

London Borough of Hammersmith & Fulham

STATEMENT OF LICENSING POLICY

2022 - 2027

DRAFT

Contents

Foreword - Councillor Cowan, Leader of the Council	3
1 Introduction	5
2 Key Themes of the Statement of Licensing Policy	7
3 Key principles	10
4 Scope of the Policy	11
5 The Licensing Objectives	12
6 Licences	13
7 Operating schedules	13
8 Licensing Committee	15
9 Responsibilities under the Immigration Act 2016 and the Modern Slavery Act 2015	17
10 POLICIES	18
POLICY 1: LOCAL AREA RISK ASSESSMENTS	18
POLICY 2: LICENCE CONDITIONS	19
POLICY 3: LICENSING HOURS	21
POLICY 4: CUMULATIVE IMPACT	22
POLICY 5: ALIGNMENT WITH OTHER POLICIES AND STRATEGIES	23
POLICY 6: CONSULTATION	25
POLICY 7: TEMPORARY EVENT NOTICES (TENS) AND OTHER EVENTS	25
POLICY 8: LARGE OUTDOOR EVENTS	26
POLICY 9: ENFORCEMENT	27
POLICY 10: DEALING WITH COMPLAINTS, REPRESENTATIONS AND REVIEWS	28
POLICY 11: CONSIDERATION OF OUR RESIDENTS	29
POLICY 12: SUPPORT FOR LOCAL BUSINESSES	30
POLICY 13: ALIGNMENT WITH PLANNING	31
POLICY 14: DELIVERY SERVICES	32
POLICY 15: DRINK SPIKING ISSUES	33
POLICY 16: THE SAFETY OF WOMEN AND GIRLS IN LICENSED SETTINGS	33
ANNEXES	35
ANNEX 1: GUIDANCE ON PROMOTING LICENSING OBJECTIVES IN OPERATING SCHEDULE	35
ANNEX 2: OVERVIEW OF LICENCE APPLICATION PROCESSES	42
ANNEX 3: MANDATORY LICENCE CONDITIONS	44
ANNEX 5: GLOSSARY	51
ANNEX 6: MOPAC/SSLP LICENSING POLICY CHECKLIST AND ASSESSMENT	54
USEFUL CONTACT DETAILS	56

Foreword - Councillor Cowan, Leader of the Council

Hammersmith & Fulham continues to rise to the challenges of our time, together. Ongoing investment means that our business environment and residential landscape is rapidly changing and we're excited to share the amazing opportunities with everyone.

We make no secret that we want to make our borough the best place to do business in Europe and to ensure that everyone benefits, not just a favoured few. In Hammersmith & Fulham, we want to use the power of local government to create a borough able to compete with the best in the 21st century and transform our borough into an inclusive global economic hotspot.

We believe local government has a role in supporting growth. It can bring partners together, regenerate town centres, help with affordable workspaces, teach people the skills they need, use procurement to support local firms and much more. We believe that a diverse, vibrant and safe night-time economy (6pm to 6am) has a key role to play in supporting this growth. That's why we've created a new modern business-friendly licensing policy for Hammersmith & Fulham.

With the many advantages that Hammersmith & Fulham has to offer now, it's no surprise investors are already eyeing up the borough for growth and new business ventures.

That's why we're reimagining the tired old Town Hall, turning it into the first Civic Campus in the country – a public amenity set to become a vibrant entertainment, arts, business, education and social destination. Our new Civic Campus will be a modern work, entertainment and retail place, set to rejuvenate Hammersmith. The new Civic Campus will include the following benefits:

- A new four-screen cinema,
- A new public rooftop café and sky bar;
- New cafes, shops and restaurants and car park site;
- 204 genuinely affordable new homes;
- New homework spaces for children and students;
- A new art gallery;
- New event spaces;
- New affordable, flexible office spaces for start-up entrepreneurs;
- New public squares with space for performances and;
- Inclusively designed buildings to ensure full access for Disabled people;
- Eco-friendly buildings to minimise our carbon footprint and cut fuel bills.

We want to attract retailers and hospitality outlets that are in keeping with the values of the campus.

Recognising that the pandemic has had a devastating effect on many retail and hospitality businesses, we are improving the public realm to make it a better place for people to shop, eat, drink, relax and enjoy local arts and facilities. We want to create a vibrant, safe and considerate night-time economy.

We support the revival of nightlife, with more well-managed late licences in non-residential areas. We want to make H&F an even more attractive place to live, work and visit; so that restaurants, cafes, bars and other licensed hospitality premises can profit.

We want our high streets to be experience destinations and community hubs, supporting budding, local SMEs to use pop-up and ‘meanwhile’ spaces, e.g. Friday and Saturday night food courts or breakfast pop-up markets in residential areas.

We have exceptional transport links - the nearest major business centre to Heathrow, just 10 tube stations away. The West End and the City are in easy reach and HS2 at Old Oak Common is set to speed up travel to the rest of the UK. We’re home to numerous international businesses and new regeneration projects are boosting White City, Shepherd’s Bush, Hammersmith town centre and Fulham. Hammersmith & Fulham is home to three football clubs, Westfield, IKEA UK’s first small store and so much more.

Our thriving media, creative, and cultural scene includes the Lyric and Bush Theatres, LAMDA, Riverside Studios and the BBC. Our leisure facilities and night-time economy make the borough a great place to live and work. Our industrial strategy aims to take our borough to the next level and centres around four priorities: ‘West Tech’; encouraging enterprise; a great place in London; and people - growth for all.

In 2018 with ‘[The Change We’ll Bring Together](#)’, we said that we’d support the night-time economy in our town centres in a way that is sensitive to local residents but enhances the borough as a destination for inward investment, tourists and visitors and we did what we promised.

Hammersmith and Fulham Council has been recognised as leading the way in our approach to partnership working to support our night-time economy. Our Night-Time Economy Working Group¹ includes officers from across the council including resident engagement and external partners from the police and local business improvement districts (BIDs) to identify issues that impact the borough.

We cannot forget that alcohol is often the cause of anti-social behaviour, nuisance and disturbance caused to residents, together with crime and disorder problems. We believe that well-managed businesses and responsible operators are the key to addressing this problem.

This policy clearly sets out our expectations as a Licensing Authority to anyone responsible for the operation of a licensed premises within Hammersmith & Fulham; on how to promote the four licensing objectives as set out in the Licensing Act 2003.

We believe the policy strikes a balance between providing an environment within which responsible business operators can succeed and contribute towards a vibrant business and thriving night-time economy in a sustainable way - promoting economic growth whilst protecting residential amenity.

Think of the future night-time economy of Hammersmith & Fulham where all our licensed businesses are signed up to the Women’s Night Safety Charter; and we have the creation of numerous new businesses and jobs in a 21st century night-time economy, providing useful leisure, cultural and hospitality amenities for our residents, visitors and night workers.

I would like to thank the many businesses, amenity groups, residents and organisations that took time to join discussions and to input into the consultation for this policy. These contributions have been a vital source of information when reviewing our Statement of Licensing Policy.

Councillor Stephen Cowan Leader Hammersmith & Fulham

¹ Night-time Economy Working Group includes representation from the following services: Licensing, Environmental Health (Food Safety & Health & Safety), Planning, Public Realm, Noise & Nuisance, Economic Development, Community Safety, Law Enforcement Team, Business Intelligence, ASB Unit, Police, H&F BID, Fulham BID, Parking, GLA

1 Introduction

Purpose of the Licensing Statement

Hammersmith & Fulham Council as the 'Licensing Authority' will have regard to this policy when carrying out its functions under the Licensing Act 2003 ("the Act").

The Act requires the Licensing Authority to publish this Statement of Licensing Policy. This policy will be used as a guide in decision making with regard to licensing matters.

The law provides a clear focus on the promotion of four statutory licensing objectives which must be promoted when licensing functions are undertaken, these are:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance; and
- The protection of children from harm.

Each objective is of equal importance. It is important to note that there are no other licensing objectives.

In carrying out its licensing functions, the Licensing Authority will actively seek to promote the four Licensing Objectives set out in section 4 of the Act and as outlined above.

To achieve these objectives the Licensing Authority will use its full range of powers and engage all relevant responsible authorities. The Licensing Authority will enter into appropriate partnership arrangements, working closely with the police, the fire authority, Trading Standards, Environmental Health, planning, home office, safeguarding children authority, Public Health, local businesses, community representatives and Hammersmith & Fulham residents and other stakeholders in meeting these objectives.

The Licensing Authority for the London Borough of Hammersmith & Fulham makes this Statement of Licensing Policy in accordance with section 5 of the Act.

This policy statement has, amongst other things, four main purposes which are:

- **To inform and advise Members of the Licensing Committee** of the powers of the Licensing Authority and the boundaries and basis for making their decisions.
- **To inform and advise licence applicants** what matters the Licensing Authority will consider when making decisions and how licensed premises are likely to be able to operate within the borough.
- **To inform and advise local residents and businesses** of the considerations which the Licensing Authority will take into account, when making licensing decisions.
- **To inform and advise Responsible Authorities** of their collective powers and responsibilities under the Act, to promote the four Licensing Objectives.

The Licensing Authority has taken full account of the guidance issued to it by the Secretary of State under section 182 of the Act. Where it is necessary to depart from that guidance, the Licensing Authority will give its reasons for doing so. A copy of the Statutory Guidance can be found on the licensing pages of our website.

Additionally, in formulating this policy document the Licensing Authority has had regard to the provisions of the European Convention on Human Rights, the Equality Act 2010 and has also taken into account the provisions of the Crime and Disorder Act 1998.

The Act requires the Licensing Authority to review the licensing policy every five years. All reviews will be subject to consultation with all stakeholders. Comments received will be taken into account in the revised policy to be published. Issues that arise concerning implementation of the policy will be recorded in an issue log and taken into account during any review. **The stakeholder consultation and engagement feedback will inform our strategic and operational work plans, to embed the policy aims.**

About the London Borough of Hammersmith & Fulham

Hammersmith & Fulham is one of 13 inner-London boroughs. It is situated in west London, on the transport routes between the city and Heathrow airport. It is a long, narrow borough, running north to south with a river border at its south and south-west side. It is bordered by six London boroughs – Brent to the north, Kensington and Chelsea to the east, Wandsworth and Richmond-upon-Thames to the south, and Ealing and Hounslow to the west. Not including the City of London, it is the third smallest London borough in terms of area, covering 1,640 hectares. It has three town centres – Shepherd’s Bush, Hammersmith and Fulham and is made up of 21 electoral wards. These range in size from 55 hectares to 344 hectares.

Hammersmith & Fulham is a socially diverse area with a cosmopolitan population, sharing the advantages and disadvantages of inner-city life. This presents the challenge of securing the safety and amenity of residential communities while facilitating a sustainable entertainment and cultural industry. To date, the Licensing Authority has been successful in seeking to strike this balance and has a proven track record of treating each application in a fair and considered way.

Green spaces have been protected and extended to improve the local quality of life. Hammersmith & Fulham Council has made a clear commitment to climate change. With the risk of increased flooding in the borough and climate change posing a danger to lives and livelihoods worldwide, we want to lead by example. We want our licensed premises to do all they can to fight climate change. We welcome green initiatives such as increasing the use of electric vehicles, minimising food waste, making the borough safer for cyclists and pedestrians, promoting low emission bus zones, stopping the use of single use plastics and taking other measures to improve air quality. We want to ensure that our licensed businesses are good for the borough and local people and we also want them to be good for future generations.

Hammersmith & Fulham combines all the very best of London in one borough:

- a thriving cityscape full of commercial opportunity and entrepreneurship
- wonderful parks and open spaces from the glorious terrain of Wormwood Scrubs to the delightful Bishop’s Park
- the Riverside Studios entertainment venue and other bars and restaurants along a two-mile stretch of the Thames River path flowing under the iconic Hammersmith Bridge

- seven superb theatres catering to all tastes including two of London’s major live entertainment venues, the world-famous Hammersmith Eventim Apollo and the Shepherds Bush Empire.
- three professional football teams (Chelsea, Fulham and Queens Park Rangers)
- great connections with 15 tube stations and direct rail links to Heathrow and Gatwick
- superb open-air markets such as at North End Road, Lyric Square and Shepherds Bush.
- the site of a globally-renown University (Imperial College London)
- home to one of Europe’s largest shopping centres, Westfield and a national exhibition centre, Olympia.

Most importantly its greatest asset is its people: a rich diversity from across the world who have made Hammersmith & Fulham their home and brought their cultures with them. So, it is truly the best borough to visit, work and live in. You can view the borough profile [here](#).

Aims of the Licensing Authority

The Licensing Authority is keen to promote the cultural life of our borough and licensing will be approached with a view to encouraging all forms of licensable activity that are carried out in ways consistent with the four Licensing Objectives.

Our licensing policy is designed to build upon the work presently carried out by the Licensing Authority to maintain a dynamic, innovative and attractive place to live, work and relax, to support businesses to be resilient and for residents to be well served and not unduly disturbed. The Licensing Policy is also intended to align with and support other strategies and visions that the Council has published. The Licensing Authority intends to work in partnership with others to ensure integration with local crime prevention measures, planning, transport, tourism, cultural and our industrial strategy, and equal opportunities strategies and policies.

Hammersmith & Fulham as a central London borough, provides a diverse range of licensable leisure and entertainment venues and events. This brings opportunities and benefits to potential new and existing businesses in the licensing industry. For our residents, it can bring local employment and enjoyment from the current regeneration of our three town centres. We will use this licensing policy, alongside other initiatives, to promote the positive aspects of life in the borough; and to manage the negative impacts (e.g. noise nuisance, anti-social behaviour and crime and disorder).

We aim to focus on premises which are causing problems within our communities. We will have a lighter touch for most businesses and community activities which enhance peoples’ lives and their enjoyment of leisure time without having a negative impact. Premises that are associated with any crime or disorder, threaten public safety, generate public nuisance or threaten the wellbeing of children, will be targeted for enforcement action.

2 Key Themes of the Statement of Licensing Policy

We recognise that the global pandemic has been a challenging time for the licensing sector and for the residents of Hammersmith & Fulham. The Licensing Authority is keen to support the licensed sector and leisure offer within the borough, with a particular focus on business resilience and growing a robust and thriving cultural and leisure sector.

To achieve this the Licensing Authority has identified **three key themes** of the Licensing Policy and the Licensing Authority's approach to implementing it. These are:

- A sustainable, well-run licensed sector;
- Hammersmith & Fulham as a good place to live, work and enjoy leisure; and,
- A safe licensing environment and night-time economy.

