



Premises Licence Summary Review

**The Clock House
11- 15 Adams House, The High, Harlow CM20 1BE**

**Supplementary documentary information in support of summary
review.**

CONTENTS

1.0 Circumstances Leading to Review Application

2.0 Matters to take into consideration

3.0 Outcome Sought

4.0 Review of Interim Steps

Appendix A - Violent Crime incidents June 2021 to June 2022

Appendix B – Agreed Action Plans with venue

Appendix C – Licensed Premises near to The Clock House

Appendix D – Conditions and operating schedule etc. sought

1.0 CIRCUMSTANCES LEADING TO REVIEW APPLICATION

1.1 On the 22nd of June 2022, Essex Police made an application for a summary review of the premises licence of The Clock House, Harlow. This was because the frequency and seriousness of incidents taking place at or in the immediate vicinity of the premises had been rapidly increasing.

The most significant and recent of these were.

- a) On the 18th June 2022 around 03.15 a.m. police were called to a fight outside the premises where one person suffered a fractured skull and another a broken leg.
- b) On the 28th May 2022 around 03.05 a.m. police were called to outside the premises and recorded 4 separate violent crimes which are being investigated.
- c) On the 1st May 2022 around 03.27 a.m. police were called to outside the premises for what was described as a large fight. 4 separate violent crimes have been recorded and are being investigated.
- d) On the 30th April 2022 around 03.00 a.m. police were called to a report of 40 persons fighting outside the premises. On arrival a report of a violent crime was recorded.

1.2 The most recent serious incidents have all taken place around closing time with allegations that patrons have been ejected and the venue's doors locked with door staff not taking active measures to peacefully disperse patrons. CCTV footage and footage from police officers' body worn video shows intoxicated patrons, fights spilling out from the premises onto the street outside and door supervisors failing to intervene.

1.3 In the twelve months to the 18th of June 2022, police recorded 28 violent incidents at the venue or immediately nearby (see **Appendix A**). In many of these incidents more than one person was injured. For this reason, Essex Police have significant concerns about how the premises is operated – including the levels of intoxication permitted at the venue, how its staff deal with intoxicated persons and the effectiveness of the management and door supervisors in controlling the venue. It is clear that the crime and disorder, public safety and public nuisance objectives of the Licensing Act 2003 have been undermined.

1.4 In an effort to deal with these issues the police have previously engaged with the premises management and the licence holder. For instance, in November 2021 following a meeting with the premises management, Essex Police suggested the venue should introduce an identity scan product as a condition of entry and all patrons should be searched after 23.00 hours; it was suggested a licence variation should be submitted by the venue. No such variation was submitted.

- 1.5 In December 2021 a virtual meeting was held with Stonegate management and police concerns were again raised and an action plan was agreed with Stonegate. Matters did not improve and in March 2022 the action plan was reviewed with a view to dealing with dispersal, training on intoxication and door supervisors remaining on duty for 30 minutes after the venue has closed to the public. This latest action plan is presented at **Appendix B** of the police submission.
- 1.6 In the opinion of the Chief Officer of Police the premises management have failed to implement agreed measures the police licensing officer, particularly those aspects relating to the prevention of intoxication, measures to disperse patrons and SIA door staff remaining in the vicinity of the premises once the premises has closed.
- 1.7 The premises currently advertises Friday and Saturday night events with a live DJ from 2100 - 0300 hours, free entry before 2130 hours, 2-4-1 cocktails all weekend and 2 bombs for £5. The incentive to arrive before 2130 (and to remain until 0300) together with the drinks promotions gives credence to the notion that the premises management aim to sell alcohol without regard to the level of intoxication of its patrons, the violent conduct of intoxicated patrons and the effect this has on the town centre.
- 1.8 Since its conversion from a Yates Wine Lodge pub, the venue has become a destination venue for persons from Harlow and north London - it is the only venue in the town centre open until 0300 and clearly this is having a detrimental effect on crime and disorder. The location and opening times of nearby venues is listed at **Appendix C** and clearly demonstrates that The Clock House is the only venue open after 01.00 a.m. which is not food led; thus, the violent crime taking place in its immediate vicinity is a consequence of the premises itself.
- 1.9 With a substantial increase in the number and severity of violent incidents and with the premises management having failed to take those actions previously suggested by the police to minimise the risk this premises presents - the police considered that immediate action by way of a summary/expedited review was necessary to impose interim steps to protect the public from immediate harm whilst other measures could be put in place after a full review hearing.

2.0 MATTERS TO TAKE INTO CONSIDERATION

- 2.1 Both the statutory guidance issued under section 182 of the Licensing Act 2003 and 'case law' provides the approaches that may be taken at a review of a premises licence.

