crime and Disorder and the prevention of Public Nuisance. I have considered all the papers served in relation to the Representations.

1. I have been engaged in the licensed industry for over 20 years in various capacities. Prior to taking up the role with NTAD I completed 7 years as a licensee and DPS within a variety of London Boroughs. In 2009 due to ill health, I made a conscious decision to change my lifestyle from constant night work and put my wealth of experience to good use I achieved my PTTLs qualification along with APLH level 2 and NAPLH level3 and began to Train candidates for their APLH 2 qualification in preparation for their Personal Alcohol Licence.
2. During this period, I became more and more aware that Premises Licence Holders were non-compliant with the conditions of their premises licences generally through ignorance of the law under the 2003 act thus putting the premises licence in extreme jeopardy. I therefore also began to consult with my clients on a variety of issues surrounding compliance. These areas now include LA 2003, Food Safety act, Health and safety, I completed training to obtain my SIA qualification in Door Supervision. All has enabled me to give sound advice in the compliance of premises operating under a variety of licences. I also give guidance to clients wishing to make various applications to their local Licensing Authorities and attend Council Licensing Sub Committee hearings to represent my clients.
3. I am a full member of the Institute of Licensing and an associate member as a consultant to No12 Chambers – Barristers Chambers
4. In recent years I have continued my professional development in regard to licensing knowledge by taking and passing the National Licensees Certificate and National Door Supervisors course. This enabled me both to successfully apply for a Personal Licence and to become approved by the Security Industry Authority (SIA) as a front line operative. In September 2011 I successfully applied to become a nominated tutor with EDI enabling me to carry out training in the award for Responsible Alcohol Retailing and the Award for Personal Licence Holders LEVEL 2 and Level 3 The Award for DPS
5. Since January 2012 I have worked in a consultancy role with licensed premises producing strategies aimed at reducing crime and disorder in and around venues. Along with in house staff training, Premises Licence Applications and Variations under the LA2003, Licensing Sub Committee Hearings, Health & Safety level 2 and Food Hygiene/Safety Level 2.

I would like to make it clear at the outset that I have been involved in advising the Premises Licence Holder and in preparations for the Variation application and this hearing in my capacity as a licensing consultant. My reputation is based on integrity, and I have been scrupulous in not compromising

my independence when writing this Report which is designed to assist the Licensing Sub-Committee in promoting the licensing objectives in an appropriate and proportionate manner. The contents of this Report are true and accurate and reflect my honest and professional opinion on the matters I have observed. I am prepared to swear a formal oath verifying the truth of its contents if required.

### **Terms of Reference**

- (i) The premises had a licence until December 2021 when the Licensing Sub-Committee revoked it following a review which stemmed from a serious incident – a stabbing where one of the four victims was a 16-year-old girl who had been drinking at the premises. An appeal by the premises licence holder was unsuccessful and the revocation took effect in February 2022.
- (ii) A new premises licence application was received from Game Measure Limited in March 2023. The premises planned to offer a similar experience to that which was there prior to the licence being revoked i.e. food (including late night refreshment), drinks (including alcohol), regulated entertainment and shisha.
- (iii) The application was heard by the Licensing Sub-Committee in April 2023 and a premises licence was granted but with reduced hours from that which were originally applied for and subject to 43 conditions designed to combat the issues that the premises had previously had.

I visited the premises on the two busiest nights of the week, namely Friday 17 May 2024 and again on Saturday 25 May 2024 to ensure I was viewing the operation at the times when any problems could most be expected to be witnessed if they arose. The new DPS and security team were managing and securing the premises in line with the new reformed operation.

The Prince of Wales is essentially a sit-down restaurant that provides an occasional Belly dancer for the entertainment of a predominantly mixed local clientele. It is very popular and provides an important amenity for this community, many of whom live in or around the London Borough of Hillingdon.

The premises has a rear garden area that operates as an extension to the main restaurant and is conditioned as follows: -

Open to the Public Sunday to Thursday 10:00 until 23:30, Friday – Saturday 10:00 until 00:30 – Sale of Alcohol and Regulated Entertainment Sunday to Thursday 10:00 until 23:00 - Friday – Saturday 10:00 until 00:00

### **Enclosures**

This covering report should be read in conjunction with the attached statement, observation logs and the visit to licensed premises record.

## Summary of visits and Conclusion

My observations and investigation revealed compliance with the terms and conditions of the Premises Licence and no significant breaches of the Licensing Act 2003, Security Industry Act.

During my visits to the area, I did not observe any conduct created by the venue or its customers that undermined the Crime and Disorder licensing objective. I did observe some limited conduct by customers of The Prince of Wales that had the potential to cause a public nuisance to local residents however this was avoided by the presence of, and effective steps taken by, the door supervisors, street marshal and the active management of customer dispersal. Low-level music did emanate from the venue although not to an extent that would cause a public nuisance or impact on local residents. Nevertheless, I would recommend that the Licence Holder takes further noise mitigation steps to further reduce music outbreaks in the future.

I observed customers arriving at the premises at various times after 10pm the security calls the manager to the front door where they were explained the last entry policy the customers left. I did overhear a few comments regarding not being allowed entry, but all left without incident. The new management and operational policies introduced to The Prince of Wales appear to have succeeded in ensuring that the Crime and Disorder and Public Nuisance objectives are no longer being undermined in the manner described in the representations of the initial Review or the representations made against the Variation Application being heard by this Committee.

In my opinion the new DPS/PLH and operator has demonstrated that he is able to operate the premises in a manner that promotes the licensing objectives by providing a safe and secure environment for the clientele whilst ensuring that noise levels are kept to a minimum so that nearby residents are not unreasonably disturbed in the early hours.

The current operating procedures and new management have radically improved the previous situation. With professional management going forward, and ongoing operational changes designed to further improve the situation (as proposed in the draft conditions), I believe The Prince of Wales can operate in a manner that promotes the licensing objectives.



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## WITNESS STATEMENT

Statement of: Noel Anthony Samaroo

Age if under 18: Over 18  
(if over 18 insert "over 18")

Occupation: **LICENSING CONSULTANT**

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This statement (consisting of page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated in it anything which I know to be false or do not believe to be true.