Theme 1: A sustainable, well-run licensed sector which seeks to encourage new investment whilst supporting existing operators

The Council wants to ensure that:

- Our Licensing Policy supports our licensed sector and the cultural, leisure, hospitality, and entertainment options within it available to Hammersmith & Fulham residents.
- It is easier for well-run local businesses to operate by having a clear, fair and accessible licensing process and system.

We aim to do this by:

- a) Providing clarity and certainty for businesses through pre-application and other business advice.
- b) Providing clear guidance to applicants on the process for applications and what will be taken into consideration when an application is made.
- c) Using the H&F Night Time Economy (NTE) Working Group to work collectively with partners.
- d) Providing a clear outline of when and how enforcement will be applied, with clear guidance on processes and approaches relating to enforcement.
- e) Providing clarity on review processes and circumstances that trigger licensing reviews.
- f) Clearly outlining the process for applying for Temporary Events Notices.
- g) Promoting partnership working approaches, based on mutual aims and efficient ways of working e.g. supporting the promotion of recognised partnership schemes like 'Ask for Angela'.
- h) Encouraging and supporting best practice operations.
- i) Alignment with wider London approaches (e.g. Mayor's vision for London as a 24 hour city), where it is appropriate for the needs of the borough.
- j) Adopting a Policy which helps to create a safe and orderly licensed sector in Hammersmith & Fulham, which is key to the wellbeing of the residents, workers and visitors to the borough.

Theme 2: Hammersmith & Fulham as a good place to live, work and enjoy leisure

The Council wants to ensure that:

- Our licensed sector adds value to the diverse cultural, leisure, hospitality, and entertainment offer that is available to residents, workers and visitors in our borough.
- This Licensing Policy helps in the work towards maintaining an open, accessible, inclusive, safe and orderly wider licensed sector that caters to the diverse population of the borough.

We aim to do this by:

- a) Providing guidance to applicants on how to minimise the negative impacts on residents, workers and visitors within the borough. E.g. noise nuisance, smoke, odours.
- b) Promoting voluntary schemes, like PubWatch and 'ask for Angela' to support local communities.

- c) Encouraging applications that cater for diverse populations and cater to varying needs.
- d) Improving opportunities for ongoing engagement with residents in relation to licensing matters.
- e) Providing clear guidance on expectations of licensees with regard to queuing and dispersal practices to minimise any nuisance to residents.
- f) Providing clear guidance on expectations of how outdoor areas of licensed premises are managed and should be operated to reduce noise, odour, and smoke pollution to residents.
- g) Improving how we collectively address the health impacts related to licensed premises.
- h) Improving how we communicate our expectations on licensing hours for different types of premises, in different parts of the borough. E.g. By designating areas by type residential, local town centre, larger town centres, entertainment areas and areas attracting visitors from other parts of London and wider. These designated areas could then have preferred opening hours associated for each type of premises.
- i) Improving how we communicate our expectations and the details required for large events, **football matches** and events on council public land and TENs policies.
- j) Supporting specific policies and conditions relating to street drinking and congregation around off licences – outlining the clear approach of the Council to reducing street drinking for off-licences.
- k) Providing detailed guidance on expectations for the operation of licensed premises that are primarily offering a delivery service, to minimise noise and disturbance.

Theme 3: A safe licensing environment and night time economy

The Council wants to ensure that:

- Licensing partners, licensees, residents and the wider local community work together to prevent crime and disorderly behaviour, and to make the licenced sector open, inclusive and safe for the diverse population of the borough.
- The licensed sector is managed well to protect children, young people and vulnerable people.

We aim to do this by:

- a) Working in partnership to design out crime and disorder, to address specific crime issues and to support licensees to operate well to minimise crime and disorder in the licensed sector.
- b) Improving our robustness on underage drinking policies, conditions and enforcement responses and clarity on underage times, places and activities in licensed premises.
- c) Effectively using mandatory and local pool of licensing conditions for guidance on operating safely. We will continue to refine these, to meet future licensing challenges in the borough.
- d) Improving the local business community by enforcing against those businesses that don't operate well, are breaking the law and do not contribute to making the borough safe and orderly.
- e) Supporting [Violence Against Women and Girls strategies](#), the principles of the Women's Night Safety Charter and outlining our general expectations around vulnerable people in the NTE.
- f) Clearly outlining our Trading Standards team's underage sales enforcement policies and our process for controlled test purchase operations.
- g) Clearly outlining right to work matters (as required by the Act), for licensees and those authorised to sell alcohol and helping to address issues that contribute to modern slavery.
- h) Clearly outlining our door staff expectations: expected numbers of door staff needed by venue capacity and type; training requirements; and liaison with borough officials and police.
- i) Supporting specific policies around expectations on delivery services, with a strong focus on age verification processes, and staff safety.

- j) Supporting licensees and licensed applicants to engage in Council programmes and training, e.g. [Welfare and Vulnerability Engagement' training package \(WAVE\)](#) to identify and respond to Child Sexual Exploitation (CSE) and other safeguarding concerns.

3 Key principles

The Licensing Authority has significant experience and awareness of the requirements of, and issues surrounding, the entertainment, hospitality, and leisure industry. We will work with the community and our key stakeholders to ensure mutual co-existence.

The Licensing Act 2005 provides the entertainment, hospitality and leisure industries with greater freedom and flexibility to meet the demands of its customers but also provides additional responsibilities for licensees and some extra powers for the Licensing Authority and other authorised officers to work closely to protect residents from disturbance.

This Licensing Authority, with support from the other enforcement agencies, will keep the activities of these licence holders under review. This means that all concerned must work closely together in partnership for the community, of which both businesses and residents form a part. This includes the following principles:

- Responsible Authorities or other persons may view applications for Club Premises Certificates and Premises Licences and may make representations to the Licensing Authority where they believe a licence application, if granted, will undermine one or more of the Licensing Objectives. (See Glossary of terms for other persons and Responsible Authority definitions)
- All relevant representations will be considered during the decision-making process, unless they are considered to be frivolous, vexatious or repetitious in nature. All representations must be made to the Licensing Authority. Only written representations sent electronically (e.g. email), by post or hand delivered will be accepted, however, where circumstances prevent this the Licensing Authority shall consider any other forms of representation on a case-by-case basis.
- If relevant representations are received by the Licensing Authority, the application will be determined by a Licensing Sub-Committee consisting of three Members of the full Licensing Committee. Where no relevant representations have been made licences will be issued by council licensing officers under delegated powers. In making decisions on licence applications, the Licensing Sub-Committee must have regard to the Act and relevant Regulations, the Guidance published by the Home Office under s.182 of the Act, and this Statement of Licensing Policy.
- Applicants should also have regard to these documents when preparing their applications. Applicants should note paragraph 8.34 of the Secretary of State's Guidance in particular, which states that:

'Applicants are, in particular, expected to obtain sufficient information to enable them to demonstrate, when setting out the steps they propose to take to promote the licensing objectives, that they understand:

- i. the layout of the local area and physical environment including crime and disorder hotspots, proximity to residential premises and proximity to areas where children may congregate;

- ii. any risk posed to the local area by the applicants' proposed licensable activities; and
- iii. any local initiatives (for example, local crime reduction initiatives or voluntary schemes including local taxi-marshalling schemes, street pastors and other schemes) which may help to mitigate potential risks.

Please see policy 1 for more information regarding local area risk assessments.

- Where relevant representations have been received by the Council, conditions attached to licences, certificates and Temporary Event Notices will be tailored to the individual style and characteristics of the premises and events concerned. They will relate to the licensing objectives and be restricted to matters within the control of individual licence holders.
- In making decisions on licensing applications and imposing conditions, the Licensing Authority will primarily focus on the direct impact of the activities taking place at the licensed premises on members of the public living, working or engaged in normal activity in the area concerned relating to the four Licensing Objectives.

The Human Rights Act 1998 incorporates the European Convention on Human Rights and makes it unlawful for a local authority to act in a way that is incompatible with a Convention Right. Hammersmith & Fulham Council will have particular regard to its rights and responsibilities under the Human Rights Act 1998 when determining applications and reviewing this policy. The Council will have regard to:

Article 1: of the First Protocol; that every person is entitled to peaceful enjoyment of his or her possessions.

Article 6: that in the determination of civil rights everyone is entitled to a fair and public hearing within a reasonable period of time by an independent and impartial tribunal established by law.

Article 8: that everyone has the right to respect for his home and private life; and

4 Scope of the Policy

Nothing in this policy will prevent any person from applying for a variety of permissions under the Act.

The Policy has been drawn up in consultation with a number of responsible authorities, bodies and organisations, including members of our Licensing Action Group and Night-Time Economy Working Group.

This policy is not intended to duplicate existing legislation and regulatory regimes that already place obligations on employers.

The policy relates to the following activities (known as licensable activities) that are required to be licensed under the Act:

- a. The retail sale of alcohol including licensing of individuals, premises, and purchases via the internet or mail order;
- b. The supply of alcohol to members of club premises;

- c. The provision of regulated entertainment in the presence of an audience. The meaning of regulated entertainment is described in more detail in the Licensing Act 2003, and in particular in Schedule 1 of that Act and includes:
- film exhibitions
 - performances of a play
 - indoor sporting events
 - boxing or wrestling events
 - live music performances
 - playing of recorded music
 - performances of dance

Further details regarding regulated entertainment and exemptions from the need for licensing permissions can be found in the Glossary attached to this document.

- d. The provision of late night refreshment i.e. supply of hot food or hot drink from premises, anytime between 11pm and 5am; and,
- e. The licensing of activities on a temporary basis, Temporary Event Notices (TENs)

The two main types of licences issued under the legislation are personal and premises licences. Club premises certificates can also be issued for qualifying clubs carrying out qualifying club activities. Temporary Event Notices (TENs) may be issued for licensable activities involving no more than 499 people and lasting no more than 168 hours (7 days). References to licences in this document include certificates, TENs or other permissions under the Act.

Licensing is about regulating licensable activities on licensed premises, at qualifying clubs and at temporary events within the terms of the Act.

Accordingly, conditions will centre on the premises and on the vicinity of those premises. What is in the vicinity will depend on the facts of each individual case. However, the Licensing Authority will primarily focus on the direct impact of the activities at the licensed premises on members of the public living, working or engaged in normal activity in the area concerned.

Every application made to the Licensing Authority will be considered on its own merits. This policy will be used as a basis for coming to consistent and transparent decisions on licence applications.

The scope of this policy covers all applications made under the Act. Designated sports grounds, events and exhibition centres are the subject of separate legislation. Consideration of applications for premises licences will be limited to those activities that are licensable under the Act.

5 The Licensing Objectives

In order to ensure the promotion of the four Licensing Objectives the Licensing Authority will require applicants to detail in their operating schedule:

- the steps proposed to promote the licensing objective of the prevention of crime and disorder on, and in the vicinity of, the premises, having regard to their location, character, condition, the nature and extent of the proposed use and the persons likely to use the premises;
- the steps proposed to ensure the physical safety of people using the relevant premises or place

- how they intend to prevent nuisance arising, prevent disturbance and protect amenity so far as is appropriate to ensure that the Licensing Objectives are met. Where there is a relevant representation regarding extended hours, the Licensing Authority will not permit an extension unless it is satisfied that the Licensing Objectives would be met;
- the measures and management controls in place to protect children from harm. Where appropriate a written childcare policy should be available and be incorporated in the induction of staff.

Further guidance on how the Licensing Objectives can be promoted in the operating schedule is included in Annex 1.

6 Licences

Premises Licences, Personal Licences, and Variations to existing licences (including Minor Variations) have specific processes and requirements that are to be followed during applications for them. To ensure that the processes and requirements are clear and open an explanation for each of these is outlined in Annex 2.

Documents which demonstrate entitlement to work in the UK

Applicants may be asked to demonstrate that they have the right to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. Guidance on how this can be demonstrated in specific circumstances is outlined in the linked document:

[Right to work checks: an employer's guide - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/right-to-work-checks-an-employer-s-guide)

7 Operating schedules

Operating schedules for premises licences are the key to ensuring compliance with the four Licensing Objectives. The measures proposed in the operating schedule will normally be converted into conditions to be attached to the premises licence and should therefore fulfil the following criteria:

- (i) Be precise and enforceable
- (ii) Be unambiguous
- (iii) Not duplicate other statutory provisions
- (iv) Be clear in what they intend to achieve, and
- (v) Be appropriate, proportionate and justifiable

Prospective holders of new licences, and those seeking variations to existing licences, are advised to consult with the Licensing Authority and the various responsible authorities at the earliest possible stage in order to reduce the risk of any dispute arising.

The Licensing Authority will seek to impose conditions appropriate to promote the Licensing Objectives. For those premises which present the lowest risk to public safety and the other Licensing Objectives, the Licensing Authority will adopt a light touch approach to regulation.

Operators of licensed premises will have to comply with planning, environmental health, trading standards, fire safety, licensing and building control legislation when opening or adapting licensed premises. The Licensing Authority will seek to avoid confusion and duplication by not imposing licence conditions relating to matters that are required or controllable under other legislation, except where they can be exceptionally justified to promote the Licensing Objectives.

During the course of its inspections, the Licensing Authority may refer matters to any other agency where there appears to be a contravention of the legislation enforced by that agency.

Operating schedule considerations

The Licensing Authority considers that it would be beneficial if operating schedules include all the following:

General

- a description of the style and character of the business to be conducted on the premises (for example, a supermarket, or a cinema with 6 screens and a bar, or a restaurant, or a public house with two bars, a dining area and a garden open to customers);
- A description of the local area and physical environment including crime and disorder hotspots, proximity to residential premises and proximity to areas where children may congregate;
- Where specific policies apply in the area (for example, a cumulative impact policy), applicants are also expected to demonstrate an understanding of how the policy impacts on their application; any measures they will take to mitigate the impact; and why they consider the application should be an exception to the policy.
- the licensable activities to be conducted on the premises;
- the times during which it is proposed that the relevant licensable activities are to take place. This should include the time the premises will be open, the time the last customer will be able to enter the premises, the time the last drink will be served and the time all customers will have left the premises. Detail should also be provided on how this will be managed/controlled;
- Any other times when the premises are to be open to the public;
- Where the licence is required only for a limited period, that period;
- Where appropriate, details of the accessibility of the premises for disabled people. The Licensing Authority will take the current version of the publication “Technical Standards for Places of Entertainment” into account when considering applications for new premises providing entertainment and existing premises where entertainment is provided and refurbishment works are carried out. These standards cover accessibility for disabled people, such as adequate access and means of escape, audible and visible means of communication, toilet facilities, etc;

Licensable activities

Where the licensable activities include the supply of alcohol:

- the name and address of an individual who must hold a valid personal licence to be specified as the designated premises supervisor and be responsible on a day-to-day basis for conducting business in the premises in a manner consistent with the terms and conditions of the licence, in accordance with the Act and in pursuit of the Licensing Objectives; except in some Community Premises which have successfully applied to remove the DPS, see [Section 182 guidance](#).
- whether the alcohol will be supplied for consumption on or off the premises or both;
- details of what seating arrangements will be provided and where;

- When completing operating schedules and in their management of premises, applicants should consider guidance documents on the responsible promotion of alcohol and on binge drinking, such as the British Beer and Pub Association’s document – Point of Sales Promotion Standards for the Management of Responsible Drinks Promotions including happy hours, which is also available via the www.beerandpub.com website. Refer to Annex 1.