2.2 For instance, the guidance provides that:

It is important to recognise that certain criminal activity or associated problems may be taking place or have taken place despite the best efforts of the licence holder *and the staff working at the premises* (our emphasis) and despite full compliance with the conditions attached to the licence. In such circumstances, the licensing authority is still empowered to take any appropriate steps to remedy the problems. The licensing authority's duty is to take steps with a view to the promotion of the licensing objectives and the prevention of illegal working in the interests of the wider community and not those of the individual licence holder (Paragraph 11.26).

(...) However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence. (Paragraph 11.23)

2.3 Furthermore, as regards attaching conditions to a licence, case law provides additional guidance on balancing financial considerations and the need to promote the licensing objectives.

2.4 In the case of *R (on application of Hope and Glory Public House Ltd) v City of Westminster Magistrates' Court and Others* (2011) EWCA Civ 312, Lord Justice Toulson said:

"Licensing decisions often involve weighing a variety of competing considerations: the demand for licensed establishments, the economic benefit to the proprietor and to the locality by drawing in visitors and stimulating the demand, the effect on law and order, the impact on the lives of those who live and work in the vicinity, and so on. Sometimes a licensing decision may involve narrower questions, such as whether noise, noxious smells or litter coming from premises amount to a public nuisance. Although such questions are in a sense questions of fact, they are not questions of the 'heads or tails' variety. They involve an evaluation of what is to be regarded as reasonably acceptable in the particular location. In any case, deciding what (if any) conditions should be attached to a licence as necessary and proportionate to the promotion of the statutory licensing objectives is essentially a matter of judgment rather than a matter of pure fact."

- 2.5 The decision is important because it illustrates that licensed premises, and the activities that take place in those premises, exist in a dynamic environment and should not be looked at entirely in isolation. The effect on a range of factors such as crime and the quality of life for residents and visitors must be considered and not just the narrow consideration of the premises itself.
- 2.6 Thus, it is not only the interests of the premises licence holder, its staff and its customers that should be a consideration of the impact the venues method of operation has on the general public and the fear of crime within the night time economy.
- 2.7 The council's Statement of Licensing Policy, at paragraph 1.28 may assist. It states:

"Licensing is about the appropriate control of licensed premises, qualifying clubs, temporary events and the people who manage them or hold personal licences within the terms of the 2003 Act. Where relevant representations are made, the Council will make objective judgements as to whether it should attach conditions to a licence to secure achievement of the licensing objectives. Any conditions arising from the operating schedule, or as a result of representations, will primarily focus on the direct impact of the activities taking place at licensed premises on those attending the premises and members of the public living, working or otherwise engaged in normal activity in the area concerned. The conditions will cover matters that are within the control of individual licensees".

3.0 OUTCOME SOUGHT

- 3.1 In setting out the outcome that Essex Police seeks, the Chief Officer of Police is mindful that his original summary review application sought suspension of the premises licence 'to provide an opportunity to the premises licence holder to work with the police to agree operating hours, conditions and operating procedures'.
- 3.2 It is the police view that earlier undertakings given to the police and mitigations to identified risks were not followed through. Furthermore, the management took no steps to ensure its door supervisors took a proactive step in intervening in incidents and remaining in situ to assist with dispersal.
- 3.3 Thus, the licensing authority should take a twin approach to its decision making regarding the premises licence.
- a) The first approach is one of deterrence, to both this venue's management and the management of other Harlow venues, where a venue has failed to honour previous undertakings, shown an irresponsible approach to the intoxication of its patrons and thus contributed to serious crime and disorder.

- b) The second approach is one of looking forward to promoting the licensing objectives and, in particular, prevent crime and disorder and promote public safety.
- 3.4 That deterrence is an appropriate factor to consider upon a review of a premises licence, the case of *R (Bassetlaw District Council) v Worksop Magistrates' Court*; [2008] WLR (D) 350 may be considered helpful. In this context considered before the High Court remedial measures (such as the imposition of additional conditions) were distinguished from legitimate deterrent (punitive) measures such as revocation or suspension. Its determination was that a licensing authority was not restricted solely to remedial action.
- 3.5 Thus, a suspension of the licence, as a deterrent, is a perfectly acceptable course of action for a licensing authority to take, despite Paragraph 11.20 of the Statutory Guidance issued under section 182 Licensing Act 2003 stating:
- "In deciding which of these powers to invoke (i.e. revocation, suspension, modifying licence conditions etc.), it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response to address the causes of concern that instigated the review."*
- 3.6 Deterrence (to poor management and a failure to abide by previous undertakings) is explicitly countenanced by Paragraph 11.23 of the same Guidance and, in serious circumstance such as these Essex Police might usually seek punitive action (licence suspension) alongside remedial action.
- 3.7 **However**, at the original interim steps hearing held on the 24th of June 2022, the sub-committee did suspend the premises licence, and this has served as a 'wakeup call' to the premises licence holder who has since engaged fully with Essex Police with a view to agreeing a way forward. It is most likely that the licence suspension has also served as a 'wakeup call' to other premises within Harlow of the consequences of failing to uphold the licensing objectives.
- 3.8 It is the view of Essex Police therefore that deterrence has been affected and so the sub-committee is now invited to consider solely those steps which are appropriate for supporting the licensing objectives. Essex Police does not seek revocation of the licence or further suspension.
- 3.9 To further promote the licensing objectives (the second approach), Essex Police has drawn up a list of modified conditions and opening/licensable activity hours (Appendix D) which it is believed will directly address the failings identified in its assessment of the incidents leading to this review.
- 3.10 Stonegate Pub Company, in discussion with Essex Police, have agreed this new operating schedule is appropriate and are keen to co-operate.

