

Appendix 4



<p>The Licensing Officer Licensing services Civic Centre Uxbridge UB8 1UW</p>	<p>Hillingdon Borough Licensing Dept. Uxbridge Police Station 1 Warwick Place Uxbridge UB8 1PG.</p> <p>Telephone: 020 8246 1933 Email: [REDACTED]</p>
	<p>Date: 23/12/2024 Re: Application for a new premises licence</p>

Dear Licensing,

The Police Licensing Team wish to submit a representation regarding a new premises licence at Mandala Restaurant and Lounge, Carter House, Colham Mill Road, West Drayton, UB7 7AE. We feel that the application in its current form does not go far enough to ensure that the licensing objectives will be upheld. This is something that we have discussed and explained to the applicant, Ms Andzelika Szylle and that she has said she will consider.

On Wednesday 18th December 2024 at 11:00 hours Police Licensing and Local Neighbourhood police officers attended the venue for a pre-arranged meeting with Ms Szylle. This gave us the opportunity to get a better understanding of the venue and business as well as discuss any concerns.

Ms Szylle informed us that she has only recently moved to this venue which has been completely renovated and is a new business. It only opened in December and she is still hiring staff and making changes to those she has already employed. I have interrogated police records and found no recent crime reports attributed to the venue. Ms Szylle confirmed that they had not had any issues with crime, disorder or anti-social behaviour, although she has not yet fully opened and the few occasions they have been open to the public, there have been very few customers.

During the meeting, current / recent issues around car parking were discussed as this is an issue that Ms Szylle had previously been made aware of. She explained that she felt this was more to do with deliveries relating to the property renovation and did not foresee further problems, although she would need to be mindful of food and supply deliveries. Local parking options were discussed for customers and it was suggested these be referenced in any online presence that the business has.

We discussed many of the details within the premises licence application and identified areas that could potentially be improved with either amendments to details or the addition of conditions.

A summary of the hours currently requested are:

Opening hours, Sale of Alcohol

Monday – Thursday 11:00 – 23:00
Friday – Sunday 11:00 – 01:00

Late Night Refreshments

Friday – Sunday 23:00 – 01:00

Police Licensing highlighted possible concerns about such a late terminal hour on a Sunday (into 01:00 Monday morning). Ms Szylle confirmed that she would be willing to consider reducing this and does not feel that she would need such a late licence on a Sunday night.

We noted that there was no “drinking up time” and suggested that consideration should be given to reduce the terminal time for the sale of alcohol by 30 minutes on each day to allow for this. Ms Szylle said that this is also something that she would consider and a slight error had possibly been made on the application, intending initially to have an hour for this time.

Ms Szylle has used Temporary Event Notices (TENs) throughout December to test the business before being able to open with a premises licence. The TENs requested the sale of alcohol until midnight on each date. Late Night Refreshments (LNR) were only requested for 11 of the 21 dates. Ms Szylle said that the TENs were not used to their full extent as she closed before 23:00 hours. She also confirmed that the LNR would not be required on the upcoming TENs as they would continue to close earlier than advertised and last food orders would be by 22:30 hours. At the time of writing this, I am not aware of any reported issues to Police concerning the use of the restaurant whilst a TEN was in place. Ms Szylle said that she had employed two SIA when she was open.

During our discussions, we developed a better understanding of the intended business. We explained to Ms Szylle that any premises licence, should it be granted, needed to reflect her business without being too restrictive but that we also needed to be mindful of any future changes or new operators that may take on the business. She may, for example, not have an intention at this time to be running a disco / vertical drinking bar / nightclub, but there was potential for this sort of behaviour to happen with a licence without relevant conditions.

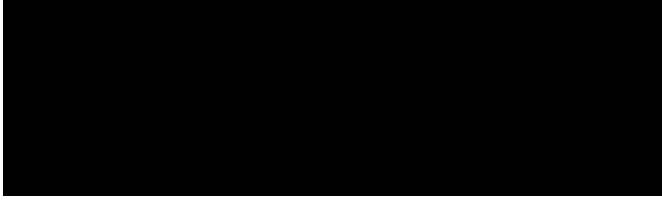
With this in mind, Police Licensing feel that additional conditions could be added. Such considerations would include a capacity limit at the venue, which Ms Szylle said would be 100 people. We also explained that a dispersal policy should be in place to limit any disorder or disturbances to local residents. Furthermore, we would suggest that a time be set for last admittance to the venue. We discussed a condition relating to alcohol only being served ancillary to a meal, or by waiter service. This would not be appropriate to the planned business operation as Ms Szylle said that they did intend to allow people to use the downstairs bar for drinks only. I suggested that consideration be given to limiting the number of people that are permitted to do this at any one time to maintain the use of the venue primarily as a restaurant.

Ms Szylle told us that she has worked in licensed premises before but this is her first venture as a Designated Supervisor (DPS). We discussed the responsibilities and challenges that can be faced in the industry. We identified that some further training could be useful, such as Welfare and Vulnerability Engagement which includes the Ask for Angela Campaign. We offered to provide such training to Ms Szylle (and any staff) as she had not heard of “Ask for Angela”. It would be beneficial to be trained and we would also suggest that a log is kept on site of any training taken by staff.

Ms Szylle showed us around the venue which included the “shisha area” where there was a retractable roof and retractable windows on two sides of the room. At the time of our visit this was entirely enclosed but Ms Szylle demonstrated how the windows open and told us that this alone made the venue 50% open, as required by the smoke-free legislation. We expressed our concerns that this did not appear to be the case and in fact seemed greatly less than half. We strongly advised that she seek clarification with documented measurements from an expert and stressed the importance of not breaching any laws, including those concerning smoking.

To summarise, Police Licensing have pointed out some concerns to Ms Szylle, made some suggestions and offered advice. At this time, based on the current application and operating schedule, Police Licensing are not satisfied that the licensing objectives will be upheld and believe that further measures can be implemented to better prevent crime and disorder or a public nuisance. Ms Szylle has said she will take some time to consider our recommendations and she has already employed a Licensing Agent to assist with the application process.

We will attend the licensing hearing and will be available to respond to any amendments that the applicant may, or may not, wish to make after fully evaluating what was discussed at our meeting or what may be raised in other representations.



PC Penny BROWN 3267WA
Police Licensing Officer
Hillingdon Borough.