Dated the **27th May 2024**

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1. My name is Noel Anthony Samaroo and I currently operate as a Licensing consultant and Trainer. I have conducted this business since creating a company, NTAD Consultants Ltd.. This Report is prepared for the purposes of a Premises Licence hearing relating to The Prince of Wales 1 Harlington Road Hillingdon UB8 3HX

### **Experience**

2. Prior to taking up the role with NTAD I completed 7 years 2003 to 2010 as a licensee and DPS within a variety of London Boroughs. Due to ill health, I made a conscious decision to change my lifestyle from constant night work and put my wealth of experience to good use I achieved my PTTLS qualification along with APLH level 2 and NAPLH level 3 and began to Train candidates for their APLH 2 qualification in preparation for their Personal Alcohol Licence.
3. During this period, I became more and more aware that Premises Licence Holders were non-compliant with the conditions of their premises licences, generally through ignorance of the law under the 2003 act thus putting the premises licence in extreme jeopardy. I therefore also began to consult with my clients on a variety of issues surrounding compliance. These areas now include LA 2003, Food Safety act, Health and safety, I have completed my initial training to obtain my SIA qualification in Door Supervision. All has enabled me to give sound advice in the compliance of premises operating under a variety of licences. I also give guidance to clients wishing to make various applications to their local Licensing Authorities and attend Council Licensing Sub Committee hearings to represent my clients.
4. In recent years I have continued my professional development in regard to licensing knowledge by taking and passing the National Licensees Certificate and National Door Supervisors course. This enabled me both to successfully apply for a Personal Licence and to

become approved by the Security Industry Authority (SIA) as a front line operative. I successfully applied to become a nominated tutor with EDI enabling me to carry out training in the award for Responsible Alcohol Retailing and the Award for Personal Licence Holders LEVEL 2 and Level 3 The Award for DPS

5. I have worked in a consultancy role with licensed premises producing strategies aimed at reducing crime and disorder in and around venues. Along with in-house staff training, Premises Licence Applications and Variations under the LA2003, Licensing Sub Committee Hearings, Health & Safety level 2 and Food Hygiene/Safety Level 2.

### **Scope of investigation**

6. I have been requested by the operators of The Prince of Wales 1 Harlington Road Hillingdon UB8 3HX, to conduct observations in the vicinity of these premises and report on my findings. To address my observations on the matters of concern prior to conducting the visits, I have been fortunate enough to be heavily involved with the preparation of this hearing in the role of assisting the premises licence Holder.
7. This has in no way bias my ability to conduct this observation in a fair and honest manner on the contrary it has given me the opportunity to read all the documentation from several Interested Parties who have contacted the Licensing Authority to make representations. I have also seen reports from the Environmental Protection Unit outlining their observations and allegations of breaches of the Premises Licence along with all the reports and any evidence submitted by the police.
8. I have a complete thorough and unique understanding of this very complex case. I ascertained that the main issues of concern related to the Public Nuisance and the Crime and Disorder Licensing Objectives. Concerns were raised relating to noise from people in the exterior area and from vehicles parking inappropriately.
9. These observations and conclusions are made following my visit to the venue on Friday 17 May 2024 and again on Saturday 25 May 2024

### **Friday 17<sup>th</sup> May 2024**

1. My initial visit to the premises took place on Friday 17<sup>th</sup> May 2024. My observations were recorded on to a voice recording device which I later transferred on to a written log for the purposes of preparing this report. I arrived in the area at 20:45 hours. The Prince of Wales at 1 Harlington Road Hillingdon UB8 3HX is a ground floor venue Public House with residential premises above.
2. On arrival I noted that the premises were already operating. I then walked around to familiarise myself with the area. The premises are situated at a very busy junction of Uxbridge Road and Harlington Road. On my arrival the traffic was moderately busy. At this location Uxbridge Road is a 4-lane carriageway wide two-way street allowing traffic to travel in a both directions.
3. Immediately next door to the Prince of Wales car parking area is a residential property, 3 Harlington Road. The nearest residential property that would be affected by any activities taking place at The Prince of Wales, others would be the flats opposite approximately 50 to 60 mts away across the road from the premises. 3 Harlington Road to the rear of the venue

in Harlington Road is a terraced block. In my opinion there are no other premises near enough to the premises that would be affected by any activities taking place at the premises.

4. Standing on the footpath immediately outside the venue at the rear low-level music could be heard emanating from the premises. This sound could not be heard to the side or front of the premises, or on the opposite footpath. At all locations the sound of the music was not audible, and any music would be drowned out by the passing of light vehicle traffic, and I did not consider it to be loud enough to create a noise nuisance to local residents.
5. Two males were seen in the reception of the entrance to the venue. Both these males wore Black jackets and appeared to be fulfilling the role of door supervisors for the premises. Both had an SIA licence in an arm band on the left sleeve. There were also one other male wearing a high visibility vest who appeared to be for filling the role of street warden. The front of the premises is semi enclosed and forms a barrier creating a designating a smoking area.

#### **Guest arrival**

6. The majority of customers arrived by private vehicles which they parked in the car park at the rear or directly outside at the front of the premises. Smaller numbers arrived on foot from Harlington Road and Uxbridge Road being dropped off by Taxi. None of the patrons entering appeared to have consumed excessive amounts of alcohol or had been preloading before attending. The majority of patrons appeared to be aged 25-55 with a small number younger and older than this age group. At no time were the amount of people arriving simultaneously sufficient that a queue had to be formed. There was nothing observed during this entry process that I would consider could cause a nuisance to nearby residents. There was no conduct I observed during this arrival period that I considered would amount to a breach of any of the Licensing Objectives.

#### **Event Period**

7. I began my observations at 21:00 during the event period I continued to patrol the immediate area outside The Prince of Wales. Low level sound in the form of music when standing immediately outside at the rear but this could not be heard across the road, at the side or at the front. I therefore did not consider this sound to be loud enough to be a noise nuisance. At 22:20 standing outside The Prince of Wales significant traffic noise can be heard this is drowning out any sound coming from The Prince of Wales.
8. At 23:28 and 00:14 I observed a male in high Viz I assumed to be from a nearby construction site taking noise readings. I ascertained from him that the ambient noise level on Uxbridge Road at 23:38 was 74 decibels.
9. There is a condition attached to the licence limiting the number of people smoking outside the venue to a maximum of 5. I did not observe these numbers being exceeded at any time there appeared to be overseeing the designated smoking area a door supervisor. At 21:34 during my recognisance of the area observed a man in Harlington Road wearing a high visibility vest he explained that he worked for The Prince of Wales and was paroling to make sure the customers were not making any noise or anything else to disturb the neighbors. He also had a handheld Radio.

#### **Dispersal**

10. People entered and left the premises throughout the observation period, however the majority of customers appeared to leave after 00:15 hours. A small number of customers left by taxi which pulled up on Harlington Road, but the majority left in private vehicles. During this



dispersal period customers were not allowed to leave and re-enter the venue without being challenged. Every attempt appeared to be made to control patrons' behavior once outside on the street or encourage people to leave the area swiftly. The majority of customers leaving did not exhibit signs of excessive alcohol consumption.

11. The door supervisors finished and left the premises at 00:55 after all patrons had exited and customers had cleared the area outside the venue. My observations ceased at 01:00

### **Saturday 25<sup>th</sup> May 2024**

12. My second visit to The Prince of Wales took place on Saturday 25<sup>th</sup> May 2024. My observation commenced at 21:00 hours and I again recorded them onto a voice recording device or into a notes document which I later transferred onto a record of observations log for the purpose of this report. During this visit I also entered the premises to carry out an internal inspection and to complete a Licensed Premises Compliance Check list. On my arrival in the area, I noted that it was similar to my previous visit Low level sound in the form of music and singing could be heard immediately outside the venue at the rear but this could not be heard opposite, in front or to the side of the premises. The two door supervisors who I had seen on the previous visit were again on duty one located at the front door the other deployed in the garden area. Both were displaying their door supervisor's licence.