- 3.11 The Chief Officer of Police requests the following outcome at the full licensing hearing:
- a) Removal of the existing designated premises supervisor; and
 - b) The hours of opening are modified so that on a Thursday the premises must shut by midnight, on a Friday and Saturday by 01.30 a.m. (and notable days) and on New Year's Eve by 04.00 a.m.; and
 - c) The hours of licensable activity (all types) are modified so that these terminate at 11.30 p.m. on a Thursday, on a Friday and Saturday at 01.00 a.m. (and notable days) and on New Year's Eve at 03.30 a.m. with no exceptions for 'notable days'; and
 - d) The conditions set out at Appendix D are imposed (and replace existing Annex 2 conditions of the licence).

To assist the sub-committee, Appendix D clearly sets out a) to d) in one document.

4.0 REVIEW OF INTERIM STEPS

- 4.1 The Chief Officer of Police requests interim steps remain in place until the expiration of the appeal period (or an appeal's determination).
- 4.2 In discussion with Stonegate Pub Company Ltd it has been agreed that all measures set out within Appendix D can be immediately implemented and that the venue already has (but has not used) the identity verification equipment sought by Essex Police.
- 4.4 Essex Police propose that revised interim steps are imposed, and these reflect matters set out in Appendix D (rather than the existing licence suspension).

APPENDIX A

Violent Crime Incidents June 2021 to June 2022

No.	Date /Time	Incident	Result
1	Sat 18 Jun 2022 03:22	Large fight outside whereby 1 male suffered a fractured skull and another a broken leg. Police were called to this by ambulance and treated the incident as an Affray.	Police arrested 2 males relating enquiries on going
2	Sat 28 May 2022 03:09	CCTV operator alert Police to a fight at the premises. Where a female has been carried away. Victim & friend pushed over and suffered a broken ankle.	1 x arrested for common assault. Numerous assaults were reported to police by victims/witnesses.
3	Sat 28 May 2022 02:17:27	CCTV operator alert Police to a fight at the premises. Male observed punching another male.	Victim sustained GBH level injuries (broken foot) Investigation still ongoing
4	Sun 22 May 2022 00:02	Named suspect struck customer causing common assault level injuries.	Victim wanted suspect ejected.
5	Sun 08 May 2022 20:16:43	Drunk male armed with a glass outside of the premises threatening people.	Male detained
6	Sun 01 May 2022 03:27	Large disturbance outside premises. Number of customers assaulted.	Police attended, 3 x ABH and 1 x Common assault recorded.
7	Sat 30 Apr 2022 03:02	40 persons fight at the premises was reported to police by staff. Member of the public reported that door staff did not intervene in the incident. BWV footage shows people congregating in Market Square no staff or door implementing dispersal policy.	1 x male arrested. Victim sustained ABH level injuries
8	Sun 03 Apr 2022 02:33:15	Victim reported while at the premises she was attacked by 5 suspects. It is alleged door staff did not intervene and refused to assist victim.	.
9	Sun 03 Apr 2022 02:33:15	Victim reported being assaulted while having a cigarette outside. Sustained ABH level injuries.	ABH & public order crime reports recorded. Suspect remains on bail.