For sales of alcohol for consumption off the premises – applicants in respect of off licences and other premises selling alcohol for consumption off the premises may need to consider whether:

- there are shutters to prevent alcohol from being selected in non-licensed periods.
- there are appropriate numbers of staff on duty to deal with possible ‘intimidation’ to sell alcohol.
- there are restrictions required on the sale of low price, high strength alcohol and drink promotions.
- an incident log book is available to record incidents.
- there are measures in place necessary to prevent underage sales. (See Annex 1)
- there are measures in place necessary to prevent alcohol from being sold outside permitted hours where the operating hours of the premises exceed those for the sale of alcohol.
- there are procedures in place to prevent sales of alcohol to intoxicated persons (with particular attention to street drinkers) or individuals leaving premises in the vicinity such as a late night bar; where there is evidence to suggest this is a problem the Licensing Authority may require a temporary cessation of alcohol sales during high risk times.

Where the licensable activities include dance:

- a description of the type of dancing in broad terms, such as if dancing will be done by professionals or if it will be for members of the public, where it will take place on the premises, if the dancing involves striptease or lap dancing.

8 Licensing Committee

The Licensing Committee is a committee which is established under the Licensing Act 2003. The rules regarding membership, composition and conduct are dictated by the Licensing Act 2003. The Licensing Committee, and subsequently the Licensing Sub Committee, does not need to be politically balanced, however, the Licensing Authority will endeavour to do so.

Section 6 of the Licensing Act 2003 specifically states that the Licensing Authority must establish a committee consisting of between 10 and 15 councillors. Section 9 states that the sub-committees should consist of three councillors. The Licensing Authority will endeavour to ensure that three should be the norm even if a quorum is 2.

This Authority’s Licensing Committee will consist of up to fifteen councillors that may sit annually to discuss policy, review delegated decisions, changes in legislation and administrative matters. Accordingly, those Members who sit on the licensing sub-committee will receive training in all areas of licensing under the Act dealing with practice and procedure. This is so that they are equipped with the necessary skills so as to discharge their duties fully during the decision-making process when considering such applications, having regard to those principles set out in the Members Code of Conduct (as more particularly detailed under Part 5 of the Constitution).

A sub-committee of three councillors must determine applications where representations have been received from other persons and/or Responsible Authorities. If a councillor finds that he or she is unable to sit at the sub-committee meeting after the agenda has been published, best endeavours will be made to find a substitute.

Where a councillor who is a member of a Licensing Committee or a subcommittee has had prior, direct involvement in an application before them, in the interests of good governance they will disqualify themselves from any involvement in the decision-making process affecting the premises licence in question.

Where the applicant would like the Licensing Sub-Committee to carry out a site visit, this should be arranged prior to the licensing hearing and should be requested at the earliest opportunity.

Each decision of the Licensing Committee or its sub-committee(s) shall be accompanied with clear reasons for the decision. A summary of the decision will be posted on the council's website as soon as reasonably practicable after the decision has been confirmed, where it will form part of the statutory licensing register required to be kept by the Licensing Authority under section 8 of the Act. Written decisions will be sent to applicant and anyone who has made a valid representation.

The Licensing Authority's authorised officers will deal with applications for premises licences, club premises certificates, interim authorities, provisional statements, transfers, designated premises supervisors and personal licences, where either no representations have been received, or where representations have been received and the parties agree that a hearing is not necessary.

The Licensing Authority's authorised officers will make decisions upon whether representations are frivolous or vexatious. Where representations are rejected, the person making that representation will be given written reasons for the decision.

The steps for consideration of a licensing application, a licensing variation and a club premises certificate are:

- a)** If no representations are made to an application, the Licensing Authority must grant it in full.
- b)** When an application is made, and relevant representations are made to the Licensing Authority it must hold a hearing of the licensing sub-committee (unless those who have made representations agree this is unnecessary).
- c)** The sub-committee will then consider the evidence provided by applicants and those making representations, the Guidance, this Statement of Licensing Policy and any other relevant data.
- d)** The sub-committee will determine the application and will take any steps it considers appropriate for the promotion of the licensing objectives.
- e)** Conditions on the licence, additional to those voluntarily sought by the applicant, may be considered. Appropriate conditions will focus on matters which are within the control of individual licensees and which also relate to the premises or places being used for licensable activities and the impact of those activities in the vicinity. If situations arise where the licensing objectives are compromised but cannot be dealt with by the use of appropriate conditions the Licensing Authority will consider whether it is appropriate for a licence to be issued or continue in operation.

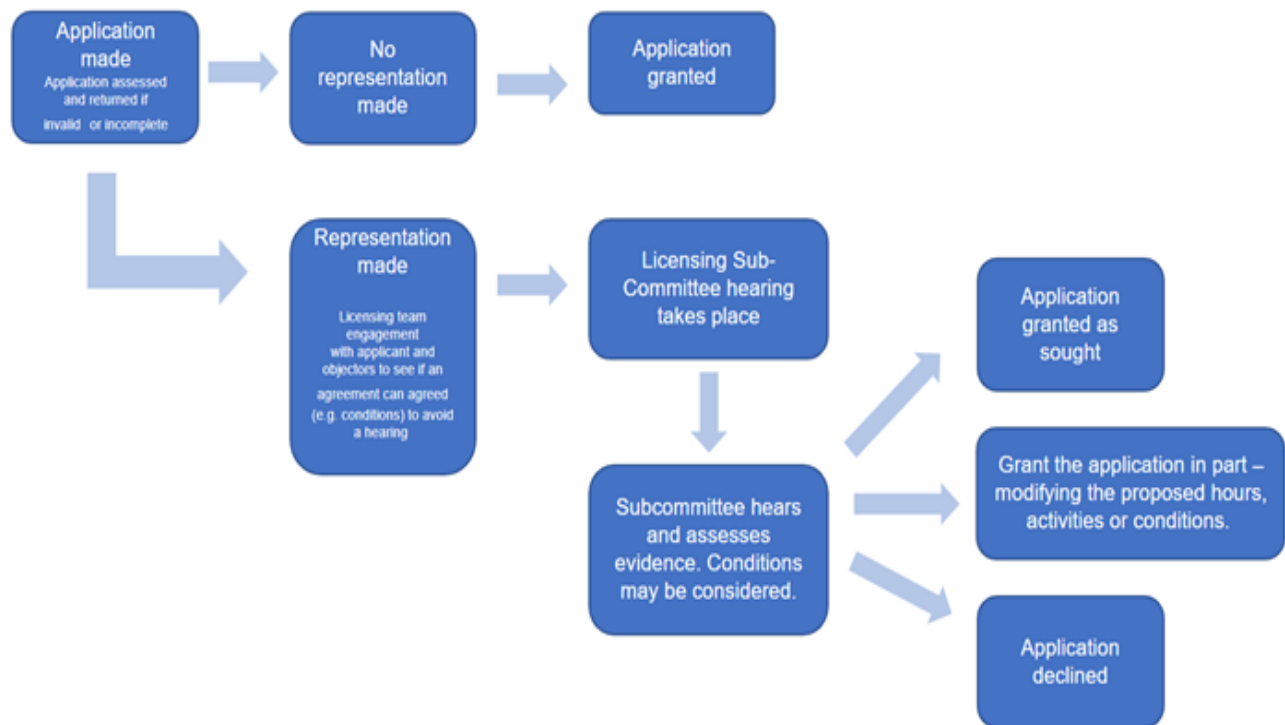


Image 1: Flowchart of licensing process

The licensing sub-committee will also consider applications for Temporary Event Notices where the police and/or the Environmental Protection Service have submitted an objection where they believe the event is likely to undermine the licensing objective.

9 Responsibilities under the Immigration Act 2016 and the Modern Slavery Act 2015

Both Licensees and the Licensing Authority have responsibilities that relate to the prevention of immigration crime, specifically the prevention of illegal working in licensed premises. The London Borough of Hammersmith & Fulham has a duty under the Modern Slavery Act 2015 to co-operate with the Independent Anti-Slavery Commissioner, and the Authority is also under this duty as part of the London Borough of Hammersmith & Fulham see [Tackling modern slavery | LBHF](#) for more information. It is the responsibility of the licence holder to help with prevention. For more information about how to raise awareness of modern slavery (e.g. Posters in establishments) and where support can be found – see the [link to toolkit for businesses](#).

10 POLICIES

This policy section includes specific policy information, all in one place. Each policy topic provides further detail and guidance about the Licensing Authority's expectations and aspirations. Applicants should note any relevant Licensing Policy areas that may apply to their business and apply the following general principles, which will be taken into consideration for all licensing applications.

General Principles for policies

The following policy areas have two general principles:

All licensing applications are expected to show:

- a) That applicants have a clear understanding of the locality in which they are operating or intending to operate and that this has been considered in the application, along with any voluntary conditions proposed within the operating schedule.
- b) That applicants have considered the four Licensing Objectives and our broader aspirations, in relation to and the diverse needs of Hammersmith & Fulham residents, businesses and visitors; and our newly regenerated parts of the borough, which are ideal for new business ventures.

POLICY 1: LOCAL AREA RISK ASSESSMENTS

Applicants are expected to undertake a local area risk assessment as part of any licensing application.

The Secretary of State's Guidance states that applicants are expected to obtain sufficient information to enable them to demonstrate, the steps they propose to take to promote the licensing objectives; and that they understand the layout of the local area and physical environment including:

- a) crime and disorder hotspots;
- b) proximity to residential premises;
- c) proximity to areas where children may congregate;
- d) any risk posed to the local area by the applicants' proposed licensable activities; and
- e) participation in any local initiatives (for example, local crime reduction initiatives or voluntary schemes, such as 'Ask for Angela', local taxi-marshalling schemes, street pastors and other schemes) which may help to mitigate potential risks.

Applicants are expected to include positive proposals in their application on how they will manage any potential risks.

The Guidance goes on to state that 'Applicants are expected to provide licensing authorities with sufficient information in this section to determine the extent to which their proposed steps are appropriate to promote the licensing objectives in the local area. Applications must not be based on providing a set of standard conditions to promote the licensing objectives and applicants are expected to make it clear why the steps they are proposing are appropriate for the premises.'

The Licensing Authority notes the contents of these paragraphs from the Secretary of State's Guidance and, in particular, the use of the word 'expected'. Licence applications that do not in any way address the contents of these paragraphs in their operating schedules may be returned to the applicant as 'incomplete'.

POLICY 2: LICENCE CONDITIONS

Applicants are expected to consider Mandatory conditions and appropriate conditions from the pool of national and local conditions; and where appropriate, include football conditions.

Schedule 4 of the Policing and Crime Act 2009 amended the Act to give the Secretary of State the power to impose mandatory licensing conditions in relation to the supply of alcohol under the authority of a premises licence or club premises certificate.

These mandatory licensing conditions apply to all premises licences which authorise the sale or supply of alcohol.

Mandatory Conditions

Mandatory conditions must be attached to all Premises Licences and Club Premises Certificates authorising the sale and supply of alcohol, see Annex 3 for details. These conditions, amongst other things, in effect:

- Ban irresponsible drink promotions;
- Ban the dispensing of alcohol directly into the mouth (This would not preclude offering a disabled person assistance if required)
- Ensure that customers have access to free tap water so that they can space out their drinks and not get too intoxicated too quickly;
- Require an age verification policy to be in place to prevent underage sales;
- Ensure that customers have the opportunity to choose small measures of beers, ciders, spirits and wine; and
- Minimum price of alcohol (duty plus VAT)

Local Pool of Conditions

When preparing an operating schedule, the applicant should think about the operation of their premises and choose appropriate and proportionate conditions. These conditions could be one off specific conditions, or they could be drawn from the Local Pool of Conditions on the LBHF website. Where an appropriate condition is not present applicants may wish to consult the National Pool of Conditions, issued by the Home Office. All conditions must relate to one or more of the four licensing objectives. Further information regarding these conditions can be found at:

<https://www.lbhf.gov.uk/business/licensing/guidance-applicants-and-businesses/premises-licences/local-pool-licence-conditions>

<https://www.gov.uk/government/publications/pools-of-conditions-supporting-guidance>

This does not preclude the Licensing Authority from attaching other conditions appropriate for the promotion of the four licensing objectives.

Any conditions added to the operating schedule will appear on a final licence and will be enforceable.

The Licensing Authority has carried out a full review of its own pool of conditions and these are available on the licensing pages of our website. Applicants should consider the National Pool and local pool of conditions and incorporate them into their operating schedules, as they consider appropriate, to promote each of the Licensing Objectives.

Football Conditions

The Licensing Authority acknowledges that it is unique in the fact that it has 3 major football clubs within its boundaries. Given the size of our borough and the raised level of risk of crime and disorder occurring on match days, any premises in the vicinity of our football grounds will be expected to robustly deal with this issue in their operating schedule.

Where a relevant representation is made by the Police, another Responsible Authority, or 'other person' in respect of an application made by a licence holder, the Licensing Authority may apply enhanced "match day" conditions to ensure the Licensing Objectives are promoted. This may include, but is not limited to, the following conditions:

- a) Restriction of hours in the run up to and after 'Kick Off'
- b) Restriction of sales of alcohol in glass bottles or the use of glass for any drinks on match days
- c) Conditions for premises to robustly control the spillage of customers onto the highway through overcrowding
- d) Conditions to prevent customers from drinking or taking alcohol out onto the street outside the premises on match days
- e) The ability for the Police or Licensing Authority to require the premises to close on grounds of Public Safety if required to do so
- f) Having door supervisors on duty
- g) Having a Designated Premises Supervisor (DPS) / Personal Licence Holder on the premises
- h) Using display cabinets with shutters for alcohol
- i) **Conditions to support the prevention of violence against women and girls and other vulnerable people on match days**

Similar conditions may also be applied on 'victory day' or similar large crowd parades.