#### **Guest arrival**

13. The majority of customers arrived by private car which they parked in the rear car parking area. None of the patrons entering appeared to have consumed excessive amounts of alcohol or had been preloading before attending The Prince of Wales. The majority of patrons appeared to have pre booked tables they were of mixed ethnicity and aged between 20 and 55 all people entering the venue were asked if they had a booking for the evening and were asked for their ID which was Scanned through a stand-alone ID Scanner At no time were the amount of people arriving simultaneously sufficient that a queue had to be formed. On this occasion three customer vehicles parked on Harlington Road but did not cause any obstruction. Harlington Road has a single yellow line directly outside no parking laws were in my opinion contravened.

#### **Event Period**

14. During the event period I continued to patrol the immediate area outside The Prince of Wales. Low level sound in the form of music and singing could be heard emanating from the venue when standing immediately outside but this could not be heard across the road, at the side or at the front. I therefore did not consider this sound to be loud enough to be a noise nuisance.
15. At 22:30 I entered the venue and conducted a licensed premises compliance check. A few minor issues arose from this check which are outlined on that check list and referred to below. The inspection concluded at 22:45

#### **Dispersal**

16. The customers leaving did not exhibit signs of excessive alcohol consumption and appeared to be well behaved. People entered and left the premises throughout the observation period,

however the majority of customers appeared to leave after 00:30 hours. A majority of customers left by taxi which pulled up on Harlington Road but some left in private vehicles. During this dispersal period customers were not allowed to leave and return inside the venue without being challenged. Every attempt appeared to be made to control patrons' behavior once outside on the street or encourage people to leave the area swiftly.

17. At 23:50 Conducted a headcount of people leaving The Prince of Wales. 87 people were on the premises. The DPS was able to account for 9 of these people, 2 door staff and 5 waiters and 2 Kitchen staff. The premises had prior to closing reached a capacity of 87(capacity is 135).

### **Crime and Disorder**

18. Throughout my observations I did not observe any behavior by patrons of The Prince of Wales that I would consider it to be a breach of this Licensing Objective.

### **Public Nuisance**

19. The Public Nuisance Licensing Objective was not observed being breached by customers from The Prince of Wales. The premises has a designated smoking area that is restricted to 5 people as conditioned on the premises licence. This was strictly controlled by the door supervisors and street marshal. They appear to have an organised dispersal policy by not allowing an exodus on mass from the venue but instead a gradual release policy when the street marshals can encourage groups to disperse from outside the venue quickly and quietly.
20. I did observe and hear a number of sporadic breaches of noise nuisance that the premises had no control over. These persons were not customers of The Prince of Wales but appeared to have come from other locations. The number of people walking through the area, some of whom had consumed excessive amounts of alcohol and seemed oblivious to the amount of noise they were making vehicles waiting at traffic lights with car stereo systems creating loud bass music; drivers at traffic lights sounding their horn when the lights changed and the driver in front did not immediately set off, sirens from emergency vehicles travelling through the area. Traffic remained moderate along Uxbridge Road throughout the period of my observations and started to lessen after 01:30 hours.

### **Public safety**

21. During my observations I did not observe any behavior by patrons' management or employees of The Prince of Wales that I would consider to be a breach of this Licensing Objective.

### **Protection of Children from Harm**

- 22 I did not observe anyone enter or exit The Prince of Wales that I would consider to be less than 18 years of age. I did not observe any conduct that I would consider breached this Licensing Objective.

### **Recommendations**

23. From my observations at The Prince of Wales over two busy nights of trading I did not observe any of the issues occurring. However, I am confident that this is due to the fact that the recommendations made by the police have been implemented and have had a dramatic effect on the operation of this premises and has resolved noise and ASB issues arising from these premises. With the new DPS, management and door staff I would recommend that with the guidance and support from the local authority and other professionals that the owners have shown that they are willing to take responsibility for this premises and can continue to operate in a manner a that is not negatively impacting on any of the licensing objectives.

### **Conclusion**

- 24 There are many licensed venues around the country that operate within similar community environments as I observed in the area. In my opinion with the right DPS, management and security team in place, controlled by robust policies and licence conditions, I am confident that a late-night venue can operate at this location without causing a nuisance to local residents.



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## **COMPLIANCE CHECK LIST**

**Premises**

1. Name of premises	<b>THE PRINCE OF WALES</b>
2. Address of premises	<b>1 Harlington Road Hillingdon London UB8 3HX</b>
3. Day/ Time/ Date of visit	<b>Saturday 25 May 2024 22:30 - 22:45</b>
4. Name of consultant conducting visit	<b>Noel Anthony Samaroo</b>

**Licences, Signage and Notices**

5. Summary of premises licence displayed	<b>Yes. At bar area</b>
6. Is there authority from premises licence holder giving custody of the licence	<b>yes</b>
7. Is the premises licence on the premises and available for inspection	<b>yes</b>
8. Is there a notice outlining a search policy	<b>yes</b>
9. Sign warning CCTV in operation	<b>yes</b>
10. Is there anti drug signage displayed	<b>yes</b>
11. Is there responsible alcohol signage	<b>yes</b>
12. Are there customs and excise measures displayed	<b>yes</b>
13. Had pre-opening checks been carried out	<b>Yes</b>
14. Is there a written record of these checks	<b>yes</b>
15. What is the capacity of the venue	<b>153 see recommendation (para 48)</b>
16. Is the capacity split in to individual areas	<b>yes</b>
17. How is the capacity managed	<b>Bookings</b>
18. What is the current occupancy	<b>DPS estimated 90</b>
19. What is the occupancy at other times	
20. Is No smoking signage displayed	<b>yes</b>
21. Is signage displayed asking customers to leave quietly	<b>yes</b>
22. Other crime prevention/ public safety signage	<b>yes</b>

**Outside area**

23. Is there a queue	<b>No</b>
24. Is the queue being managed	<b>N/A</b>
25. Are queuing customers being vetted	<b>N/A</b>
26. Is there an external smoking area	<b>Yes, at the front</b>
27. Are smoking customers being monitored	<b>Yes by door supervisors and street warden</b>
28. Is there any nuisance created from the queue or smoking area	<b>No queue. No nuisance from smoking area</b>

29. Is there evidence of litter/ Bottles/ glass	<b>No</b>
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### Entrance

30. Is there an ID scanner in operation	<b>yes</b>
31. How many door supervisors are there	<b>2</b>
32. What are their locations	<b>One at front entrance one in the rear garden</b>
33. Are they clearly identifiable	<b>No</b> <b>require Hi Viz</b>
34. Are they displaying their badges correctly	<b>yes</b>
35. What is their appearance	<b>Good Smart black suit</b>
36. Is there a door supervisor log	<b>yes</b>
37. Is it up to date and correct	<b>yes</b>
38. Are managers present and proactive	<b>Yes</b>
39. Is there a staff register	<b>Yes</b>
40. Is it complete and up to date	<b>Yes</b>
41. Is there an incident book for the venue	<b>yes</b>
42. Is it up to date	<b>yes</b>
43. Is there a refusal log at the venue	<b>yes</b>
44. Is it up to date	<b>yes</b>
45. Is there a manager at the door	<b>No</b> <b>available if required</b>
46. Are there staff at the desk/ cash till	<b>yes</b>
47. Is there a cloak room	<b>no</b>
48. Is it staffed	<b>N/A</b>
49. Is it available for use	<b>N/A</b>
50. Is there unattended property around the venue	<b>No</b>
51. Are customers being searched	<b>No</b>
52. Are wands/ security arches in use	<b>No</b>
53. Is there a search policy	<b>No</b>
54. Is there a female door supervisor	<b>No</b>