10	Fri 25 Mar 2022 23:27:39	CCTV operator reported door staff had retrieved a machete from a male attempting entry.	Suspect arrested & convicted for offensive weapon.
11	Sat 19 Mar 2022 21:36:44	Male assaulted at the premises receiving a gash to the head. Staff confirmed that the male was assaulted and that a security guard from the premises took him to hospital.	No update
12	Fri 11 Mar 2022 23:44	Victim reported whilst in the toilet a security guard kicked in the toilet door which hit the victim in the head wrongly believing he was using drugs.	Common assault crime report recorded.
13	Sun 06 Mar 2022 03:22	While at premises victim got into an altercation with another group. While outside was assaulted and received a fractured eye socket.	GBH crime report recorded
14	Sat 05 Mar 2022 02:52	Staff reported that a female entered back of house and assaulted staff, manager and 2 members of door staff. Staff member and Manager were pushed by the female.	2 x Common Assault reports recorded
15	Sun 06 Feb 2022 03:51	Female rugby tackled to the ground inside the premises sustaining ABH level injuries (bruised ribs)	ABH crime report completed. Suspect not identified
16	Sat 05 Feb 2022 01:36	Victim & her husband were assaulted by an unknown male sustaining ABH level injuries (bleeding from the mouth & arm)	ABH crime report completed. Suspect not identified
17	Sat 29 Jan 2022 01:25	Suspect assaulted door staff as a result of being charged for entry into the premises	Common assault crime report recorded. Community resolution administered.
	Thur 27 Jan 2021	Mandatory COVID passes for nightclubs rescinded. Face coverings indoors no longer legal requirement	Premises recommenced full opening hours
18	Sun 23 Jan 2022 21:23	15-20 group at the premises causing a disturbance due to staff forgetting to take payment when the drink order was made. Police stated that all members of the group were highly intoxicated. No door staff were on duty at the premises.	
19	Sat 22 Jan 2022 01:03	Unconscious female outside of premises. Investigation revealed fight had happened inside of the premises and spilled outside. Resulting in GBH	GBH crime report recorded. Suspects not identified

		level injuries. (Knocked unconscious and head stamped on) Noted by attending officers no sign of dispersal nor door staff outside of the premises.	
20	Sat 15 Jan 2022 01:03	Victim reported a glass had been thrown at her causing a graze to her head. Attending Officer's BWV footage shows no door staff guards dispersing groups of customers outside of the premises	ABH crime report recorded. Suspect not identified
21	Fri 11 Jan 2022 20:46:50	Reports of a male armed with a broken bottle threatening persons. Police attended and located the male who had a cut on his cheek. He confirmed that there was a fight outside of the premises.	None available
	Wed 15 Dec 2021	Mandatory COVID passes for nightclubs introduced.	Venue began closing at 01.00 hours.
22	Sat 05 Dec 2021	Victim while at the bar area, unconnected fight broke out where a glass was thrown striking the victim in the face causing a cut to her lip and under her eye.	Suspect arrested for GBH and remains on bail.
23	Fri 03 Dec 2021 23:54	Intoxicated suspect has assaulted victim outside premises ABH level injuries (kicked & punched)	ABH Crime report completed. Suspect remains unidentified
24	Sat 30 Oct 2021 03:15	Female attacked by a male after his advances were rejected. Victim was headbutted ABH level injuries (cut & swollen lip)	Suspect arrested.
25	Sat 02 Oct 2021 03:16	While in public bar area, male unzipped his trousers put his hands down his underwear and rub his genitalia while staring at the victim. Act of outraging public decency	Crime report completed, following investigation suspect not identified.
26	Sat 04 Sept 2021 22:05	Cross allegation 2 x intoxicated females fighting outside. ABH level injuries sustained (cut & bruised lips)	ABH crime report completed. Suspects interviewed.
27	Sat 24 Jul 2021 02:11	Male was punched to the floor and kicked sustaining ABH level injuries (bruised right eye). As part of a larger ongoing disturbance involving 30 other customers. 2 suspects arrested & interviewed.	3 x ABH & 1 x common assault crime report created from this one incident. 1 x suspect remains on bail.

	Mon 19 Jul 2021	COVID restrictions rule of 6 indoors or two households introduced. Night Clubs reopen.	
28	Sat 12 Jun 2021 01:30	While outside victim was punched in the face sustaining ABH level injuries (Cuts & bruising) Suspect identified.	Evidential difficulties as aggressor could not be established. CCTV not operating fully.

APPENDIX B

LICENSED PREMISES ACTION PLAN (Phase 1)

Action Plan amended on 02/03/2022 – following review of previous action plan

Licence Number: Harlow/Prem/ 0008/29	Premises Name: The Clock House Premises THE CLOCK HOUSE 11-12A ADAMS HOUSE EAST GATE, HARLOW, Address: ESSEX, CM20 1BD	Date range of issues: January 2022-Present Review date: May 2022
--------------------------------------------	------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------