The Licensing Authority acknowledges that off licences can also play a major part in the overall impact on the crime and disorder objective and as such would seek to ensure these conditions are also mirrored as required on off licences identified by the Police and Licensing Authority as having a potential impact. The Police and Licensing Authority are especially keen to control the sale of alcohol in glass bottles on match days and as such may require that no bottles are sold on match days.

It has also been the experience of the Licensing Authority that at times it may be required to completely close 'off' and 'on' licensed premises depending on the information received by the Football Intelligence Unit. In order to ensure this can be effectively controlled the Licensing Authority and the Football Intelligence Unit will liaise with relevant premises operators at the earliest opportunity in order to discuss closure. Informal cooperation will always be preferred. However, review proceedings will necessarily follow when a Magistrates' Court has made a

closure order under section 80 of the Anti-Social Behaviour, Crime and Policing Act 2014, or the Crown Court has made a closure order on appeal under section 84 of that Act.

POLICY 3: LICENSING HOURS

The Licensing Authority may consider specific restrictions on hours of sale and operation in certain circumstances.

Where there is a relevant representation, the Licensing Authority will consider each particular case on its merits having regard in particular to the following matters:

- a)** Whether the licensed activities are likely to have an adverse impact especially on local residents and, if there is potential to have an adverse impact, what, if any, appropriate measures will be put in place to prevent it;
- b)** Whether there will be a substantial increase in the cumulative adverse impact from these or similar activities, on an adjacent residential area;
- c)** Whether there is a suitable level of public transport accessibility to and from the premises at the appropriate times;
- d)** Whether the activity will be likely to lead to a harmful and unmanageable increase in car parking demand in surrounding residential streets suffering high levels of parking stress or on roads forming part of the Strategic London Road Network or the London Bus Priority Network leading to a negative impact on the Licensing Objectives relating to the prevention of crime, disorder, anti-social behaviour (ASB), nuisance and vehicle emissions;
- e)** Whether there have been any representations made by Responsible Authorities, or other relevant agency or representative.

The Licensing Authority will closely scrutinise extended hours applications to ensure that the Licensing Objectives are met. In determining an application the licensing committee might decide that the circumstances are such that a restriction on hours is the only appropriate means to achieve the Licensing Objectives. If an 'hours' restriction is imposed, the Licensing Authority will normally require that customers should be allowed a minimum of thirty minutes to consume alcohol.

In determining representations to an application which incorporates an external area to the premises, the licensing committee might decide that the circumstances are such that a restriction on hours in that area is the only appropriate means to achieve the promotion of the Licensing Objectives.

It will be the normal policy of the Licensing Authority to allow shops, stores and supermarkets to provide sales of alcohol for consumption off the premises at any times (in line with permitted planning hours) when the retail outlet is open for shopping unless there are good reasons based on the Licensing Objectives for restricting those hours. Should there be evidence regarding street drinking issues, child protection issues, cumulative impact, anti-social behaviour (ASB), issues in relation to public nuisance and disorder in the vicinity of this type of premises, the Licensing Authority may restrict the hours of the sale of alcohol **or decide to review the licence.**

To act as a guide for new or existing operators we have set out the suggested closing times for licensed premises below:

Type of premises	Town centres	Mixed use areas	Residential areas
Restaurants and cafes	Fri – Sat 01:30 Mon - Thurs 01:00 Sun – 00:00	Fri – Sat 01:00 Mon - Thurs 00:00 Sun – 23:00	Fri – Sat 23:00 Sun – 22:00
Public houses, bars, or other drinking establishments	Fri – Sat 02:30 Mon - Thurs 01:00 Sun – 00:00	Fri – Sat 01:00 Mon - Thurs 00:00 Sun – 23:00	Fri – Sat 23:00 Sun – 22:00
Night clubs	Fri – Sat 03:30 Mon - Thurs 01:00 Sun 00:00	Fri – Sat 01:00 Mon - Thurs 00:00 Sun - 23:00	Not considered Appropriate
Off-licences and alcohol sales in supermarkets	23:00 daily	23:00 daily	22:00 daily
Late night refreshment premises (Take-aways)	Fri – Sat 01:00 Sun – 00:00	Fri – Sat 00:30 Sun – 23:30	Not considered Appropriate
Cinemas and theatres	02:00 daily	00:00 daily	23:00 daily
Members clubs	01:00 daily	00:00 daily	23:00 daily

POLICY 4: CUMULATIVE IMPACT

The Licensing Authority will have regard to cumulative impact generally during the duration of this policy.

We are keen to welcome and support new businesses in the borough. We will balance this with our responsibility to identify where an area is receiving a lot of complaints about existing licensing activity. We will consider if, by granting a licence, it would contribute to the negative impact in the area.

Any Responsible Authority or other persons may object to applications for new premises licences/ certificates or variations of existing licences, on the grounds that the premises will have a negative cumulative impact in the area in question, on one or more of the four Licensing Objectives. See [Section 182 guidance](#), which contains further information on cumulative impact.

In determining an application where there has been a relevant representation the Licensing Authority will, where appropriate, take into account the cumulative effect of the number, type and density of licensed premises already existing in the area. **Consideration will be given to the proximity to any drug and alcohol treatment site, A&E department or homeless hostel in a local area. Applicants should demonstrate how they would not increase further problems for residents/clients nearby.**

In coming to any decision regarding cumulative impact the Licensing Authority will consider other mechanisms outside of the licensing regime which may also be available to address this issue, these include but are not limited to:

- Planning controls (where development or change of use is involved, or where trading hours are limited by planning conditions)
- Police and other enforcement of the normal law concerning disorder and anti-social behaviour.
- Prosecution or other enforcement of any personal licence holder or member of staff at such premises who is selling alcohol to people who are drunk
- Prosecution or other enforcement of any personal licence holder or member of staff at such premises who is selling to underage persons or selling illegal alcohol or tobacco
- Police powers to close down instantly any licensed premises or temporary events on grounds of disorder, the likelihood of disorder or excessive noise emanating from the premises, for up to 24 hours.
- The power of the police, other responsible authorities, a local resident, business or Councillor to seek a review of the licence or certificate in question.
- Police and Local Authority power to issue a Closure Notice for up to 48 hours where serious anti-social behaviour is taking place at licensed premises under the Anti-social Behaviour, Crime and Policing Act 2014.
- *To ensure that residents are protected from the negative impact of late-night local licensing activities the Licensing Authority may decide to adopt an Area Specific Cumulative Impact Policy in relation to a specific area; where the number, type and density of premises providing licensable activities is having a serious negative impact on the local community and local amenities.*

POLICY 5: ALIGNMENT WITH OTHER POLICIES AND STRATEGIES

Where appropriate, the Licensing Authority will consider to what extent applications are aligned and show support for other council policies and strategies that support the four licensing objectives and key themes and principles in this Statement of Licensing Policy.

The council recognises that as part of implementing cultural strategies, account needs to be taken of the need to encourage and promote a broad range of entertainment, particularly live music, dancing, street arts and theatre for the wider cultural benefit of the community.

The Licensing Authority will monitor the impact of licensing on the provision of regulated entertainment, and particularly live music and dancing. Only appropriate, proportionate and reasonable licensing conditions will be imposed on such events.

Arrangements will be made for the licensing committee and other key stakeholders to receive, when appropriate, reports on the status and identified needs for a safe and accessible night time economy.

The Licensing Authority will liaise with other council colleagues to keep apprised of the employment situation in the area and the need for new investment and employment where appropriate.

The Licensing Authority will liaise with Transport for London (TFL) and council officers responsible for Highways and the Public Realm, about local transport issues (late night bus and tube services) with regard to the need to disperse people from town centres late at night in order to avoid concentrations of people causing noise nuisance and possible crime and/or disorder.

In accordance with its functions as a Licensing Authority, section 149 of the Equalities Act 2010 obliges public authorities to have due regard to the need to eliminate unlawful discrimination and to promote equality of opportunity and good relations between persons of different groups. The council has an Equal Opportunities Policy and this revised Statement of Licensing Policy will be monitored for any adverse impact on the promotion of equal opportunities.

In recognition of Hammersmith & Fulham's diverse community and to support the principles in our Enforcement Policy of transparency, consistency, proportionality, targeting and helpfulness, we want to:

- a) commit to working with diverse businesses to ensure equality for all. Along with the Health and Safety Executive (HSE) and others we need to be an organisation which "understands the diverse society in which it operates, which is clear about the impact of its policies and operations on that diverse society, and which conducts its business with sensitivity and respect for people's different needs, vulnerabilities and perspectives on life";
- b) ensure that we minimise the impact of our enforcement actions on diverse businesses, which could unintentionally lead to race and other inequalities;
- c) improve any perceived negative perception that diverse businesses may have of local government regulators;
- d) raise awareness about how our services can support businesses, individuals and families in diverse communities with easy access to advice and protection, to minimise any inadvertent race or other inequalities;
- e) increase the reporting of non-compliant business operations within diverse communities; so that reputable businesses can thrive and grow and to improve the safety, health and wellbeing of our residents.

We will achieve this goal by:

- improving the equalities monitoring of our enforcement actions and outcomes to enable us to have improved data to use with equality impact assessment tools;
- using our monitoring and other data to make improvements to the way in which we communicate, help, engage with and support diverse businesses;
- making better use of business intelligence and other monitoring data to improve our targeted communications when reaching out to a diverse range of people and organisations to understand and address any potential barriers to communication.
- responding positively to requests for information in alternative formats or by specific officers, where capacity and availability of resources, will allow;
- making better use of available training, information and research to provide information about race and other diversity issues, so that we can engage in a more helpful way;
- providing unconscious bias and other equalities training for all our officers; and
- improving the diversity of advisory/consultee bodies and stakeholder networking.

The council will ensure its various strategies and policies are joined up to achieve the Licensing Objectives in the interests of clarity for applicants and effective determination. This will include considering the following:

- Enforcement Policy;
- Community Safety Partnership strategic assessment;
- National Alcohol strategy
- Equal Opportunities policy;
- Cultural and Industrial strategies including promotion of live music and community events;
- Objectives of the Private Security Industry Authority;
- Violence against Women and Girls Strategy
- Modern Slavery Strategy
- The Government's Code of Practice on Test Purchasing:

<https://www.gov.uk/government/publications/code-of-practice-age-restricted-products>

POLICY 6: CONSULTATION

In exceptional circumstances the Licensing Authority may consider it appropriate to carry out a more extensive form of public consultation.

Applicants will be expected to advertise the application in accordance with the Regulations made under the Licensing Act 2003 and Licensing Authority will carry out a consultation process in accordance with the Regulations made under the Licensing Act 2003. The Licensing Authority will publicise details of applications received.

In order to give residents a fair chance to learn about new applications we have set up an email alert system on the Council website. This will enable residents and other persons to make representations to the Licensing Authority if they wish to do so. The link to set up an account with this system is below:

[Email notifications for planning and licensing | LBHF](#)

Where there has been a history of a particular premises or area producing disorder, threatening public safety, generating public nuisance or threatening the well-being of our children **and women and vulnerable people**, the licensing Authority may carry out targeted consultation in the local area.

POLICY 7: TEMPORARY EVENT NOTICES (TENS) AND OTHER EVENTS

Although ten clear working days is the minimum possible notice that must be legally given for a standard TEN and five clear working days for a late TEN, the Licensing Authority recommends that TENS are submitted with 28 days' notice and to proactively engage with relevant Council services as best practice, at the earliest opportunity.

The Licensing Act 2003 provides for certain occasions when small scale events (no more than 499 people at a time and lasting for no more than 168 hours) do not need a licence providing a minimum of 10 working days' notice is given to the police and the Licensing Authority. The annual allowance covered by a Temporary Event Notice in relation to a single premises is 21 days. The

Police and Environmental Health can object to Temporary Event Notices if the event is likely to undermine the licensing objectives. Where Police or Environmental Health submit an objection to the Notice the Licensing Authority will hold a hearing to consider the objection and conditions may be applied to the Temporary Event Notice.

It is recommended in general that the Licensing Authority and police be given at least 28 calendar days' notice of any event to allow them to help organisers plan their events safely.

The Licensing Act 2003 allows event organisers to submit up to 50 notices per year if they hold a personal licence and 5 notices if they do not hold a personal licence.

Organisers of temporary events are strongly advised to contact the Licensing Authority, Environmental Health and the Police for advice at the earliest opportunity when planning events, to avoid any unnecessary objections being made that may arise from misunderstandings or confusion as to what is being proposed. Where road closures or use of pavements may be proposed in the TEN it is advised that applicants consult the Transport and Highways team at LBHF.

LondonPermitScheme@lbhf.gov.uk

The Licensing Act 2003 allows event organisers to submit up to 10 "late notices" per year if they hold a personal licence and 2 "late notices" if they do not hold a personal licence. These "late notices" can be submitted to the Licensing Authority, Police and Environmental Health between 5 and 9 days before the event. It should be noted that if either the Police or the Council's Environmental Health Officers submit an objection to a late notice the Council will issue a counter notice prohibiting licensable activities for the duration of the TEN. Applications may be made online from the licensing pages of the LBHF website.

POLICY 8: LARGE OUTDOOR EVENTS

Applicants planning large outdoor events need to particularly consider measures to ensure the prevention of public nuisance and promotion of public safety as part of planning. Applicants are also strongly encouraged to engage with the appropriate Council services outlined in this section.

Public safety and the prevention of public nuisance at large outdoor events is of paramount importance to the Licensing Authority. Applications for large events that are normally temporary in nature may not be suitable for licensing under the TENs process. Events will be licensed under a time limited Premises Licence lasting for the duration of the event. Applicants are encouraged to make applications for a new Premises Licence and should therefore ensure that they apply in good time. Applicants are recommended to speak to the relevant Responsible Authorities, and in particular, the Police at the first step of planning large events. This could be as much as 18 months or two years prior to the event taking place, dependent on the type and size of event proposed. Applicants are also recommended to contact the Council's Events Team on 020 8753 2135 or by email at: events@lbhf.gov.uk. The Council's locally produced 'Events Guide' can be found on the LBHF website as follows : [Safety Guidance](#)

Applicants for such events must also consider the following Event Safety information published by the Health and Safety Executive, on all aspects of arranging and staging events: [Event Safety](#)

Applications for large temporary events may be scrutinised by a Safety Advisory Group (SAG) as well as the licensing committee. The SAG will consist of officers from Responsible Authorities such as 26

the Police, Licensing Officers, Environmental Health, Fire Authority, and may include officers from other relevant departments and agencies such as the London Ambulance Service, Transport for London (TFL) and Highways.