### Premises Interior

55. What Licensable Activities are permitted	<b>Alcohol, Entertainment, LN Refreshment</b>
56. What are the terminal hours for activities	<b>00:00</b>
57. What are the opening hours	<b>10:00-00:30</b>
58. Who is the Designated Premises Supervisor	<b>Mohamed Mosad Hassan</b>
59. Are they present	<b>Yes</b>
60. Is there a Personal Licence Holder present	<b>Yes. Mohamed Mosad Hassan</b>
61. Do the non PLH's have written authority to sell alcohol	<b>Yes displayed at side of bar</b>
62. Is there an age restriction policy	<b>Yes</b>
63. Are all fire doors closed and working	<b>Yes</b>
64. Are all storage rooms locked and secure	<b>Yes</b>
65. Type of entertainment provided	<b>background music played through TV</b>
66. What is the quality of lighting	<b>Good</b>
67. Is empty glassware collected effectively	<b>Yes</b>
68. Is the floor dry and free from bottles/glass	<b>Yes</b>

69. Did any customers appear to be inebriated	<b>No.</b>
70. Did any customers appear to be u/18	<b>No</b>
71. Any evidence of drug misuse in venue	<b>No</b>

#### **Escape Routes**

72. Are escape routes clearly signed	<b>Yes</b>
73. Are they illuminated	<b>Yes</b>
74. Are all fire exits free and unobstructed	<b>Yes</b>
75. Are all escape routes well lit	<b>Yes</b>
76. Are fire extinguishers properly positioned and in valid date	<b>Fire extinguishers show next service due 2025. As they are serviced annually this cannot be correct</b>
77. Is there a fire risk assessment and when was it last updated	<b>DPS states one has been completed circa Oct 2023 but was unable to verify at visit</b>
78. General comment on Fire procedure	<b>All staff have had fire training and are aware of the fire evac points</b>

#### **Toilets**

79. Is a toilet attendant present	<b>No</b>
80. Are the toilets clean	<b>Yes</b>
81. Evidence of drug use in toilets	<b>No</b>
82. General comment on toilet area	<b>Satisfactory</b>

#### **CCTV**

83. Is CCTV installed	<b>Yes. 10 camera system.</b>
84. Is the system working correctly	<b>Yes</b>
85. Is the system secure	<b>Yes see recommendation (para 56)</b>
86. Are records kept	<b>Yes</b>
87. Are they up to date	<b>Yes</b>
88. General comments on CCTV	<b>Satisfactory</b>

#### **Premises Licence Conditions**

<b>There are 43 conditions on the premises licence from my observations all seem to be being complied with</b>
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#### **General Observations**

<b>The general management and processes evidenced to me during my inspection were good there was a good understanding of responsibilities, And a willingness to help and provide me with the information I required.</b>
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#### **Recommendations**

<b>See attached report</b>
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## Dispersal Policy

The purpose of this document is to set out the way the Security Team from Prestige Protect, alongside the management team from The Prince of Wales pub, will carry out dispersal at the end of the evening.

This document sets out the steps that shall be taken to deter and prevent anti-social behaviour, crime, disorderly behaviour, and noise nuisance to passing members of the public and to residents.

The Prestige Protect Security Team are trained in dispersal of customers at the end of the evening and are aware that to carry this out effectively, a high degree of vigilance is necessary as well as observation of customer behaviour from the point customers arrive at the venue.

Prestige Protect is signed up to the 'pub watch' scheme and we will ensure that we liaise with the relevant local authorities as necessary.

Access to the venue will be prohibited to any person that is highly intoxicated or who presents as being under the influence of recreational drugs.

All members of Prestige Protect will wear a high visibility vest so they can be easily identified and to act as an early deterrent to antisocial behaviour.

All members of the team are provided with radios to facilitate smooth communication between security and restaurant staff.

### Dispersal Steps:

1. Music levels reduced.
2. Staff will notify patrons that last orders have been called, usually within 30-45 minutes of the venue closing.
3. Staff will talk to patrons and let them know that the venue is closing soon and point them in the direction of the exit. This will be the exit adjacent to the Harlington Road
4. If required, staff can assist patrons with finding suitable transport, ie local cab companies in the event that a customer is incapable of arranging their own transport.
5. Security staff will aid customers using the restaurant parking area to manoeuvre in / out safely.
6. The door team will close and monitor the main entrance, to ensure patrons leave via the Harlington Road exit to minimise noise disruption to neighbouring residents.



7. The door team will ensure patrons are prohibited from exiting the premises with glass bottles, cups or alcohol.



## Support Letter

I have no issues with the Prince of Wales we are their direct neighbours and are in support of their application. Since their new management we haven't had any concerns in terms of public nuisance nor any disorder their security is always on guard and making sure they disperse their customers in a good manner at night. My window is situated on Harlington Road there's more noise coming from passing vehicles than the Public House.

We recently had a knock on the door from a councillor asking how we feel about the Prince of Wales extension of hours they stated that they will be open till 2am everyday? However, when we've checked their application, it only seems that it's on the weekends. It seems like they are trying to cause issues for their application, and this is unfair as they are good and kind people, and we are happy to have them as our neighbour.

I give this support letter in all honesty and good faith.

**Address:**

**Contact:**

**Signature:**

**From:** [Management](#)  
**To:** [licensing@hillingdon.gov.uk](mailto:licensing@hillingdon.gov.uk); [info@ntad.uk](mailto:info@ntad.uk)  
**Subject:** Fwd: Prince of wales  
**Date:** 02 May 2024 11:23:02

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----- Forwarded message -----

**From:** Jan Hopper [REDACTED]  
**Date:** Wed, 1 May 2024 at 22:54  
**Subject:** Prince of wales  
**To:** <[Gamemeasureltd@gmail.com](mailto:Gamemeasureltd@gmail.com)>

To the licensing committee.

My name is Janice Hopper and I live at 3 Harlington road which is directly next door to the Prince of Wales.

I would like to support the application to extend their license by an hour at the weekends.

As the closest neighbour I do not Believe that extending the license by an hour until 1am Is unreasonable, especially in recent months, since the last licencing review the new measures in place to manage clientel seems to have been successful.

If you have any questions please do not hesitate to contact me.

Kind regards  
Janice Hopper

[REDACTED]



Management <gamemeasureltd@gmail.com>

---

## Sahara City Feedback

1 message

2 May 2024 at 00:45

To: gamemeasureltd@gmail.com

Dear team,

I am writing to you on the behalf of our household, we live in the nearby area of Hillingdon. We wanted to extend our gratitude towards your establishment, for the great service and experience we have with our visits. We want to express our support to extend your license from the local community and hope you succeed.

Thank you for your service, see you soon!

Best wishes,  
Elmira, Tia, and Dale

## Supporting customers

I support the Prince of Wales (Sahara City) licensing application of 1 Harlington Road, Uxbridge, UB8 3HX, I have visited the premises and find it to be well and presiding good food for families and individual in a safe and pleasant manner. I can clarify that the venue is in good management and there is no support of crime or disorder.