Issue	Specific realistic agreed actions & how compliance will be monitored, achieved and maintained -	Timeframe
Most disorders taking place between 00:00-03:30	No entry or re-entry after 01:00 save for bona fide customers who have used the designated smoking area.	Immediately. Premises was back open until normal time due to COVID restrictions being lifted.
Serious incident where customer had a glass thrown at her causing GBH level injuries	Drinks must only be served in polycarbonate/plastic containers; save with the exception of bottles of champagne or spirits/wine supplied by waiter/waitress service to tables. Customers shall not be permitted to leave their table carrying any such glass bottles. Polycarbonates are to be used on Fridays, Saturdays and Bank holidays.	To continue.
So that customers know who the security team is and can be identified. Will act as a deterrent	All SIA licensed door supervisors engaged at the premises for the purpose of supervising customers outside must wear high visibility jackets/vests. (Reason being difficult from BWV to establish who is customer and who is door staff.)	To continue.
Suspects can be identified if there are incidents of crime and disorder	All persons entering the premises after 2100 hours on Fridays and Saturdays (until 03:00 the following morning) will have their photographic ID scanned and recorded with a real-time image of them. This data shall be provided to Police upon lawful request. Failure to provide ID will result in refused entry. (Reason being - Recent incidents have resulted in suspects/customers not being identified).	To be in place before review in May
Prevent people bringing in drugs and weapons to the premises	Door staff to search patrons on entry.	Door staff to continue to search patrons in line with policy – LICENSING NEED TO BE SEND THIS POLICY. HAVE CHASED.
This is due to numerous incidents taking place outside of	Staff will be retrained on the dispersal policy every 6 months. This will be recorded and available inspection by the police or local authority.	Immediately.

<p>the premises around closing time. BWV shows staff not encouraging people to leave the area.</p>		
<p>Incidents at the premises very much rely upon police resources</p>	<ul style="list-style-type: none"> • On Fridays - The premises licence holder will ensure that a minimum 4 SIA licensed door supervisors will be on duty at the premises from 21:00 until 30 minutes after the premises closes to the public. • On Saturdays - The premises licence holder will ensure that a minimum 4 SIA licensed door supervisors will be on duty at the premises from 21:00 until 30 minutes after the premises closes to the public. • During non-standard timings - The premises licence holder will ensure that a minimum 4 SIA licensed door supervisors will be on duty at the premises from 21:00 until 30 minutes after the premises closes to the public. 	<p>The premises implemented this and have been using 4 door staff on Fridays and Saturdays over the past couple of weeks.</p>

- Retraining on challenge 21 and intoxication to be completed – continue in line with company policy.
- Door Staff to continue to use body BWV – to continue in line with company policy.
- Increase in Area Manager visits to the pub on a Friday and Saturday - to continue.
- Ensure kitchen knives are removed when kitchen closes and placed in office - to continue.

Name of DPS/ Premises Licence Holder	Signature of DPS/Premises Licence Holder Representative	Date	Name of Police Representative
REDACTED		02/03/2022	REDACTED

Distribution:	Police + Licensing Authority + Premises Licence Holder + DPS + Manager of premises (if any)
---------------	---------------------------------------------------------------------------------------------

APPENDIX C

The below premises are situated within Harlow Town Centre, opening times are shown for comparison with The Clock House opening hours:

- **P5 Lounge (Restaurant)** – 17 EAST GATE, HARLOW, ESSEX, CM20 1HP:
Sale of alcohol times are Mondays-Wednesdays until 23:30, Thursdays until 01:00, Fridays-Saturdays until 01:30 and Sundays until 23:30.
Distance from the Clock House to this premises is: 325ft
(Approximately a 1 minute walk).
- **Greek Flavours (Restaurant)** - 3 EAST GATE, HARLOW, ESSEX, CM20 1HP:
Sale of alcohol times are Mondays-Sundays until 00:30.
Distance from the Clock House to this premises is: 0.1 miles
(Approximately a 2 minute walk).
- **Amber Restaurant (Restaurant)** – 4 THE ROWS, HARLOW, ESSEX, CM201BX:
Sale of alcohol times are Mondays-Thursdays until 23:00, Fridays-Saturdays until 01:00 and Sundays until 23:00.
Distance from the Clock House to this premises is: 0.2 miles
(Approximately a 3 minutes walk).
- **Yuces (Restaurant)** - 1 THE ROWS, HARLOW, ESSEX, CM20 1BX:
Sale of alcohol times are Mondays-Wednesdays until 01:00, Thursdays until 03:00, Fridays-Saturdays until 04:00 and Sundays until 02:00.
Distance from the Clock House to this premises is: 0.2miles
(Approximately a 4 minute walk).
- **William Aylmer (Pub)** - AYLMER HOUSE KITSON WAY, HARLOW, ESSEX, CM20 1DG:
Sale of alcohol times are Mondays-Thursdays until 00:30, Fridays and Saturdays until 01:00 and Sundays until 00:30.
Distance from the Clock House to this premises is: 0.2 miles
(Approximately a 4 minute walk).
- **King Du (Restaurant)** - 1-3 WESTGATE HOUSE WEST SQUARE, HARLOW, ESSEX, CM20 1JJ:
Sale of alcohol times are Mondays-Wednesday until 00:00, Thursdays until 01:00, Fridays-Saturdays until 02:00 and Sundays until 00:00.
Distance from the Clock House to this premises is: 0.2 miles
(Approximately a 4 minute walk).