The Safety Advisory Group allows officers to question applicants about the operation of their event to ensure it will be a “safe” event and will minimise disruption to traffic management and nuisance.

The SAG will not determine licence applications. It may recommend conditions. The Licensing Authority will expect applicants and organisers of large temporary events to produce a satisfactory Event Management Plan for their event and to comply with any recommendations made by the SAG.

The Licensing Authority recommends that for significant events and the use of promoters as defined in the glossary, a comprehensive risk assessment is undertaken by premises licence holders to ensure that crime and disorder and public safety matters are identified and addressed.

Accordingly, for premises that wish to stage promotions or events the Licensing Authority recommends that applicants address the Risk Assessment and debrief processes in their operating schedule.

Generally, applicants are advised to offer only the following conditions in their Operating Schedule.

- The Licensee shall comply with the Event Management Plan submitted to and approved by the Licensing Authority.
- The Event shall be run in accordance with the site plan submitted to, and approved by, the Licensing Authority. No changes shall be made to the site plan without the prior written consent of the Licensing Authority.

This approach allows the event organiser flexibility to make changes to the layout of the event or to specific activities without the need to make a fresh application for a Premises Licence or an application to vary the Premises Licence already granted. Without this approach, any changes made could be unauthorised and possibly result in enforcement action.

The council may itself seek premises licences for appropriate public spaces within the borough; **and will be subject to the same scrutiny as other applicants.** This will make it easier for people to organise suitable cultural events. We will consider any request for permission to use such public spaces for cultural activities having regard to the promotion of the four licensing objectives.

POLICY 9: ENFORCEMENT

The Licensing Authority operates a reactive and proactive inspection regime that is based on risk and specific incidents. Our Enforcement Policy explains how officers will take a graduated response to premises breaking the law, as we apply the principles of: Engage, Explain, Encourage, Enforce

A copy of our Enforcement Policy can be found on the following page:

<https://www.lbhf.gov.uk/business/licensing/licensing-policy>

Premises that produce disorder, threaten public safety, generate public nuisance or threaten the well being of our children, **women or vulnerable people** will be targeted for enforcement action.

The Licensing Authority will take enforcement action in accordance with our Enforcement Policy and relevant statutory powers.

The Licensing Authority will use a range of sanctions such as letters of warning, simple cautions, Fixed Penalty Notices (FPNs), closure notices and legal proceedings.

The Licensing Authority will seek to work with the police and other responsible authorities in enforcing licensing legislation and will strive to have a joint enforcement protocol with all the relevant agencies. Where the law allows, the Licensing Authority will agree secure mechanisms to share information with other regulators about licensed premises, to help target resources and activities and minimise duplication.

Enforcement will be focused on premises or persons found to be failing to promote the four Licensing Objectives. Additionally, Trading Standards officers may, at times and based on intelligence received, carry out underage test purchasing in areas where the intelligence has highlighted potential hotspots in the borough for underage sales of alcohol.

Licence holders should note that in the event of a failure to pay the annual licence fee this Authority will suspend the licence in accordance with section 55A Licensing Act 2003.

POLICY 10: DEALING WITH COMPLAINTS, REPRESENTATIONS AND REVIEWS

The Licensing Authority will follow the principles and approaches outlined in this section where complaints or representations are made and where reviews are initiated.

The Act describes two “groups” that may make representations to applications and may apply for an existing premises licence or club premises certificate to be reviewed by the Licensing Authority. These groups are Responsible Authorities and “Other Persons”.

“Other Persons” means any individual, body or business who is affected by the operation of a licensed premises regardless of their geographical location. Although they may be in any geographical position, any representation they make must be relevant to one or more of the licensing objectives, must not be anonymous and must not be considered to be frivolous or vexatious in nature. Additionally, any application to review a premises licence must not be repetitious.

This Licensing Authority will, however, look at the geographical location of the author of any representation or review application received. Where the author lives or works a significant distance away from the premises subject to an application or review, the Licensing Authority may ask particular the specific Responsible Authorities to examine and comment on the content of the representation to ensure that it is valid and complies with the requirements of the Act.

The Licensing Authority may initially arrange a mediation meeting to address concerns where “Other Persons” have made:

- A valid representation about licensed premises; or

- A valid application for a licence to be reviewed

At any stage, following the grant of a premises licence, a Responsible Authority, such as the police or the fire authority, or other persons, may apply for a licence to be reviewed because of a matter arising at the premises in connection with any of the four Licensing Objectives.

A licence may be reviewed where it is alleged that the Licensing Objectives are not being promoted and there is evidence to show this. Guidance on grounds for a review are outlined in Annex 5.

At a hearing held to determine an application for a review of a licence the sub-committee may:

- a) Modify the conditions of the premises licence;
- b) Exclude a licensable activity from the scope of the licence;
- c) Remove the designated premises supervisor;
- d) Suspend the licence for up to three months;
- e) Revoke the licence.
- f) Take no further action

Other persons aggrieved by decisions of the Licensing Authority are entitled to lodge an appeal against the decision at the magistrates' court.

In order to give residents an opportunity to learn about new applications we have set up an email alert system on the Council's website. This will enable residents and other persons to make representations to the Licensing Authority if they wish to do so. Please note that representations cannot normally be made anonymously. To join the email alert system, please use the link to this webpage: [Email notifications for planning and licensing | LBHF](#)

Where the Licensing Authority considers that action under its statutory powers is necessary it may seek to issue a warning letter, a simple caution or prosecute for the offence.

Complaints about breaches of conditions e.g. trading after the hours stated on the licence, should be brought to the attention of the Licensing Team on 020 8753 1081 or by email at licensing@lbhf.gov.uk. Licensing Officers can also provide a copy of the licence with the full licence conditions. Our Public Access applications search facility allows you to view licensing applications and comment on current applications and to check the history on a property on this webpage <https://public-access.lbhf.gov.uk/online-applications/search.do?action=simple&searchType=LicensingApplication>

Complaints about other issues e.g. noise nuisance, underage sales, should be brought to the attention of the relevant responsible authority. See the next policy – Consideration of Our Residents.

POLICY 11: CONSIDERATION OF OUR RESIDENTS

The Licensing Authority expects that any licence applicant will give due consideration to the needs of Hammersmith & Fulham residents and any negative impacts from licensable activities and business operations. with reference to taking place in their premises and how these may impact in the direct locality and further afield.

Licensing law is not the primary mechanism for the general control of nuisance and anti-social behaviour caused by people once they are away from the licensed premises and, therefore, beyond the direct control of the licensee. However, licensing is a key aspect of such control and licensing law is part of a holistic approach to the management of the night time economy.

As a matter of policy the council expects every holder of a licence, certificate or permission, to accept and be responsible for minimising the impact of their activities and anti-social behaviour by their patrons within the vicinity of their premises by taking appropriate measures and action consistent with that responsibility.

Licensees and certificate holders should take reasonable steps to prevent the occurrence of crime and disorder and public nuisance immediately outside their premises, for example on the pavement, in a beer garden or in a smoking area, to the extent that these matters are within their control.

Population densities in this borough are high, with many residential premises located above or in close proximity to licensed premises. This means that the public nuisance and crime and disorder objectives will be of paramount concern when evaluating Operating Schedules. Licensing Committees will place high regard on the control measures put in place by the applicant to ensure that our residents are protected from the potential detrimental effects of any licensed premises.

Residents are advised to report noise and nuisance on 020 8753 1081 during office hours and 020 8748 8588 at all other times that any noise nuisance is occurring.

Any review of a licence would need to be evidence based and as such is best supported by evidence from responsible authorities such as the Police or Environmental Health to be successful. For this reason, it is vital to call our 'out of hours' team on 020 8748 8588 at the time nuisance is occurring.

Residents may also wish to approach their local ward councillors to ask them to represent their views. Residents can find their local ward councillor here: [Add link](#). There may be occasions where a councillor cannot represent a resident's view, for example, if they were on the licensing sub-committee or had a particular interest. The ward councillor can discuss this further with residents who contact them.

If residents are experiencing ongoing problems with particular licensed premises, please refer to Policy 10 – Dealing with Complaints, Representations and Reviews.

POLICY 12: SUPPORT FOR LOCAL BUSINESSES

The Licensing Authority is committed to supporting well-run licensed premises and will ensure that there are not unreasonably limited in running their businesses by the requirements of the licensing regime.

We are committed to the Regulators Code and supporting businesses.

- i) We will work with businesses in our borough and provide the advice you need to help you comply with the law. This may be through meeting with you at your premises or at our offices, providing written advice in an email or letter or verbally over the telephone.
- ii) We will usually confirm any technical/ legal advice in writing. For applicants and agents, we also offer a pre-application advice service. Further details about this service can be found on our website.

- iii) We will attend pub watch meetings and work with local businesses, including the Hammersmith Business Improvement District (BID) and Fulham BID, to help facilitate the sharing of information and advice amongst licensees in our borough.
- iv) We are continuously working to improve our online application process for a range of licence permissions. If you want to know what services are available or you want to make an application online please check our website for further details.
- v) We want to ensure that businesses comply with the law. Where this has not been possible through advice and education we will carry out enforcement action in accordance with our enforcement policy and as part of our commitment to the Regulators Code.
- vi) We want local businesses in our borough to thrive and survive. We recognise that the law can be complex at times and that despite trying to resolve issues through discussion in the first instance, enforcement will be necessary on some occasions. We also recognise that attitudes, circumstances and personnel often change over time.

Where enforcement action has been taken against a business in the past, relevant Responsible Authorities will be mindful of this when considering any new applications. However, all new applications e.g. variations to hours or licensable activities will be decided on their merits and the information provided to demonstrate promotion of the four licensing objectives. Where a premises licence or club premises certificate has previously been reviewed or the business has been prosecuted for licensing offences, licensees are advised to discuss any new/proposed changes with the Licensing Authority and/or the relevant Responsible Authority e.g. The Police, to resolve any ongoing concerns and/or issues.

In an effort to try and further support new business starting out in the borough we are also able to offer free pre application advice for up to 1 hour. The advice will help applicants make a valid application and avoid expensive fees from a solicitor or a licensing consultant. This advice is available to any new independently run business starting out in the borough.

Businesses can visit the following webpage <https://www.lbhf.gov.uk/business/business-support-and-advice> to sign up for up-to-date news, business support, trading guidance and opportunities, business grants, business development, free business advice clinics, business networking and more.

POLICY 13: ALIGNMENT WITH PLANNING

Despite Licensing and Planning being under different legislation, the Licensing Authority will ensure that the licensing regime is in line with the planning regime in Hammersmith & Fulham as far as is possible.

The local planning authority has powers to control opening times of all new establishments seeking planning permission, where harm might occur. A link to the Planning web page to make a planning application, to find out about planning rules and policy and our regeneration projects, is below:

<https://www.lbhf.gov.uk/planning>

Licensing applications will not be a re-run of the planning application. If the licensing committee grants any variation of a licence which involves a material alteration to a building, the applicant still needs to apply for planning permission, or building regulation control, where appropriate.

Where an applicant is granted a premises licence with operating hours that are different to the hours permitted by the premises planning permission, the applicant must observe the earlier closing time. Premises operating in breach of their planning permission would be liable to prosecution under planning law. **We would suggest that the applicant contacts Planning apply to vary their conditions.**

The Licensing Authority may refuse to grant a licence if a representation from the Planning Department has been received AND ONE or more of the licensing objectives would not be promoted.

POLICY 14: DELIVERY SERVICES

The Licensing Authority expects licence applications for delivery services, which include late night refreshment after 11pm or the delivery of alcohol, to consider how to reduce public nuisance related to delivery vehicles, ensure the security of premises and delivery drivers and to protect children.

Since the last Statement of Licensing Policy there have been an increasing number of applications for licences relating to delivery services, these tend to fall into three groups:

- Premium specialist product mail-order type services;
- Food delivery services (both meal and grocery) that include alcohol delivery but are primarily food lead; and,
- Convenience type alcohol delivery services that are targeted at convenience for those drinking at home.

Although these types of services are not provided for in the Licensing Act 2003 or in the s182 guidance in any way differently from other licensed premises they do provide their own unique circumstances that need to be addressed. In particular the Licensing Authority has concerns with the potential for the following:

- Age verification at both purchase point and delivery point;
- The safety of delivery drivers at the point of delivery;
- Safety of the premises from which orders are taken and sent out for deliver; and,
- Possible public nuisance and anti-social behaviour (ASB) caused by delivery drivers collecting deliveries from the licensed premises.

The Licensing Authority is likely to place the following conditions on to a premises licence for delivery services where it is appropriate and relevant to the individual licence application:

- A standard age verification check shall be undertaken on entering the website.
- A signature at the point of delivery **must** be obtained. No delivery shall be left without a signature.
- Alcohol shall only be delivered to a residential or business address and **not** to a public place.
- Every third-party courier delivery box shall be labelled with the words "Age Restricted Product".
- Any delivery driver or third-party courier will be required to have appropriate age verification training, particularly they will be required to have training in refusal of supply where age verification is not provided.
- A refusals log will be maintained for deliveries.
- Appropriate security will be in place at the premises as agreed with Police.
- Measures for minimising noise and disturbance and anti-social behaviour (ASB) caused by the dispatch of deliveries to be identified in the operating schedule. In particular applicants are expected to consider the use of electric vehicles to minimise air pollution and noise. The Licensing 32

Authority expects that applicants will make arrangements for all deliveries after 8 pm to be made using electric vehicles or non motorised vehicles i.e. bicycles.

- A requirement for a specific delivery collection area to be made clear to any third party delivery service. This area may not be directly outside the licensed premises to take account of any residential accommodation close by or obstructing the pavement/highways.

POLICY 15: DRINK SPIKING ISSUES

The Licensing Authority expects licence applications to outline measures in their operating schedules to prevent, identify and address drink spiking. Any establishment where drink spiking is reported will be supported to address future cases, and where there are several cases occurring a review may be initiated.

Licensees and licence applicants are encouraged to establish a clear approach to preventing, identifying and addressing drink spiking in their operating schedules. This should include, but is not limited to:

- Training for door and bar staff to identify where drink spiking may be taking place, how to respond to any reported or observed instances of drink spiking, and how to report to Police.
- Offering drink spiking preventative measures, such as drink covers, serving drinks direct to customers (not leaving these unattended before being provided to customers), and keeping an eye on or clearing drinks left unattended.
- Providing customers with information on keeping safe from drink spiking.
- Operating schemes such as 'Ask for Angela' to encourage customers to seek help if they suspect drink spiking has occurred.
- Requiring the production of a drink spiking risk assessment and procedure for dealing with any such incidents.
- Displaying posters in visible locations at the premises to explain what to do in the event of a spiking incident / what a spiked drink looks like.