	POST-CODE	
	UB7 0QJ	
	UB8 2RW	
	UB10 0JP	
	UB3 2EU.	
	UB3 3JT	
	UB7 7GA	
	UB3 3SJ	
	UB7 7GA	
	UB7 9FF	
	UB7 9FF	
	UB10 0TL	
	UB10 0QB	
	UB3 1TS	

---

**From:** Lois King <LKing@hillington.gov.uk>  
**Sent:** Thursday, April 18, 2024 4:21:16 PM  
**To:** NOEL SAMAROO <info@ntadconsultants.com>  
**Subject:** Prince of Wales, 1 Harlington Road, Uxbridge - Variation application

Dear Mr Samaroo

I write with reference to the above application.

The Responsible Authorities are seeking clarification as to whether or not your client is proposing to replace the current premises licence conditions with those that are listed in the operating schedule submitted with the variation application?

Can you advise please? Thanks

Regards

Lois King (Mrs)

Mrs Lois King  
Principal Licensing Officer  
Licensing Service  
3S/08 Civic Centre, High Street, Uxbridge, UB8 1UW  
Hillingdon Council

tel: internal: 7067  
tel: external: 01895 277067



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**From:** NOEL SAMAROO  
**Sent:** 18 April 2024 17:31  
**To:** Lois King  
**Cc:** gamemeasureltd@gmail.com  
**Subject:** RE: Prince of Wales, 1 Harlington Road, Uxbridge - Variation application

Dear Mrs King,

Thank you for your email.

The proposed Operating schedule is quite thorough and robust however if any of the Responsible Authorities wish in anyway to change, add or make any further suggestions please do not hesitate to contact me on the details below.

We are open to work closely with the Licensing Authority and any consultation on this application would be most welcome.

**Kind regards**  
**Noel**



**Noel A Samaroo (MloL)**  
**Licensing Consultant**  
**NTAD CONSULTANTS LTD**  
**M:** 075 444 2255  
**E:** [info@ntadconsultants.co.uk](mailto:info@ntadconsultants.co.uk)  
**W:** [www.ntadconsultants.co.uk](http://www.ntadconsultants.co.uk)

**Address:**  
**Noel A Samaroo (MloL)**  
**NTAD CONSULTANTS Ltd**  
**105 STONE COURT**  
**WORTH**  
**CRAWLEY**  
**RH10 7RY**

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## Security Statement upon 27/4/2024 Council Licence Visit

----- Forwarded message -----

From:

Date: Sun, 28 Apr 2024 at 1:58 am

Subject: Security Statement upon 27/4/2024 Council Licence Visit

To: <[gamemeasureltd@gmail.com](mailto:gamemeasureltd@gmail.com)>

To whom this may concern,

My name is \_\_\_\_\_ SIA Door Supervisor badge number \_\_\_\_\_ employed  
Security on behalf of Prestige Security Company for Sahara City at [1 Harlington Road, UB8 3HX](#)

We had a visit from 3 individuals who arrived on site around 15-20mins past 10pm dressed casually in black two women accompanied by a male all 3 appeared and presumably way over 25 years of age.

Upon approach I asked if they 'have a booking for this evening' (Which every single customer entering was asked due to the establishment being fully booked) to which the lady leading with slight greying hair responded no to which i responded can you hold on while I speak to the manager to come and speak to them. I radioed in to the manager looking back through the entrance door to where I could see him to which she walked past me stating i can see him it's ok I know who he is I will speak to him. Some 10-15mins later all three individuals come out the front with the manager her bodycam now on show with a peace of paper discussing Licence rules and regulations.

She asks me if I had a clicker to count incoming and outgoings customers which I truthfully responded know and stated the fact that todays entry was based on bookings as I was informed the venue was fully booked today to capacity and also responded to an untrue incomplete statement she made earlier claiming I asked only 'how many of you?' upon their arrival. The conversation continued between the lady and the manager. They then left some minutes before 11pm. They never stated who they were or why they came upon arrival.

This is my truthful and honest recollection of what took place 27 April 2024.

## **RESPONSE TO REPRESENTATIONS**

It should be noted that application has been made in accordance with section 17 of the 2003 Act, and in accordance with regulations made by the Secretary of State under sections 17(4), 17(5), 54 and 55 of the Act.

A 28-day representation period is given to allow anyone that has concerns to submit representations to the Licensing Authority.

It is good practice for the Licensing authority to act in some form of mediation between the objectors and the applicant.

We did try to mediate with the police and the licensing Team however this was met with no response.

Instead, they chose to wait until the very last day to submit their representation and then to have no further contact with us

**Please see attached email**

### **Police representation**

On the 27<sup>th</sup> of April Police Unannounced visit to the venue 3 plain clothed police officers attended the venue.

- Claim that entry was permitted unchallenged at 22:15

We strongly dispute the statement of the officers and the circumstances under which access was gained.

**Please see witness statement from door supervisor 1**

**Police officers are not members of the Public**

**They were stopped at the door**

**Only gained entry by seeing the DPS and saying to the Door Supervisor its ok I Know him and the DPS recognising her as a Police Officer.**

- No ID was scanned

We would not request to scan the ID of Police officers or refuse them entry.

**Please see witness statement from the DPS on duty**



All bona fide Customers were ID scanned prior to entry

Please see entry scanner records of the 27 April

- A DJ playing performing in the external area 3 condition relating to the outside area at 22:15

Condition 3 There shall be no live music or performance of dance taking place in the external area of the premises. The provision of recorded music may only take place in the external area of the premises between Sunday and Thursday until 2200 hours and on Friday's and Saturdays until 2300 hours.

- Condition 2 The provision of regulated entertainment consisting of live music, recorded music and performance of dance is permitted to take place inside the premises between Sunday and Thursday until 2300 hours and on Friday's and Saturdays until 0000 hours.

Does not say to prevent the noise being made outside and causing a public Nuisance  
Has no relevance why this is being mentioned

- There is the same intent behind condition 3
- Condition 3 There shall be no live music or performance of dance taking place in the external area of the premises. The provision of recorded music may only take place in the external area of the premises between Sunday and Thursday until 2200 hours and on Friday's and Saturdays until 2300 hours.
- Condition 37 states that "there shall be no amplified noise/ music or speakers permitted in the external area of the premises." The DJ was playing loud music in the external area, clearly in breach of this condition.

There are no External Speakers of any kind all music is played through the TV and Sound Limiter

The DJ was playing a compilation of Arabic recorded music that was played through the TVs without amplification and through a Sound Limiting Device with an Automatic Cut out.

No live Music or amplified music was being played.

Amplified music – bands, in-house sound systems and DJ's – do not require authorisation when playing on licensed premises that are authorised and open for the sale of alcohol for audiences up to 500, between the hours of 8am and 11pm

Regular Sound recordings are taken please see sound recording taken and recorded on the 27<sup>th</sup> of April

Please see copy of Sound Monitor Recording and Sound Logs

- A Belly Dancer performed earlier in the evening

#### 'Performances of Dance'

includes any non-customer dancing that is intended to entertain an audience. Since June 2013, for audiences up to 500 from 08:00 until 23:00 none of these activities require authorisation under the Licensing Act.