- **Harlow Bowl (Bowling Alley)** – 32B TERMINUS STREET, HARLOW, ESSEX, CM20 1EY:
Sale of alcohol times are Mondays-Thursdays until 23:00, Fridays-Saturdays until 00:00 and Sundays until 23:00.
Distance from the Clock House to this premises is: 0.2 miles
(Approximately a 4 minute walk).
- **Phoenix Live (Bar)** – 43 HARVEY CENTRE HARVEY CENTRE APPROACH, HARLOW, ESSEX, CM20 1XR:
Sale of alcohol times are Mondays-Sundays until 00:00.
Distance from the Clock House to this premises is: 0.3 miles
(Approximately a 5 minute walk).
- **Riley's Snooker Club (Snooker Club)** – PHOENIX (RILEYS) SNOOKER CLUB PLUS LIBRARY EXTENSION CROSS STREET, HARLOW, ESSEX, CM20 1HA:
Sale of alcohol times are Mondays-Sunday until 01:00.
Distance from the Clock House to this premises is: 0.3 miles
(Approximately a 6 minute walk).
- **Master Barista (Restaurant)** – UNIT 9 THE WATER GARDENS, SOUTH GATE, HARLOW, ESSEX, CM201AB:
Sale of alcohol times are Mondays-Sunday until 22:00.
Distance from the Clock House to this premises is: 0.4 miles
(Approximately a 7 minute walk).
- **Harlow Playhouse (Theatre)** – PLAYHOUSE SQUARE, HARLOW, ESSEX, CM20 1LS:
Sale of alcohol times are Mondays-Sunday until 02:00.
Distance from the Clock House to this premises is: 0.4 miles
(Approximately an 8 minute walk).
- **Five Guys (Restaurant)** – UNIT A3.4 CIVIC WALK COLLEGE SQUARE, HARLOW, ESSEX, CM20 1AQ:
Sale of alcohol times are Mondays-Saturdays until 23:00 and Sundays until 22:30.
Distance from the Clock House to this premises is: 0.4 miles
(Approximately an 8 minute walk).
- **Nando's (Restaurant)** – NANDOS CHICKENLAND LTD CIVIC WALK COLLEGE SQUARE, HARLOW, ESSEX, CM20 1AQ:
Sale of alcohol times are Mondays-Saturdays until 23:00 and Sundays until 22:30.
Distance from the Clock House to this premises is: 0.4 miles
(Approximately an 8 minute walk).

- **Pizza Express (Restaurant)** – UNIT A3 1 CIVIC WALK THE WATER GARDENS COLLEGE SQUARE, HARLOW, ESSEX, CM20 1AQ:
Sale of alcohol times are Mondays-Sunday until 00:00.
Distance from the Clock House to this premises is: 0.4 miles
(Approximately an 8 minute walk).

APPENDIX D**OUTCOME SOUGHT AT FULL REVIEW HEARING**

That the opening hours and hours of licensable activity are reduced, the DPS removed and conditions modified or imposed as below.

1. Opening Hours

It is proposed the opening hours on a Thursday to Saturday night are reduced to:

Thursday – 0700 – Midnight

Friday and Saturday (and 'notable days' save New Year's Eve) 0700 – 0130

New Year's Eve 0700 – 0400

2. All Licensable Activity

It is proposed the premises hours of licensable activity on a Thursday to Saturday night are reduced to:

Thursday – 1000 – 2330

Friday and Saturday (and 'notable days' save New Year's Eve) – 1000 – 0100

New Year's Eve – 0700 - 0330

3. That the Designated Premises Supervisor is Removed**4. Essex Police propose that all existing conditions are replaced by the conditions set out overleaf.**

General – all four licensing objectives

No	Condition
1	After 21:00 on Friday, Saturday (and on non-standard timing days and New Year's Eve) there shall be a personal licence holder on duty on the premises when alcohol is offered for sale.
2	A Clubscan/IDSCAN or similar system shall be operated at the premises. All persons entering the premises when SIA door supervisors are required to be present as a condition of the licence must provide verifiable ID and have their details recorded on the system.
3	An individual may not supply alcohol unless that individual has the written consent of the Designated Premises Supervisor or other employed Personal Licence Holder. A written record of this consent will be retained on the premises at all times when such an individual supplies or proposes to supply alcohol and be made available immediately upon reasonable request of the police or licensing authority.
4	Essex Police shall be provided with 21 days' notice where an event is to be held which is organised by an external promoter or is promoted/advertised to the public by an external promoter. This notice shall include full details of the nature of the event and the promoter and be e-mailed to the central police licensing team (the address of which appears on the Essex Police website).