POLICY 16: THE SAFETY OF WOMEN AND GIRLS IN LICENSED SETTINGS

The Licensing Authority expects licence applications to specifically include measures to ensure the safety of women and girls in licensed premises.

The Licensing Authority will use its powers to regulate the night-time economy, both with specific regard to spiking incidents and more generally in relation to violence against women and girls. This may include:

- a) Using the Licensing Authority's powers to impose conditions or revoke premises licenses, where venues do not take sufficient measures to protect and provide support to customers in spiking incidents;
- b) Considering the prevalence, prevention and reporting of sexual harassment and misconduct and gender-based violence in licensed premises.
- c) Requiring the presence of suitably trained and accredited door staff,
- d) Require presence of CCTV, or to introduce entry searches for example.

Licence applicants and existing licence holders are encouraged to include in their operating schedules clear policies relating to potential abuse or violence against women and girls.

This would include, but is not limited to the 'Ask for Angela' programme, [Welfare and Vulnerability Engagement' training package \(WAVE\)](#) for staff to identify and assist women and girls being at risk or being subjected to violence, and the implementation of clear policies in the premises on preventing and addressing violence against women and girls. **The Licensing Authority would also encourage off licensed premises to take part in the Ask for Angela scheme in an effort to increase the visible promotion of the scheme in all licensed premises across the borough.**

Implementing these measures, particularly for on-licence premises, providing training for staff to increase awareness and provide skills and tools for identifying and assisting when it is at risk of happening or is happening, and having clear policies against violence against women and girls provide a solid basis for addressing the issue when it occurs in licensed premises. Furthermore, having policies on staff reporting incidents to Police and Council officers will help to ensure that these incidents are addressed.

We expect that all staff working at music festivals, including vendors, be given compulsory safeguarding training, as the Licensing Authority will consider this when approving events. This training might be similar to training provided in voluntary schemes in other licensed premises, such as Ask Angela or the licensing security and vulnerability initiative (Licensing SAVI). This training should be documented in any event management plan which is in place at the premises.

The licensing authority also expects a more formal and higher standard for outdoor music festivals owing to the comparatively younger age of festival-goers and the additional vulnerability that may arise.

As part of the Government's and the [Council's Violence Against Women and Girls Strategy](#), venues may also wish to consider boosting their security measures e.g. the recruitment and training of additional door security staff, particularly female staff.

The Council are proud supporters of the [Women's Night Safety Charter](#) and we would like to encourage all our licensed premises to consider how you and your business can contribute to making your workplace and H&F a borough where all women feel confident and welcome whenever and wherever they happen to be. The Women's Night Safety Charter is a voluntary pledge to show you take women's safety seriously. By signing the Charter, you show your acknowledgement of the issue and that you're ready to get proactive in improving women's safety.

ANNEXES

ANNEX 1: GUIDANCE ON PROMOTING LICENSING OBJECTIVES IN OPERATING SCHEDULE

The Licensing Authority will robustly examine any application and its operating schedule to ensure premises do not impact negatively in the community measuring against the four Licensing Objectives. The Licensing Authority will consider the steps which the applicant proposes to take to promote the Objectives. The Licensing Authority will use further conditions where they are not satisfied an operating schedule is sufficient to control these potential issues. The following provides a non-exhaustive list of measures/issues that the Licensing Authority considers may be relevant to licence applications:

The prevention of crime and disorder

In order to ensure the promotion of the four Licensing Objectives the Licensing Authority will require applicants to detail in their operating schedule the steps proposed to promote the licensing objective of the prevention of crime and disorder on, and in the vicinity of, the premises, having regard to their location, character, condition, the nature and extent of the proposed use and the persons likely to use the premises;

Licence applicants will be expected to demonstrate the following in their operating schedules:

- a) Measures to control excessive consumption and intoxication.
- b) Consideration of any additional measures or restrictions that may be placed on alcohol sales to prevent binge drinking and promote 'sensible drinking'.
- c) Operators of off-licences in areas problems relating to street drinking and under age drinking are prevalent, measures should be outlined to strictly monitor the way alcohol is sold, specifically where the premises are located close to schools and hostels and similar premises that provide shelter or services to alcohol dependent persons.
- d) It is important to ensure that staff working at off licences are suitably trained and receive appropriate refresher training in their responsibilities under the Act and can discharge their duties in full compliance with the licence conditions and requirements of the Act. This includes the ability to competently check a customer's age with acceptable forms of identification where necessary. The Licensing Authority will particularly consider the following matters where they are material to the individual application:
 - i. The likelihood of any violence, public order or policing problem if the licence is granted;
 - ii. The measures taken to control admission to the premises, and to take reasonable steps to prevent the occurrence of crime and disorder and public nuisance immediately outside the premises, where and to the extent that these matters are within their control.
 - iii. Past conduct and prior history of complaints against the premises;
 - iv. Whether a dispersal policy has been prepared to minimise the potential for disorder as customers leave the premises; and
 - v. Any relevant representations.
- e) Measures to demonstrate compliance Home Office guidance 'Safer Clubbing' in relation to the control of illegal drugs on their premises. They should agree a protocol with the Licensing Authority and the police on the handling of illegal drugs found on their premises.
- f) Robust measures in place to avoid the presence of weapons on their premises and should agree a protocol with the Licensing Authority and the police on the handling of weapons found on their premises.
- g) Conditions will, so far as possible, reflect local crime prevention strategies, and the Licensing Authority will also have regard to the views of the local Crime and Disorder Reduction Partnership.

The Police and the Licensing Authority will need to work closely together in order to ensure that this important objective of the Act is fulfilled by any applicants/operators. As a result, the Licensing Authority and the Police have signed a Memorandum of Understanding. This document provides an outline of how the Licensing Authority will liaise, communicate and work to ensure full and proper consultation and effective joint working with this key responsible authority.

It is recommended that applicants discuss the crime prevention procedures in their premises with the Licensing Authority and the Police before making a formal application. Licences for any form of regulated entertainment will be subject to conditions to prohibit entertainment (including film exhibitions) which are likely to lead to disorder or stir up hatred or incite violence towards any section of the public on the grounds of colour, race, ethnic or national origin, disability, religious beliefs, sexual orientation or gender.

To assist potential licence applicants the Council now offers a pre-application advice service. Details of this service can be found on the licensing pages of the LBHF website.

The following provides a non-exhaustive list of risks associated with the crime and disorder objective that applicants may want to consider when preparing their Operating Schedule:

- h) **Crime and disorder in the vicinity of the premises:** this may include the crime and disorder risks arising from persons queuing to enter the premises; persons exiting the premises and customers smoking eating or drinking in outdoor areas and on the highway outside the premises. This can also include crime arising from pickpockets and bag snatchers, particularly in open spaces or crowded areas where alcohol is being consumed.
- i) **alternative to glass bottles and glasses** - restricting the use of glass bottles and beer glasses to customers in preference for containers made from polycarbonate materials.
- j) **CCTV** - using CCTV inside and/or outside the premises together with appropriate procedures and having staff properly trained to use CCTV equipment.
- k) **dispersal procedures** - establishing appropriate dispersal procedures to minimise the potential for crime and disorder when customers are leaving the premises.
- l) **dealing with and reporting crime and disorder** - training for staff and door security aimed at reducing crime and disorder in the premises and its vicinity and dealing with and reporting incidents if they occur.
- m) **door staff** - considering whether the premises employs a sufficient number of SIA registered door staff, whether Door Premises Supervisors check the legitimacy of the badges and whether SIA staff display their badges prominently. (Note: All door supervisors must be Security Industry Authority (SIA) registered).
- n) **drugs and weapons** - ensuring compliance with relevant guidance regarding illegal drugs and weapons. Attention should be paid to search procedures, procedures for the safe storage and surrender of seized drugs and weapons and drug awareness issues, designing out the ability to take drugs in the premises, etc.
- o) **excessive drinking** - training for staff to recognise when customers are becoming drunk and adopting appropriate 'cut off' procedures for drunken customers, so as to reduce the likelihood of fights or aggressive behaviour.
- p) **local schemes** – joining and attending local Pubwatch meetings and participating in the Behave or Be Banned Scheme (BOBB) and/or signing up and using the Council's Safety Net Radio scheme.
- q) **prevention of theft** - using bag hooks and signage to warn customers of pickpockets and bag snatchers.
- r) **Event type** - in some cases the type of regulated entertainment proposed could attract elements which increase the possibility of violence and/or disorder occurring in, or in the vicinity of, the premises. For example, some externally promoted live music events carry an increased risk of violent crime and disorder. It may be appropriate to carry out a risk assessment of the activities proposed, **however this would be in a guidance capacity to help support the business in question. Any such assessments should be emailed to: (AWMailbox.Licensing@met.police.uk)** before the event is agreed. Where a large outdoor event is planned this Authority and the Police recommend that the organisers consult with 'relevant parties' as early in the planning stages as possible. 'Relevant parties' would include local residents, local businesses, schools, charitable organisations, responsible authorities and relevant local authority

departments. Consideration of timing of events should be given in relation to football matches and other large pre-planned annual events within the locality and surrounding boroughs.

Applicants are advised to consider the following two paragraphs from the March 2015 edition of the Secretary of State's Guidance to Licensing Authorities:

'11.27 There is certain criminal activity that may arise in connection with licensed premises which should be treated particularly seriously. These are the use of the licensed premises:

- i. for the sale and distribution of drugs controlled under the Misuse of Drugs Act 1971 and the laundering of the proceeds of drugs crime;*
- ii. for the sale and distribution of illegal firearms;*
- iii. for the evasion of copyright in respect of pirated or unlicensed films and music, which does considerable damage to the industries affected;*
- iv. for prostitution or the sale of unlawful pornography;*
- v. by organised groups of paedophiles to groom children;*
- vi. as the base for the organisation of criminal activity, particularly by gangs; • for the organisation of racist activity or the promotion of racist attacks;*
- vii. for knowingly employing a person who is unlawfully in the UK or who cannot lawfully be employed as a result of a condition on that person's leave to enter;*
- viii. for unlawful gambling; and*
- ix. for the sale or storage of smuggled tobacco and alcohol.*

11.28 It is envisaged that licensing authorities, the police and other law enforcement agencies, which are responsible authorities, will use the review procedures effectively to deter such activities and crime. Where reviews arise and the licensing authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that revocation of the licence – even in the first instance – should be seriously considered.'

In relation to smuggled alcohol and tobacco the Trading Standards Team have proposed some conditions, that will be added to the Council's 'Pool of Conditions', that may be added to licences where the quantity of illegal alcohol and/or tobacco is small and the risk of re-offending is low.

Public safety

The Licensing Authority will require the applicant to demonstrate the steps proposed to ensure the physical safety of people using the relevant premises or place. This does not cover the separate need for applicants to provide relevant public safety requirements dealt with by Environmental Health. This is expected to include:

- a)** Maximum occupancy limits will be specified on the licence only where necessary for the promotion of public safety or the prevention of disorder. Where a capacity limit is already specified in a fire risk assessment, the Licensing Authority will not normally include that limit as a licence condition.
- b)** Safe capacities will be imposed where necessary for the promotion of public safety or the prevention of disorder on the relevant premises. If no safe capacity has been imposed through other legislation, a responsible authority may consider it necessary for a new capacity to be attached to the premises which would apply at any material time when the licensable activities are taking place and may make representations to that effect. The types of premises that may be subject to safe capacities will be the following:
 - i.** Nightclubs
 - ii.** Cinemas
 - iii.** Theatres
 - iv.** Other premises where regulated entertainment is being provided within the meaning of the Act, e.g. open public spaces

- c) The Licensing Authority will, where appropriate, attach conditions to a licence to ensure public safety, dealing with, but not limited to, the following:
 - i. Checks on equipment at specified intervals, e.g. gas safety checks;
 - ii. Standards to be maintained, e.g. temporary electrical installations to comply with British Standards;
 - iii. The number of people on the premises to ensure it is appropriate having regard to the activities taking place and reliable ways of counting the number;
 - iv. The steps taken to manage the risk from glass, the use of bottle bins, glass collectors and door supervisors to prevent glass being taken off the premises;
 - v. The use of door supervisors to manage the entrance and exit from the premises and to protect public safety as customers leave the premises;
 - vi. The provision of air conditioning and ventilation;
 - vii. Measures to protect against overcrowding; and
 - viii. **Implement access/support needs for disabled people**

The following provides a non-exhaustive list of risks associated with the public safety objective that applicants may want to consider when preparing their Operating Schedule:

- d) **special effects** - whether music and dance venues and performance venues will use equipment or special effects, e.g. moving equipment, vehicles, pyrotechnics, strobe lights, smoke machines, etc.
- e) **incident and occurrence book** – keeping an incident book on the premises so staff can record any instances of crime, disorder, refused sales, ejections and intimidating behaviour.
- f) **risks associated with special promotions/events** – ensuring compliance with guidance from the Metropolitan Police relating to specific event risk assessments for externally promoted live music events well in advance of the event. Risk assessment forms can be obtained from the Metropolitan Police Licensing Officer.
- g) **getting home safely** - providing information to customers and staff (including contact telephone numbers) regarding safer options available for travelling home late at night - including night buses, licensed taxis and private hire (mini-cabs).
- h) **overcrowding** - developing policies and procedures regarding capacity to prevent overcrowding and patrons possibly becoming aggressive.
- i) **premises environment** - applicants should consider the physical environment of the premises and have regard to issues that could increase the likelihood of patrons becoming agitated or aggressive. This may include procedures regarding door supervision, identification and management of drunken customers and issues of overcrowding and capacity, which may result in patrons becoming aggressive or rowdy.