#### The Belly Dancer Performed at 19:00 and 20:00 for 15 mins

- The SIA register only had one SIA recorded for many of the dates. This was checked during the meeting as being on Fridays and Saturdays when there is a requirement for a minimum of two door supervisors to be on duty (condition number 13). Mr Hassan stated that CCTV could show that there were two working (although he was unable to playback CCTV footage to us at the time). It is a condition that there is a register kept of all door staff on duty (condition number 15) and this was clearly incomplete, or there were not enough SIA on duty at the relevant times.

There are always two Door Staff on Duty 1 at the front door and 1 inside the venue the log was not incomplete it was that 1 door man signed in on the log book and the other signed in on the log in sheet.

Video evidence to support this and the invoices from the security company.

In addition, we have 1 warden in high viz patrolling outside from 9pm until close.

#### **SEE PROPOSED ADDITIONAL CONDITIONS**

- Condition 17b states that "at least one member of staff trained to operate the CCTV system and download images shall be on duty at all times". This condition was therefore not being adhered to.

The Member of staff responsible for the CCTV system stats work at 16:00 each day and was not on duty at 12:00 midday also please note that Condition 17b also states

Footage shall be shown to the police and screenshots provided to them on request. Copies of downloaded images shall be provided to the police on a USB stick, CD or other acceptable means as soon as possible and in any case **within 24 hours of the request.**

**This was offered to the Officers at the time.**

- When the new premises licence was granted approximately a year ago with new management, there were robust conditions in place to ensure that the licensing objectives

would be upheld, and the venue managed responsibly and appropriately. Unfortunately it has been found that several conditions are being breached which not only increases the likelihood of crime and disorder and public nuisance being caused, but also reduces the trust and confidence that we have in the management of the premises. An increase in licensable hours with the omission of, or blatant disregard, of conditions is reducing the control measures that are in place and will have a negative impact on the licensing objectives.

I really cannot agree with this statement from the Police we work very hard to ensure that we compliant with all 43 very robust conditions.

I and my staff are fully aware of the very bad history of the premises and have worked extremely hard over the last year to move the premises in a different direction which we in the most part have achieved.

I am grateful that Committee for giving me the opportunity in granting our current Licence however it unfair to keep this hanging over our heads like a guillotine.

There have been no issues regarding ASB Crime and Disorder or underage drinkers. Yes I would agree there have in the past year been only 2 complaints that I have been made aware of.

1. was a daytime chaity Event for the Triage officer for children social services & Youth justice services officer The event was made to raise money for Autism Hillingdon Council TEN in place

I do feel that there are certain members that are still aggravated by the fact that the committee granted the licence against their wishes and instead of working with us are intent on being problematic.

I hope the committee when reaching its conclusion after looking at everything will see that any business will have the odd complaint it is how they are delt with.

We have always had an open-door policy and work with our neighbours hence we get few complaints.

Our Councillors on the other hand have never bothered to contact us or visit us even though we are also part of their constituency and a focal point of the community.

We Have looked closely at the concerns raised by the responsible Authorities and the points raised by the councillors and have proposed some additional conditions that will help.

I would agree that over conditioning a licence just for the sake of it is not a solution they do if implemented offer practical solutions to practical problems.

The extra times we are requesting after a year of struggling to pay the bills wages business rates really will make the difference between success and failure every one of the staff have worked so hard to turn the business around, it is no longer a badly run nightclub but a family friendly restaurant offering fantastic food for families couples and friends alike.

28/04/2024

### **Inspection by Penny Brown 27.04.2024 @ 22:05**

On the 27<sup>th</sup> of April at the hours of 22:05 Penny Brown and 2 officers arrived at the premises their first contact was with our security SIA on the door where he radioed the manager to come speak to them. Penny brown and the two-officer resumed to walk in stating they know the manager. The officer conducted an inspection on the premises stating the conditions that the premises has;

1. That any entry after the hours of 6pm must be I.D'd (which has been adhered to by security, I personally checked the ID scanner there was 80 ID's scanned)
2. Capacity of the premises as provided in the TEN we've applied for was 150 capacity including staff and patrons (there was only 94 and it was strictly bookings throughout this day)
3. Last entry was adhered to after 22:00 hours there was no entry into the premises. (Penny brown was refused entry and walked past security. Security followed her and I told him its fine she's the police)

In conclusion, I personally feel it is unfair and bias that Officer Penny Brown was conducting an inspection when they were against us in the sub-committee, and it felt like they were trying to find any issue to cause in terms of breaching the license. I have been operating this establishment for over one year there has been no reports to the police of crime & disorder, there has been no report to the anti-social behaviour in regards of public nuisance, our neighbours are happy with our establishment and join us every week where they dine and enjoy good food and service.

Lastly, Penny Brown stated that she is aware of our application of variance to the license and this inspection is purely to find an objection that they can hold against us receiving the license. Instead of stopping a thriving business of success they should help us.

### **Attachments.**

1. Booking list
2. I.D scans of the evening
3. CCTV footage
4. Statement from Security on arrival of Penny Brown
5. TEN applied

## **Neighbour complaint**

***Date: 03.11.2023***

***Time: 10:08pm***

***Neighbour contact number:***

Neighbour contacted us at 10:08pm in regards of the music – he threatened to contact the police and council if we don't put the music down. Our music level was in accordance with our noise measurement.

Two noise measurements were taken internal measurement log was at 70.8DB and external log was 56.3DB in my experience no noise should be generated to our neighbour from this measurement I personally could not hear anything from the onsite car park. therefore, I presume that maybe the noise was generated from a passing vehicle or neighbouring house.

Contacted neighbour on the 6<sup>th</sup> of November to address this noise complaint, and re-assured the neighbour that the music was not generated from our premises as during our phone call measurements of noise were taken which suggest that the noise was not generated from our premises.

***Signed (DPS)***

***M. Hassan***

***Date: 05.11.2023***

**Report ID: A204**

**Inspection date: 28/07/2023**

**Inspection time: 23:18**

**Inspector contact: Daniel Ferrer & Louise King (Licensing team)**

**Inspection Report:**

Daniel Ferrer & Louise King attended our premises the Prince of Wales Pub on the 28<sup>th</sup> of July at 23:15 hours. Daniel Ferrer identified this inspection as a general inspection to check our compliance with our conditions.

Daniel Ferrer requested to have a look around the premises and resumed by walking into the back terrace where he assuming there was amplified music being played. There were no amplifiers, or any type of music being played within the back terrace at the time of inspection.

He resumed by stating that he heard some music from the back terrace, I reassured him that it was not from the back terrace and from the Kitchen as it's near the back entrance of the Shisha.

The inspection resumed and they asked if they could see our paperwork and due diligence in accordance with the license conditions, I escorted them into the main restaurant and offered them the License folder which contains all the documents.

Daniel Ferrer & Louise King checked all the paperwork; Noise Measurement Logs, CCTV register, SIA Register, Right to Work forms, Staff training, Signage of challenge 25 and other licensing signage also refusal log. They clarified that we met all the conditions stated within our license.

A question was raised in regards of toughened glass I showed them that the glasses we offer in the back terrace are toughened and the difference between the toughened and regular glass.