Prevention of Crime and Disorder

Number	Condition
5	The premises shall have installed and maintain a closed circuit television surveillance (CCTV) system that at all times complies with the below requirements: <ul style="list-style-type: none"> i. CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality in all lighting conditions particularly facial recognition; ii. CCTV cameras shall cover all entrances and exits and all areas where the sale of alcohol takes place; iii. Equipment must be maintained in good working order, be correctly time and date stamped, recordings must be kept in good working order and kept for a minimum period of 31 days; iv. At all times, whilst the premises is open for licensable activities, there are members of staff able to immediately provide viewable copies of recordings to the police or licensing authority staff upon reasonable request; v. The recording equipment and data storage devices shall be kept in a secure environment;

Number	Condition
	<p>vi. An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant: in the event of any failure, this will be recorded immediately.</p>
6	<p>Signs must be displayed at all entrances and exits advising customers that CCTV is operating at the premises and shall be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.</p>
7	<p>An incident log shall be kept at the premises, and made immediately available to police or licensing authority staff upon reasonable request.</p> <p>The log must be completed as soon as is possible and within any case within 4 hours of the occurrence and shall record the following:</p> <ul style="list-style-type: none"> 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 a CCTV system, searching equipment or scanning equipment mandated as a condition of the licence <p>The incident log shall either be electronic or maintained in a bound document with individually numbered pages and be retained for at least 6 months from the date of the last entry.</p>
8	<p>Where SIA licensed door supervisors are used at the premises a record shall be maintained (on the premises) which is legible and details:</p> <ul style="list-style-type: none"> i. The day and date when door supervisors were deployed; ii. The name and SIA registration number of each door supervisor on duty at the premises; and iii. The start and finish time of each door supervisor's worked duty period. <p>This record shall be retained on the premises for 31 days and be immediately provided to police or licensing authority staff upon reasonable request.</p>
9	<p>Where SIA licensed door supervisors are employed at the premises (either directly or via a third party) a check of the current validity of each door supervisor's licence shall be conducted via the SIA website at the commencement of employment at the premises and monthly thereafter and recorded in a log.</p>

Number	Condition
	This log shall be retained for at least 6 months after the last recorded check and be immediately provided to police or licensing authority staff upon reasonable request.
10	<p>On any occasion where the premises conducts licensable activities past midnight, at least 4 SIA licensed door supervisors must be on duty from 21:00 hours until at least 30 minutes after the premises closes.</p> <p>At all other times the premises is required to risk assess the requirement to deploy SIA door supervisors.</p>
11	<p>On any occasion where the premises conducts licensable activities past midnight at least 50% of persons entering or re-entering the premises shall after 22:00 hours be searched by a SIA licensed door supervisor for drugs and concealed weapons.</p> <p>Prominent signs (minimum size 200 x 148 mm) that searches are conducted shall be displayed at all entrances and be legible to prospective patrons whilst the premises is open for licensable activities.</p>
12	At all times when SIA licensed door supervisors are required to be present as a condition of the licence, SIA licensed door supervisors shall supervise any queue to enter the premises that forms outside the premises.
13	All SIA licensed door supervisors engaged at the premises for the purpose of supervising or controlling queues or customers must wear high visibility jackets or vests.
14	<p>At all times, admission to the premises shall remain under the exclusive control of the premises' management and staff and any SIA licensed door supervisors deployed shall be hired (directly or indirectly) by the premises licence holder, designated premises manager or some other responsible person directly involved in the management of the premises.</p> <p>This requirement exists even where:</p> <ul style="list-style-type: none"> i. The premises is hired/used by independent promoters; or ii. An arrangement exists with an independent promoter who arranges an event that includes admission to the premises.
15	The premises shall have in place and operate a zero-tolerance policy with regard to the use/possession of controlled drugs and psychoactive substances and advertise the same within the premises on posters and similar means.