The prevention of public nuisance

The Licensing Authority will require the applicant to demonstrate within the operating plan how they intend to prevent nuisance arising, prevent disturbance and protect amenity so far as is appropriate to ensure that the Licensing Objectives are met. Where there is a relevant representation regarding extended hours, the Licensing Authority will not permit an extension unless it is satisfied that the Licensing Objectives would be met. This is expected to include:

- a) In considering an application, the Licensing Authority will consider the adequacy of proposed measures to remove or effectively manage the potential for public nuisance and anti-social behaviour and any [Public Spaces Protection Orders](#) (PSPOs) in place.
- b) The Licensing Authority will particularly consider the following matters where they are material to the individual application:
 - i. The Licensing Authority recommends that primarily alcohol led premises such as nightclubs and pubs, located close to any residential premises, implement a dispersal policy at their venue. All relevant staff should be trained on any policy, and all reasonable steps should be taken to ensure it is fully implemented and adhered to at all times.
 - ii. The proximity of residential accommodation;
 - iii. The type of use proposed, including the likely numbers of customers, proposed hours of operation and the frequency of activity;

- iv. The steps taken or proposed to be taken by the applicant to prevent noise and vibration escaping from the premises, including music, noise from ventilation equipment, and human voices. Such measures may include the installation of soundproofing, air conditioning, acoustic lobbies and sound limitation devices;
- v. The steps taken or proposed to be taken by the applicant to prevent disturbance by customers arriving at or leaving the premises.
- vi. Limiting the number of people permitted to use a garden or other open-air areas, including those for the use of smoking, at any one time.
- vii. Restricting the use of a garden or other open-air areas, including those for the use of smoking, after a particular time e.g. 11:00pm (or such earlier time as may be considered appropriate).
- viii. The steps taken or proposed to be taken by the applicant to prevent queuing (either by pedestrian or vehicular traffic). If some queuing is inevitable then queues should be diverted away from neighbouring premises or be otherwise managed to prevent disturbance or obstruction;
- ix. The steps taken or proposed to be taken by the applicant to ensure staff leave the premises quietly;
- x. The arrangements made or proposed for parking by patrons, and the effect of parking by patrons on local residents;
- xi. The provision for public transport in the locality (including taxis and private hire vehicles) for patrons;
- xii. The level of likely disturbance from associated vehicular and pedestrian movement to and from the premises;
- xiii. The delivery and collection areas and delivery/collection times;
- xiv. The siting of external lighting, including security lighting that is installed inappropriately;
- xv. The arrangements for refuse disposal, storage and the prevention/tidying of litter (including fly posters and illegal placards);
- xvi. The history of previous nuisance complaints proved against the premises, particularly where statutory notices have been served on the present licence holder;
- xvii. The history of the applicant in controlling anti-social behaviour and preventing nuisance;
- xviii. The generation of odour, e.g. from the preparation of food;
- xix. Any other relevant activity likely to give rise to nuisance;
- xx. Any representations made by the Police, or other relevant agency or representative;

The following provides a non-exhaustive list of risks associated with the public nuisance objective that applicants may want to consider when preparing their Operating Schedule:

- j) **Deliveries/collections** – noise from deliveries to and/or collections (e.g. refuse) from the premises are another common source of complaint. Consider the times of such deliveries/collections and make sure you specify to any contractors that deliveries/collections should not be made at anti-social times. As a guide, the Noise and Nuisance Service recommend that deliveries/collections should only be made between the hours of 7:30am and 9:00pm, depending on the proximity of residential and/or other noise-sensitive properties.
- k) **Late night refreshment** - applicants in respect of late night takeaways should demonstrate that they have assessed the risk of persons congregating in large numbers in the vicinity of their premises. Where appropriate, applicants should demonstrate suitable measures to address this problem.
- l) **Light pollution** – this is an increasingly common source of complaint, particularly from illuminated signs and external security lighting. Where provided, illuminated signs should not cause glare to neighbouring properties, ideally being turned off at night, and external lighting should be angled and/or diffused to also prevent nuisance.
- m) **Noise and/or vibration breakout from the provision of regulated entertainment, particularly from (but not limited to) live music** – consider what type of entertainment is to be provided, in what room/area of the premises and the suitability of the construction of this room/area to contain sound. Windows are a particular weak-point for noise break-out so consider providing regulated entertainment in a room without windows or with as few windows as possible, particularly windows that face towards nearby

residential properties. Where suitable, install a lobby to prevent spillage of noise each time an entrance/exit door is opened.

- n) **External Areas** – External areas such as gardens can be the source of noise disturbance to surrounding premises. Consider limiting the use of the garden to a reasonable time and number of people.
- o) **Odour** – odour from cooking is a common source of complaint, particularly from restaurants and fast-food takeaways. The Council's Noise and Nuisance Service may therefore require evidence that the kitchen ventilation and/or extract systems are regularly maintained and serviced to ensure that it is operating efficiently and with minimal nuisance to neighbours arising from odour and also noise. This includes the siting of BBQs.
- p) **Queue management** - establishing appropriate procedures to avoid the need for customers to queue before entering the premises or, where queuing cannot be avoided, to manage queues so as to minimise the potential for crime and disorder or public nuisance by customers who are queuing.
- q) **Ventilation** – where regulated entertainment is to be provided there may be a requirement to keep doors and/or windows closed during its provision to limit noise breakout, consider therefore the provision of air conditioning for the comfort of your customers if doors and windows have to be closed during the summer. However, also note air conditioning can be the source of noise complaints in itself, so careful consideration also needs to be given to the siting of this equipment.
- r) **Waste** – consider how and where waste will be stored/disposed of at the end of trading hours, particularly if trading until late at night. This is important because the disposal of glass and/or cans to outside bin areas can be very noisy and give rise to complaints, so it may be necessary to store such items and other non-degradable refuse inside the premises until the next trading day. Consideration should also be given to the time of deliveries to minimize disruption to local residents.
- s) **Litter** – for example, litter patrols for late night take-away premises

Commercial waste can also be taken directly to one of the council's approved waste transfer sites. Alternatively, there are several licensed waste carriers operating within the Borough, which are listed on the council website.

If you do not have a commercial waste agreement the Council offers a flexible service that allows businesses to increase or decrease their collection service every three months and the contract can be revised by calling the trade waste team on 020 8753 3021, or alternatively email them on tradewasteemails@lbhf.gov.uk.

The protection of children from harm

The Licensing Authority will require operating plans to specify the measures and management controls in place to protect children from harm. Where appropriate a written childcare policy should be available and be incorporated in the induction of staff. This is expected to include:

- a) The legislation recognises the right of licence holders (serving alcohol) to allow accompanied children into their premises at any time. The Licensing Authority will not normally seek to limit their access (above that specified in the Act) to any premises unless it is necessary for the prevention of physical, moral or psychological harm, or where there are concerns about child sexual exploitation. Where this is considered likely, upon consideration of a relevant representation, conditions will be imposed that restrict children from entering all or part of licensed premises:
 - i. At certain times of the day;
 - ii. When certain licensable activities are taking place;
 - iii. Under certain ages, e.g. 16 or 18;
 - iv. Unless accompanied by an adult.
- b) The Licensing Authority will particularly consider whether:
 - i. There is entertainment or services of an adult nature commonly provided;
 - ii. There have been convictions, Penalty Notices for Disorder (PND) or cautions for serving alcohol to minors or premises with a reputation for under-age drinking;
 - iii. There is a known association with drug taking or dealing;

- iv. There is a significant element of gambling on the premises;
 - v. There is a presumption that children under 18 should not be allowed (e.g. to nightclubs, except when under 18 discos are being held);
 - vi. There are licensable activities that are likely to appeal to minors/children under 16 taking place during times when children under 16 may be expected to be attending compulsory full-time education;
 - vii. There have been representations from police, the Local Safeguarding Children Board, Trading Standards or other relevant agency or representative.
 - viii. There are measures/training for staff on how to deal with suspected truanting school children on the premises and how to recognize signs of potential child sexual exploitation.
- c) The sale of alcohol to a minor is a criminal offence and Trading Standards officers will conduct appropriate covert test purchasing exercises and will take account of any complaints and intelligence. The Act permits the use of children under the age of 18 to undertake test purchases when they have been directed to do so by a duly authorised officer.
- d) Where a sale of alcohol has been made on the same premises to a minor on two or more different occasions within a period of three months the premises licence could be suspended for a defined period.
- e) Where there are restrictions (whether imposed by statute or by the Licensing Authority) on the sale or supply of goods or the provision of services or the showing of films or other entertainment to children below a certain age, then the licensee will be required to demonstrate that they have in place a system for verifying the age of the children intended to be supplied with such goods, services or entertainment. Training should be given to all persons who might be in a position to serve or refuse such children. The training should include a basic understanding of the law, seeking proof of age, verifying the authenticity of proof of age cards and handling and recording refusals.
- f) Conditions may be imposed on licences for premises where children will be present at places of public entertainment to the effect that a sufficient number of adults must be present to control the access and egress (including safe transport home) and to ensure their safety. What is deemed sufficient will depend on the circumstances of the particular event.
- g) The Licensing Authority will expect operating plans to specify the measures and management controls in place to prevent alcohol being served to children, other than in those limited circumstances permitted by the Act. The Council's Trading Standards officers have a role to play in the protection of children from harm, and proof of age schemes, and are able to provide advice in relation to measures that can be taken to help prevent the sale of alcohol to underage children. Potential licence holders should also be aware of the Proof of Age London (PAL) Scheme hosted by Southwark Council.
- h) There may be occasions where a display of film is required and needs to be classified by the Licensing Authority or the need for a classification needs to be waived. In this case applicants must apply to the Licensing Authority for this to be carried out. Nothing in the above interferes with the right of a licence holder to preclude children from their premises. Conditions requiring the admission of children to premises cannot be attached to licences.

The 'Responsible Authority' in relation to the 'protection of children from harm is the council's Local Safeguarding Children Board. The Trading Standards service will also have certain responsibilities particularly in relation to the underage sales of age restricted products and providing advice about measures that can be taken to reduce the risk of alcohol sales to under eighteens. The following provides a non-exhaustive list of risks associated with the protection of children from harm objective that applicants may want to consider when preparing their Operating Schedule:

- i) Where premises are subject to age-restrictions, the procedures in place to conduct age verification checks. The Council will expect premises only to accept current passports, driving licences or documents bearing the national PASS logo, such as Citizencard. The Proof of Age Standards Scheme (PASS) is the UK's national guarantee scheme for proof-of- age cards as endorsed by the Home Office. More information can be found on <http://www.pass-scheme.org.uk/>
- j) Where an application has not indicated any adult entertainment a voluntary condition that no nudity or adult entertainment will take place at the premises.

ANNEX 2: OVERVIEW OF LICENCE APPLICATION PROCESSES

Premises licences

An application for a premises licence must be made in the prescribed form to this Licensing Authority. This can be made by any person (including an individual, partnership or a business) aged 18 years or over who is carrying on or proposed to carry on a business that involves licensable activities.

An application for the new grant of a premises licence will be subject to a 28 day consultation period and a notice of the application must be displayed at the premises location and be published in a local newspaper.

The Licensing Authority will expect that applicants for a premises licence will normally be an operating company or tenant of a leased premises rather than an employee of the operating company/ premises. The Licensing Authority will also expect applicants for new grants of, and variations to, premises licences to submit a Local Area Risk Assessment with their application.

There is an annual fee for a premises licence which is payable on the anniversary of the granting of the application. Non-payment of this fee will be treated by the Licensing Authority as a serious matter and could result in the suspension of the licence.

Personal Licences

Personal licences will normally be granted as long as the applicant meets the following requirements:

- a) Aged 18 or over and entitled to work in the UK;
- b) Possesses a licensing qualification accredited by the Secretary of State;
- c) Not forfeited a personal licence within five years of their application;
- d) Produces a Criminal Record Bureau certificate;
- e) Not have an objection notice from the police about the grant of a personal licence following notification of any unspent relevant offence or foreign offence; or must show that that such an offence should not lead to refusal on crime prevention grounds;
- f) Pays the appropriate fee to the council.
- g) Submits two passport size photographs with their application. One of the photographs must be endorsed, as required.

Applicants with unspent criminal convictions for relevant offences as set out under Schedule 4 of the Act are strongly encouraged to first discuss their intended application with the police and the Licensing Authority before making an application.

A personal licence is valid indefinitely unless otherwise revoked or surrendered. A designated premises supervisor must hold a personal licence.

Minor Variations to existing premise licences

Variations to premises licences or club premises certificates that could not impact adversely on the licensing objectives are subject to a simplified 'minor variations' process.

A minor variation application may **not** be used to vary the licence to:

- a) vary substantially the structure or layout of the premises
- b) vary the Designated Premise Supervisor

- c) authorise the sale by retail of alcohol
- d) authorise the supply of alcohol at any time between 11 pm and 7 am
- e) authorise an increase in the amount of time on any day during which alcohol may be sold by retail

Minor variations will generally fall into four categories:

- a) Minor changes to the structure or layout of a premises
- b) Small adjustments to licensing hours (except for the sale/supply of alcohol)
- c) Removal of out of date, irrelevant or unenforceable conditions and the addition of volunteered conditions
- d) Licensable activities: adding/removing certain licensable activities, including live music

The key test by the Licensing Authority is whether the proposed variation could impact adversely on any of the four Licensing Objectives. Licensing officers have no power to impose conditions; only conditions volunteered by the applicant can be added to the licence under the minor variations procedure. The determination must be to grant or to refuse an application. There are notice requirements following determined applications.

There are no hearings under the minor variation process. The application will be determined by licensing officers under the Delegated Authority powers of the Council.

There is no requirement for applicants to notify responsible authorities of their application. Responsible authorities only become involved at the request of the licensing officer. The guidance states that licensing officers *'must consult relevant responsible authorities (whether the application is made in writing or electronically) if there is any doubt about the impact of the variation on the licensing objectives and they need specialist advice, and take their views into account in reaching a decision.'*

Other persons may make representations based on the Licensing Objectives. Representations do **not** trigger a hearing under the minor variations process, but the guidance states that licensing authorities must take any representations into account in arriving at a decision.

Granted applications: The Licensing Authority must notify the applicant of any variation granted, together with the time that the variation will take effect. This will usually be as stipulated in the application, but if the applicant stipulates a date before the notice of determination is given, the Licensing Authority will specify a later time in the notice. Licences and summaries will be re-issued on the grant of a minor variation to reflect the changes made.

Refused applications: The Licensing Authority must give notice to the applicant that the application has been refused, together with the reasons for the refusal. Applications that have been rejected under the minor variations process can then be the subject of a full variation application, or of a revised minor variations application. The minor variations refusal does not affect any subsequent variation application in respect of the same premises.

ANNEX 3: MANDATORY LICENCE CONDITIONS

Mandatory conditions – on licences

1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
 - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability)
2. The responsible person shall ensure that free potable water is provided on request to customers where it is reasonably available.
3. (i) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
 - (ii) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
 - (iii) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.
4. The responsible person must ensure that:
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml;
 - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

5. (1). A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(2). For the purposes of the condition set out in paragraph 1—

(a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) “permitted price” is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.

