

The Tea House, Bishops Park, London SW6 6EA ("The Tea House")

Statement on Crowd Control & Disabled Access



The Tea House is the park café for Bishops Park in the London Borough of Hammersmith & Fulham. It is an historic building that is served this purpose for many decades and the landlord is the London Borough of Hammersmith and Fulham ("LBHF"). It is currently operated by Parklife Trading Limited ("Parklife"), a specialist operator of park cafes in London. Parklife has experience of operating cafes in large green spaces in five London boroughs, including two substantial and high footfall Commons (Wandsworth and Streatham). Further details can be found at

As a park café, it is a highly weather dependent and seasonal business, with much larger volumes of customers in the summer and weekends than the winter weekdays for example. It has been designed and built for the peak days.

Layout & Design

The Tea House benefits from a layout and design that facilitates movement through the site. It has been specifically designed and renovated to maximise speed of service through the building, with a large one way counter system built around the central core of the building. Seating capacity has been reduced in favour of space for customers to steadily progress through the service sequence, with 2-3 metres of clear space around the counter. There is a single 1.2 metre pinch point around one nib wall but ample space either side for movement.

There are three entry and exit points to the building which are even spaced evenly around the customer area on each side of the property. These are unlocked and open during operating hours and this is monitored by Parklife's compliance system, a cloud based app called Trail. These entry and exit points are designed to allow the building to empty rapidly in case of emergency.

The building has ample natural ventilation as well as small scale mechanical heating and cooling.

Service Model

Service is operated in a single lateral flow queuing system as normally found in specialty cafes, with customers moving past product displays (drinks, bakery, snacks) before approaching the till points in turn, as opposed to a pub style counter where all customers can simultaneously approach the counter front on. This eliminates the risk of surges at the counter.

The demographic of park users is diverse across age ranges, family type, ethnicity and socio-economic. This diversity promotes an atmosphere and tolerance, assisted by the cafes core business of being a daytime park café which attracts a regular set of customers who set an example of how to use and behave in the café. This is important to setting the right tone for new customers. Signage and music are also used to create the right atmosphere for calm, efficient and positive service in the café. It is very much family style park café hospitality.

Exterior Considerations

There is substantial space around the café for customers to consume product both in the agreed seating area around the café and in the broader park. Busy days are dry days and on these days, the inside space becomes predominately service space (and less for seating and dwelling), so customer density effectively self regulates.

Moving vehicles are minimised within the park and subject to low speed restrictions and this is regulated by LBHF personnel including parks officers, parks police and the Met police. External lighting and the security of footpaths are the responsibility of LBHF and are of a satisfactory standard, with any issues relating to the café reported to parks personnel.

There are provisions in the lease to ensure that internal music from the café is inaudible from the outside and that no flashing lights are visible from the outside.

Disabled User Considerations

For disabled customers, the spacing around the counter and the café facility has been designed to accommodate wheelchair users, and staff are trained to communicate with all customers to facilitate service to wheelchair users. Furniture is DDA compliant both inside and outside the café and has been selected in consultation with LBHF. There is a DDA toilet facility within the café itself, as well as additional facilities as part of the public toilets 50 yards from the café. Staff are trained to be helpful and mindful of hidden disabilities.

Alcohol Service Considerations

Should alcohol be served in the event of a successful license application, it should be noted that the products that Parklife sells are premium alcohol products such as craft beer and cider, organic wines and artisan spirits. Parklife does not sell low priced high strength products.

As is common in park café operations, beer and cider are sold from self serve fridges by the service point (i.e. under staff supervision, at height away from children, under CCTV surveillance and shuttered for non-licensed opening times). Wines and spirits are ordered from staff at the till point. It should be noted that alcohol forms a small proportion of overall sales in a park café operation.

Parklife has had no incidents of disorderly behaviour since taking on its first licensed park café on Wandsworth Common in 2014, and none at any of the subsequent cafés on Streatham Common and Twickenham Riverside. Parklife's cafés are regularly inspected by parks and Met police which to date has been a mutually constructive relationship, where the café has used as a facility to assist in the safeguarding of the park space more generally.

The property is ultimately controlled by LBHF who set the conditions in the lease and also select the operator based on their operating style. This provides a control over the property being run as a wet led pub style operation for example.

A licensing application has been developed in consultation with the Met police to ensure that it has considered and satisfies the four Licensing Objectives.

Emergency Situation Considerations

Site staff have multiple methods of communication with Parklife management via mobile device (voice, data, messaging) and there is also live CCTV that can be accessed remotely by Parklife management to assist with any emergency situations.

A Fire Risk Assessment and Management Plan has been completed for the Tea House including a site plan, this is available from Parklife.