Number	Condition
	<p>This policy shall specifically include but not be limited to:</p> <ul style="list-style-type: none"> i. Searching practices upon entry; ii. Dealing with patrons suspected of using drugs on the premises; iii. Scrutiny of spaces including toilets or outside areas; iv. Clear expectations of staff roles (including the DPS, managers/supervisors and door supervisors); v. Staff training regarding identification of suspicious activity and what action to take; vi. The handling of items suspected to be illegal drugs or psychoactive substances vii. Steps taken to discourage and disrupt drug use on the premises viii. Steps to be taken to inform patrons of the premises drug policy/practices <p>A copy of this policy document shall be lodged with the police and licensing authority.</p>
16	<p>During the period in which the premises is open for licensable activities after 21:00 hours, toilets shall be checked on at least an hourly basis for the purpose:</p> <ul style="list-style-type: none"> a) of detecting and deterring the use of controlled drugs and psychoactive substances; and b) maintaining public safety. <p>A record of these checks shall be maintained with the date, time, and condition of the toilets and staff member conducting the check.</p> <p>These records shall be made contemporaneously, retained at the premises for at least 3 months and made available immediately upon demand to police or licensing authority staff.</p>
17	<p>A suitable drugs safe/cabinet shall be fitted and any seized items shall be deposited in it. The safe shall be installed at the main entrance or otherwise agreed with Essex Police and only the police shall have the access keys. Any seized items shall be placed in a clear bag with a label stating the circumstances of why it is in the safe.</p>

Public Safety

Number	Condition
18	<p>At all times when SIA registered door supervisors are required as a condition of the licence: no persons shall be permitted to take bottles, glasses or drinking vessels (other than plastic/polycarbonate/paper etc. vessels) from the premises.</p> <p>Conspicuous signage (of a minimum size of 200mm x 148 mm) shall be displayed, at each ingress/egress point explaining this policy.</p>

Prevention of Public Nuisance

Number	Condition
19	Clear and legible notices must be prominently displayed at any area used for smoking requesting customers to respect local residents and use the area quietly.
20	<p>When SIA door supervisors are required to be on duty as a condition of the licence, no persons shall be admitted or re-admitted after midnight to the premises except for persons who have temporarily left the premises to smoke.</p> <p>Notices to that effect (of a minimum size of 200mm x 148mm) will be displayed at the premises' exits.</p>
21	There shall be a 30 minute period where music volume is reduced and lighting increased before the end of the provision of live or recorded music.
22	Except when being used for entry or egress by a patron, all external windows and doors shall be kept shut after 23:00 hours or the commencement of live or DJ led recorded music, whichever is earliest.
23	<p>A written dispersal policy will be formulated and provided to the police and licensing authority which amongst other things details:</p> <ul style="list-style-type: none"> • How patrons leaving the premises shall be directed away from the premises; • How patrons will be informed of the services of taxi and private hire operators; • What staff will be responsible for supervising those leaving the premises and how they will supervise such persons; • Any 'wind' down periods; • Methods to prevent re-entry to the premises; • How bottles and glasses will be prevented from being removed from the premises at closing time.

Protection of Children from Harm

Number	Condition
24	<p>A Challenge 25 scheme shall be operated, whereby any person who appears to be under the age of 25 years of age is required to produce on request an item which meets the mandatory age verification requirement (photo, name, date of birth and either a holographic mark or ultraviolet feature) and is either a:</p> <ul style="list-style-type: none"> • Proof of age card bearing the PASS Hologram; • Photocard driving licence; • Passport; • Ministry of Defence Identity Card; or • Otherwise provided by future legislation.
25	<p>The premises shall clearly display signs at the each point of sale and in areas where alcohol is displayed advising customers that a 'Challenge 25' policy is in force.</p> <p>At the point of sale, such signs shall be a minimum size of 200mm x 148mm.</p>
26	<p>All staff engaged in the sale or supply of alcohol on the premises shall have received training in relation to the protection of children from harm (including under-age sales), how to recognise drunkenness and the duty not to serve drunk persons. Refresher training shall be carried out at least every six months.</p> <p>Training records shall be kept on the premises (or otherwise be accessible on the premises) for a minimum of 12 months and made immediately available to police, trading standards or licensing authority staff upon reasonable request.</p>
27	<p>After 21:00 hours, no person under the age of 18 years of age shall be permitted to enter or remain on the premises unless they are accompanied by an adult when the sale or supply of alcohol takes place; save to enter/exit residential parts of the building.</p>

Miscellaneous

28	<p>All door supervisor(s) supervising the entrance to the premises will wear Body Worn Video Cameras (BWV). Recordings of BWV shall be retained for a minimum of 31 days and be made available to Essex Police or an authorised officer of the licensing authority upon reasonable request.</p> <p>Door supervisors will be required to activate the recording function of such devices under the following conditions:</p> <ol style="list-style-type: none"> 1. Any use of force situations; 2. When it may be reasonably supposed a use of force situation is imminent;
----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- | | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ol style="list-style-type: none">3. When conducting a non-intimate consensual search as a condition of entry;4. When dealing with an individual who is making threats of violence toward any other person; or5. Initial scene capture where a criminal offence appears to have taken place. |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|