The inspection continued and I resumed by showing them our ID Scanner and the patrons that have been ID'd on the day which was over 25 patrons. They also checked the SIA security and if it matches the SIA register which it did.

Daniel Ferrer also requested to view the CCTV, I stated that I don't have the office key however if they wait an hour Mr Sheraz will be arriving with it and I can continue showing them it or if they want, we can do it within 24hours of the requested time as it states in our license.

Overall they were happy with our compliance and that our conditions were met all the conditions.

***Report conducted by: Restaurant Manager  
– Mohamed Hassan  
Date: 29/07/2023***

07/07/2023

Prince of Wales

Game Measure LTD

**Report ID: A203**

**Inspection date: 14/07/2023**

**Inspection time: 14:23:22 – 14:41:33**

**Inspector contact: Daniel Ferrer**

**Inspection Report:**

Daniel Ferrer Licensing Manager attended the Prince of Wales met with Mohamed Hassan the DPS with a follow up discussion on the 7<sup>th</sup> of July report. It was clarified that a report from a nearby neighbour was made in regards of noise. Daniel Ferrer resumed by asking about condition 37, 38, 39 – in regards of amplified music in the back terrace. I Mohamed Hassan reassured Daniel like the out of hours officers that there is no amplified music in the back terrace and that we are aware of our licensing conditions and follow them by the book.

Daniel Ferrer mentioned that there is a nearby councillor who has conducted a report against our premises in regards of nuisance. He also mentioned that we've had no complaints recently just on the 7<sup>th</sup> of July there was noise complaints as we have a birthday party and DJ in the restaurant.

Daniel Ferrer resumed by asking if we had noise limiter in place, I answered by saying yes, we do in situated in the back terrace, I also confirmed that we take readings on a noise measurement and log all the DB's internally and externally during peak hours daily.

We resumed by conversing in our licensing conditions and he stated that there was 43 conditions and it is a lot to deal with.

**Report conducted by: Restaurant Manager  
– Mohamed Hassan  
Date: 07/07/2023**



07/07/2023

Prince of Wales

Game Measure LTD

**Report ID: A202**

**Inspection date: 07/07/2023**

**Inspection time: 22:00:52**

**Inspector contact: Out of hours Enviromental Health**

**Inspection Report:**

Two officers patrolling from Hillingdon Council conducted a visit at the Prince of Wales at 21:55 hours – the visit cause was that there were two anonymous complaints in regards of noise nuisance, officers asked if they can go to the back terrace to check if there is live music or amplified music/entertainment they were escorted by myself Mohamed Hassan and checked the back terrace mentioned you've got a awning now. I replied and said it's always been here.

The officers were happy that there was no music in the back terrace they went in the restaurant e.g. front of house and saw that there was a DJ I asked the DJ to put the music down as it was coming up to 22:00 hours. The night ended early at 23:30 and the premises was dispersed.

**Report conducted by: Restaurant Manager  
– Mohamed Hassan  
Date: 07/07/2023**



TheMusicLicence



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**Customer Account**

<b>Customer Account Details</b>	GAME MEASURE LTD Harlington Road Uxbridge UB8 3HX
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<b>Licence Agreement Date</b>	13/01/2024
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<b>Licence Start Date</b>	13/01/2024
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## Your music licence

This document confirms that TheMusicLicence has been granted to the licensee as named in the Customer Account Details above for Playing and Performing Music at or from the Premises, subject to TheMusicLicence Terms and Conditions. It should be read in conjunction with the applicable Usage Summary.

Words defined in TheMusicLicence Terms and Conditions have the same meaning when used in this document.

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0800 0720 808  
PPLPRS.co.uk

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3004240445533971564/0102/2495/000

Mr Sheikh Ahmad  
PRINCE OF WALES  
Harlington Road  
Uxbridge  
Middlesex  
UB8 3HX  
United Kingdom (UK)



564

30 April 2024

**Sky Reference Number**

**Invoice number**

**Invoice date** 30-04-2024

**Due date** 13-05-2024

**Invoice Summary**

Total invoice charges (ex VAT)	£2033.28
Total invoice credits	£1174.64CR
Total invoice VAT	171.73
Total amount due on invoice (inc VAT)	£1030.37

**The total amount due is £1030.37**  
(where applicable this includes any outstanding balance on your account)

**For more detail, turn the page...**

**Correspondence Address:**

Sky Business • PO Box 1805 • Livingston • West Lothian EH54 7XG  
Customer Service 08448 244 244 • Republic of Ireland 0818 719 888  
myaccount@skybusinesssupport.sky • sky.com/business/help

Sky UK Limited • Grant Way • Isleworth • Middlesex TW7 5QD • Registered in England No. 2906991 • VAT registered No. 440 6274 67

105

160 (03/24)



211023044555027/87/0101/3441000

Mr Sheikh Ahmad  
PRINCE OF WALES  
Harlington Road  
Uxbridge  
Middlesex  
UB8 3HX  
United Kingdom (UK)



87

21 October 2023

**Sky Reference Number :**  
**Agreement Name: Pubs UK 2023 RV**

## SKY ACCOUNT SERVICES

Hello Sheikh

Thank you again for choosing Sky, we hope your business benefits from our great range of sports and entertainment programming.

When you joined Sky, we were pleased to apply an Outdoor Sports Area and/or a Food Sales pricing adjustment to your subscription price. Your Adjusted Sky Effective Rateable Value is currently £14766.00 and the amount you will pay over the next month for the above agreement is £1,605.06\* excluding VAT.

However, pricing adjustments can only be applied to your subscription price for a period of three months without validation from the necessary documents. Please send one of the documents outlined below to us today at the address shown at the bottom of this letter or via email to [myaccount@skybusinesssupport.sky](mailto:myaccount@skybusinesssupport.sky) to continue receiving your pricing adjustment:

- Individual EPOS (Electronic Point of Sale) till receipts covering at least the last 90 days period.
- An EPOS summary covering at least the last 90 days period.
- A letter signed by your accountant on their company-headed paper summarising total food sales and total turnover, covering at least the last 90 days period.
- In the case of an L&T (leased and tenanted) premises, an L&T Business Plan highlighting the split of food and any other expected turnover.
- A current Valuation Summary Certificate supplied by the Valuation Office showing the Fair Maintainable Trade breakdown for the venue.
- A tax return highlighting food and drink turnover at the business address covering a period of at least 90 days.

If we do not receive and verify your documentation, we will need to remove your food and / or outdoor area pricing adjustment from future monthly subscription payments. This would increase your subscription payments to £2,293.03 excluding VAT. If your food percentage is lower than that which you've claimed, we may recover the difference in subscription charges from you.