(3) Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

(4) (i) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax

(ii) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

6. (1) No supply of alcohol may be made under the premises licence—

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

(2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

Mandatory conditions – off licences

- 1.** (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either:
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.

2. (1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(2) For the purposes of the condition set out in paragraph 1:

(a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) “permitted price” is the price found by applying the formula:

$$P = D + (D \times V)$$

Where:

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence:

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.

(3) Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

(4) (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

- 3.** (1) No supply of alcohol may be made under the premises licence-
- (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
- (2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

Mandatory conditions – club premises

1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

- (a)** games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
- (b)** provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
- (c)** provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
- (d)** selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
- (e)** dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

2. The responsible person shall ensure that free potable water is provided on request to customers where it is reasonably available.

3. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either:

- (a) a holographic mark, or
- (b) an ultraviolet feature.

4. The responsible person must ensure that:

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures:

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

5. (1)A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(2) For the purposes of the condition set out in paragraph 1—

(a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) “permitted price” is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

- (i) P is the permitted price,
 - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c)** “relevant person” means, in relation to premises in respect of which there is in force a premises licence—
- (i) the holder of the premises licence,
 - (ii) the designated premises supervisor (if any) in respect of such a licence, or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d)** “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e)** “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

6. (1) The supply of alcohol for consumption off the premises must be made at a time when the premises are open for the purposes of supplying alcohol, in accordance with the club premises certificate, to members of the club for consumption on the premises.

(2) Any alcohol supplied for consumption off the premises must be in a sealed container.

(3) Any supply of alcohol for consumption off the premises must be made to a member of the club in person.
(only include condition 6 if the CPC also permits supply of alcohol OFF the Premises)

Exhibition of Films

Admission of children must be restricted in accordance with any recommendation made by the film classification body specified in the licence

Or

where the licensing authority has notified the holder of the licence that it considers a classification or an alternative classification is necessary then

Admission of children must be restricted in accordance with any recommendation made by that licensing authority

In this section-

"children" means persons aged under 18; and

"film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification).

Door Supervisors

Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must be licensed by the Security Industry Author

ANNEX 4: GROUNDS FOR CONSIDERING A REVIEW

The Licensing Authority will regard applications for the review of any premises licence particularly seriously where they involve evidence of:

- a) Use of licensed premises for the sale and distribution of drugs and the laundering of drugs money;
- b) Use of licensed premises for the sale and distribution of illegal firearms **and the laundering of illegal firearms money;**
- c) Evasion of copyright in respect of pirated or unlicensed films and music;
- d) Underage sales and consumption of alcohol;
- e) Use of a licensed premises contrary to any emergency legislation requesting its closure;
- f) Use of licensed premises for prostitution or the sale of unlawful pornography;
- g) Serious risks to children;
- h) Use of licensed premises for unlawful gaming and gambling;
- i) Use of licensed premises as a base for organised criminal activity;
- j) Use of licensed premises for the organisation of racist, homophobic, sexual abuse, attacks or any discriminatory behaviour;
- k) Use of licensed premises for storing or selling illegal alcohol or tobacco or smuggled goods;
- l) The use of licensed premises for the sale of stolen goods;
- m) Incidents of disorder;
- n) Instances of public nuisance where warnings have been disregarded;
- o) Serious risks to public safety which the management is unable or unwilling to correct;
- p) Frequently operating outside permitted hours.
- q) There may be legal implications if activity of child sexual exploitation (CSE) is taking place on licensed premises and there has been a failure to demonstrate due diligence or that adequate safeguards are in place – this may lead to prosecution or any of the licensing sanctions detailed in the paragraph below.

ANNEX 5: GLOSSARY

Appeals

Appeals against decisions of the Licensing Authority are to the magistrates' court for the area in which the premises are situated. The appeal must be lodged within 21 days of being notified of the Licensing Authority's decision. On appeal a magistrates' court may, dismiss the appeal; substitute its own decision; remit the case to the Licensing Authority with directions; and make an order for costs.

Designated Premises Supervisor (DPS)

The person in the case of premises selling alcohol, who will normally have been given the day to day responsibility for running the premises by the holder of the Premises Licence, or will be the Premises Licence holder themselves (who must also be a Personal Licence holder).

Extended hours application

Any application that seeks to extend the hours of operation of the premises to which it relates. Whilst all applications will be thoroughly scrutinised with a view to the promotion of the Licensing Objectives, particular care might need to be taken when an extension of hours is requested. In such circumstances, there might be greater potential for impact on residential occupiers that might amount to a public nuisance. An 'hours' restriction might be the only method of promoting the Licensing Objectives, particularly in the light of advice in PPG 24 Planning and Noise which recognises a distinction that noise might have on residential occupants between the hours of 11pm and 7am compared with the rest of the day.

Late night refreshment premises

Premises where refreshment is provided at any time between the hours of 11.00pm and 5.00am. This includes the supply of hot food or hot drink to members of the public whether for consumption on or off the premises.

Licensable activities

Those activities under the Licensing Act 2003, which require a licence from the Licensing Authority include the following:

- The sale by retail of alcohol;
- The supply of alcohol by or on behalf of a club to, or to the order of, a member of a club;
- The provision of regulated entertainment;
- The provision of late night refreshment.

Licensing Authority

In the Licensing Act 2003 licensing authorities in London are defined as the councils of London boroughs.

Other Persons

Other Persons means any individual, body or business who is affected by the operation of a licensed premises regardless of their geographical location.

Personal licences

A licence which:

- Is granted by a Licensing Authority to an individual;
- Authorises that individual to supply alcohol, or authorise the supply of alcohol, in accordance with the premises licence.

Regulated entertainment

Entertainment where the following takes place in front of an audience and is provided for the purpose of entertaining that audience:

- A performance of a play (no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500.);
- An exhibition of a film (no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.);
- An indoor sporting event (no licence is required for an event between 08.00 and 23.00 on any day, provided that those present do not exceed 1000.);
- A boxing or wrestling entertainment (indoors and outdoors) (no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.);
- A performance of live music (no licence permission is required for:
 - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises at a time when the premises are open for the purposes of being used for the supply of alcohol for consumption on the premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Any playing of recorded music; (no licence permission is required for:
 - any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises at a time when the premises are open for the purposes of being used for the supply of alcohol for consumption on the premises, provided that the audience does not exceed 500.
 - any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.)
- **Cross activity exemptions:** no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
- any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;

- any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
- any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.
- A performance of dance (no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500.); and,
- Entertainment of a similar description to that falling within the performance of live music, the playing of recorded music and the performance of dance.

NB If the music is incidental to the main purpose of the event then this will not require a licence, such as provision of a jukebox.

Relevant representation

A representation (objection) by an 'other person' or a responsible authority that relates to the likely effect of the grant of a licence application on the promotion of at least one of the four Licensing Objectives.

Responsible authorities

These include:

- Licensing Authority
- Chief Officer of Police;
- The Fire Authority;
- The enforcing authority for health and safety at work;
- The Director of Public Health' Team;
- The Planning Authority;
- The Home Office Alcohol Licensing Team;
- The local authority responsible for minimising or preventing the risk of pollution or harm to human health;
- The recognised body responsible for the protection of children from harm;
- Trading Standards.

Special event

A significant event will be deemed to be any occasion in a premises licensed under the provisions of the Licensing Act 2003, where there will be a live performer(s) – meaning musicians, DJs, MCs or other artists; that is promoted in some form by either the venue or an outside promoter; where entry is either free, by invitation, pay on the door or by ticket.

Security Industry Authority (SIA)

An authority that implements the Private Security Industry Act 2001, their key role is managing and issuing of licences for people working in particular areas of the private security business, including door supervisors.

Variation

A variation is a material change to a premises licence and would include an increase in the capacity of the premises, a change in the hours of operation of the premises, and change to the way the premises is to operate in regard to the operating schedule or a request to vary an existing condition attached to the premises licence.

ANNEX 6: MOPAC/SSLP LICENSING POLICY CHECKLIST AND ASSESSMENT

The following table provides details of the Mayor's Office for Policing And Crime (MOPAC) and Safe Sociable London Partnership (SSLP) Statement of Licensing Policy Assessment Criteria. This was used as part of the review and development of this Statement of Licensing Policy. This assessment was undertaken by Dr Matthew Andrews of Safe Sociable London Partnership and completed in March 2022.

MOPAC/SSLP Statement of Licensing Policy Checklist and LBHF Assessment Criteria
1. Does the SOLP outline strategic aims?
2. Are health aims identified in the SOLP?
3. Are there clear measures to promote each of the four licensing objectives? a) Crime and Disorder b) Public Safety c) Public Nuisance d) Protection of Children from harm
4. Does the policy give guidance on licensing hours?
5. Does the policy outline the requirements for a Temporary Event Notice (TEN)?
6. Does the policy outline the how far in advance a TEN needs to be applied for?
7. Does the policy have a Cumulative Impact Policy (CIP) and how many?
8. Is there an explanation of the consideration for adopting or not adopting a CIP?
9. In a CIP, are other mechanisms outside of the licensing regime included in the policy that could reduce the impact of anti-social behaviour and nuisance once the customers are away from the vicinity of the premise?
10. Are strategies outlined to promote partnership working among responsible authorities and other organisations?
11. What are the review dates of the policy?
12. Are methods mentioned to evaluate the effectiveness of the policy?
13. Does the policy include enforcement protocols that have been adopted by the Local Authority?
14. Have schemes been outlined to prevent children from harm? a) Age verification policy and appropriate schemes: such as Challenge 25? b) Test purchasing policies c) Restriction on hours when children may be present d) Training on legal requirements for identifications e) Refusal logs

MOPAC/SSLP Statement of Licensing Policy Checklist and LBHF Assessment Criteria
15. Does the policy explain arrangements with partners for test purchasing? Does the policy explain the likely response to a failed test? Does the policy reference the better regulation guide to test purchasing?
16. Does the policy outline the condition that all sales need to be made or authorised by a personal licence holder?
17. Are there provisions specific to reduce likelihood of crime and disorder at HVVD's? Does the SOLP mention the requirement that door staff hold appropriate licence or exemption? Does the SOLP recommend door supervisors to control entry for compliance with capacity limit and to deny entry to individual who appear drunk and/or disorderly?
18. Does the policy make provisions for a Late Night Levy, including consultation and evidence base required for implementation?
19. Is there a description of or reference to mandatory licensing conditions?
20. Is there a description of or reference to model conditions, and reference to the s.182 guidance on best practice for drafting conditions?
21. Does the SOLP identify the strategic context in which it operates, including the linkages with the Mayor's Vision for London as a 24-Hour City?
22. Does the SOLP identify aims for promoting a night time economy (NTE) that caters to the full range of diversity in the local population?
23. Does the SOLP promote a full range of cultural, leisure, retail and service activity in the NTE?
24. Does the SOLP describe a strategic approach to the safety and wellbeing of customers and workers and residents living in surrounding areas?
25. Does the SOLP take into account the Mayor's Violence Against Women and Girls priority?
26. Does the SOLP identify areas or times in which different types of NTE activity will be welcomed within the borough?
27. Does the SOLP describe how a 24 hour approach to meeting the diverse and flexible entertainment and working needs of residents may be applied?
28. How does the SOLP address issues for vulnerable people in the NTE?
29. In developing the SOLP have strategic guidance and direction from London-wide organisations and experts been taken into account?
30. In developing the SOLP have officers considered best practice examples form other boroughs and Local Authority areas outside London?
31. Does the SOLP identify interlinkages with other borough's NTE's – through borough border areas (eg. Shoreditch/Liverpool St, Camden/Islington etc), entertainment migration trails (eg. Pub in one borough, restaurant in another, night club in a third), transport links between and through boroughs.
32. Does the SOLP identify common best practice relating to: <ul style="list-style-type: none"> a) enforcement practices; b) conditions; c) sales to young people; and, d) licensing hours?
33. Does the SOLP discuss Cumulative Impact Policies with reference to nearby CIPs in other boroughs.
34. How does the SOLP address partnership approaches?
35. How does the SOLP address issues relating to risk of major emergency services events?

USEFUL CONTACT DETAILS

Throughout the development of this policy, we have received some very valuable feedback to help inform our approach towards supporting the night-time economy; and balancing that with the needs of local residents. If you have any further ideas about, how the council can support our local high streets and keep women and others safe in H&F between 6pm – 6am, please email our Night-Time Economy Working Group at: NTEworkinggroup@lbhf.gov.uk.

For further information about this policy please contact the Licensing Authority:

Phone: 020 8753 1081

Email: licensing@lbhf.gov.uk

Website: www.lbhf.gov.uk

or write to:

London Borough of Hammersmith & Fulham

Licensing Authority

King Street, London, W6 9JU

OTHER USEFUL CONTACT DETAILS

Business support and advice: <https://www.lbhf.gov.uk/business/business-support-and-advice>

Commercial Waste: 020 8753 3021, cleaner.greener@lbhf.gov.uk,
<https://www.lbhf.gov.uk/business/commercial-waste>

Duty planner advice service: <https://www.lbhf.gov.uk/planning/planning-applications/planning-advice/duty-planner-advice-service> and <https://www.lbhf.gov.uk/planning/planning-applications>

Environmental Health (Food Safety or Health & Safety): 020 8753 1081, foodandsafety@lbhf.gov.uk

Events: 020 8753 2135, events@lbhf.gov.uk, <https://www.lbhf.gov.uk/arts-and-parks/holding-events-festivals-and-promotions-hf>; looking for **commercial, community, parks and other licensable/business spaces**, then visit <https://www.lbhf.gov.uk/business/business-support-and-advice/looking-space>, CPS.Enquiry@lbhf.gov.uk

Fulham Business Improvement District (BID): <https://www.discoverfulham.co.uk/meet-the-bid/>

Hammersmith Business Improvement District (BID): <https://hammersmithbid.co.uk/>

Markets & Street Trading Team: 020 8753 3916, streettrading@lbhf.gov.uk
<https://www.lbhf.gov.uk/business/markets>

Noise and Nuisance: <https://www.lbhf.gov.uk/environment/noise-and-nuisance>, To report a noise nuisance happening during office hours: 020 8753 1081 and outside office hours: 020 8748 8588, noise@lbhf.gov.uk.

Pavement licences: <https://www.lbhf.gov.uk/business/highways-licences/pavement-licence>
020 8753 4807 / 020 8753 3447, highways_licensing2@lbhf.gov.uk,

Pest Control Services: 020 8753 1081, <https://www.lbhf.gov.uk/environment/pest-control-services>