Correspondence Address:  
Sky Business • PO Box 1805 • Livingston • West Lothian EH54 7XG  
Customer Service 08448 244 244 • Republic of Ireland 0818 719 888  
[myaccount@skybusinesssupport.sky](mailto:myaccount@skybusinesssupport.sky) • [sky.com/business/help](http://sky.com/business/help)  
Sky UK Limited • Grant Way • Isleworth • Middlesex TW7 5QD • Registered in England No. 2906991 • VAT registered No. 440 6274 67

1208-AC



To  
THE PRINCE OF WALES

# Invoice

Invoice note  
For w/e 21/04/24 & 28/04/24

From PRESTIGE PROTECT LTD  
Invoice number INV342  
Invoice date 30 Apr 2024  
Payment terms On receipt

Item	Rate	Qty	Net	VAT%	VAT	Gross
Security services	£17.50	37	£647.50	20%	£129.50	£777.00

### How to pay this invoice

Account name: PRESTIGE PROTECT LTD  
Payment reference: INV342

#### Details for UK payments:

Account number: 46042892  
Sort code: 04-03-70  
Payment method: BACS or FPS payments only

Net total £647.50

VAT total £129.50

Total £777.00

Payment due 30 Apr 2024

Registered company address – 167-169 Great Portland Street 167-169 Great Portland Street, 5th Floor, London, United Kingdom, W1W 5PF  
Registered company no. 12062081 · VAT registration no. 439539653

Page 1/1

# Witness List



\*\*\*\*\*

# Witness List



# Witness List



Prince of Wales Hayes FLR - AGR1052710

Snap Shots





# Noise Measurement log

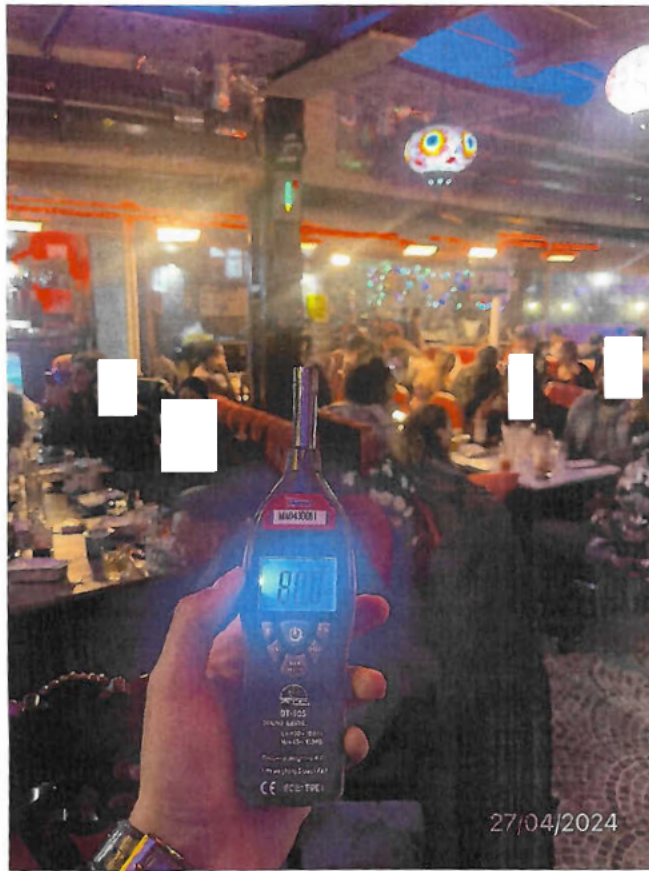
Week Commencing:

Db Measures: Low 50-60Db / High 60-85Db

Date	Type	Place ( internal & external )	Name	Measurement (Db)	Action taken if needed
21.04	Noise	Internal	M.H	65.3Db	-
21.04	Noise	External	M.H	54.2Db	-
22.04	Noise	Internal	M.H	68.7Db	-
22.04	Noise	External	M.H	55.2Db	-
23.04	Noise	Internal	M.H	71.2Db	-
23.04	Noise	External	M.H	56.8Db	-
24.04	Noise	Internal	M.H	69.1Db	-
24.04	Noise	External	M.H	58.2Db	-
25.04	Noise	Internal	M.H	66.8Db	-
25.04	Noise	External	M.H	54.2Db	-
26.04	Noise	Internal	M.H	72.8Db	-
26.04	Noise	External	M.H	57.7Db	-
27.04	Noise	Internal	M.H	80.0Db	-
27.04	Noise	External	M.H	59.1Db	-
28.04	Noise	Internal	M.H	69.8Db	-
28.04	Noise	External	M.H	56.3Db	-
29.04	Noise	Internal	M.H	67.7Db	-
29.04	Noise	External	M.H	55.3Db	-
30.04	Noise	Internal	M.H	65.4Db	-
30.04	Noise	External	M.H	54.2Db	-
01.05	Noise	Internal	M.H	66.2Db	-
01.05	Noise	External	M.H	54.3Db	-









Date	Time	Complainant	Details
24/03/24		Cllr Chamdal	Loud music <b>GARDEN AREA WAS NOT IN USE AT THIS TIME</b>
29/03/23	16:06	Local resident	Loud amplified music <b>THE GARDEN AREA WAS NOT IN USE AT THIS TIME</b>
30/04/23		Cllr Adam Bennett	Music noise Yesterday (29/04) 2 residents reported to me that the Prince of Wales pub was playing excessively loud music in their rear external garden from 16:00 hrs onwards. Properties are some distance from the pub yet residents were still disturbed by the noise inside their homes <b>THE GARDEN AREA WAS NOT IN USE</b>
09/05/23			Resident informed EP Team that 07/05 there was excessive loud music noise emanating from the garden of the Prince of Wales pub from approx. 17:00 – 20:45 hrs. Believes pub in breach of licensing conditions. Resident feels that owner/licensee is dodging the ASB team by only playing such music in the daytime (third recorded incident in 3 months) when they know a rapid response is unlikely. <b>NEVER BEEN MADE AWARE OF THESE COMPLAINTS</b>
07/07/23	21:08	Local resident	Noise nuisance - music
10/07/23		Local resident	Last Friday 7 <sup>th</sup> July we were back to thumping and very loud music emanating from the pub. Whilst its true that this disturbance did not go on late into the night, it is still inconsiderate to the residents who live nearby. We are upset that this establishment seems to have been allowed to become some sort of night club which is quite a change from the local pub it used to be. I am not sure if you can do any more but I wanted you to be aware that things would seem to be reverting to their bad ways. <b>SEE REPORT</b>
08/07/23		Cllr Adam Bennett	Local resident reported to him that there was a “tremendous noise” coming from the rear garden of the Prince of Wales last night (07/07) at 23:00 hrs. He reported it to the OOH noise team.
18/11/23	14:00	Local resident	The pub is playing extremely loud music at the rear of the premises. I’ve called and politely asked him to turn it down or off. I was told he has a special licence to play loud music today as they have a party. Is this true...!! If so can you confirm this. I have been in touch with the Met Police and OOH Dept <b>PRIVATE CHARITY EVENT FOR -Triage officer for children social services &amp; Youth justice services officer The event was made to raise money for Autism ORGANISERS HILLINGDON COUNCIL</b>
27/28/04/24	?	Local resident	The playing of loud music in the garden of the Prince of Wales Sahara City. I’ve looked at the licence and it would appear the music can only be played inside. It obviously isn’t as I can hear it and its starting to piss me off as I have work at 5am and I have kids trying to sleep. The place is a law unto itself, it has breached a planning order to remove its retractable roof which is still there. It has music

			and entertainment outside against its licence. Cars parked on the pavement outside and behind the bus stop at Coney Green. Please do something. <b>NOT AWARE OF ANY COMPLAINT</b>
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