

## APPENDIX 7

### STATEMENT OF LICENSING POLICY (SLP 2022 - 2027)

#### RECORD OF RESPONSES AND COMMENTS TO PUBLIC CONSULTATION

NAME/ ORGANISATION	COMMENTS	RELEVANT TO SLP	SLP REVISED YES/NO	NEW/AMENDED PARAGRAPH/RESPONSE WHERE REQUIRED
<p><b>Alexander Ryan</b> Service Manager, Highway Works Coordination and Licensing</p>	<p>I have had a read through the policy and had had a discussion with Karen when this was being sent out following a comment from Bram to try to tie in pavement licences (or anything else relevant to highways).</p> <p>I can see there is reference to highways with regards to TENs and there is also reference to licensing outdoor spaces (although presumably not on the highway). I wondered if somewhere within the policy there could be reference to treating areas that have been licensed to businesses on the highway with the same conditions/policy as you would to the business premises itself. Think that would provide a link between the area in which the two departments do overlap.</p> <p>I haven't provided a response on the consultation form itself as there were many other questions relating to licensing that you may not want highways feedback on (seeing as in many areas we may be more detached than say businesses) but let me know if you would rather I recorded this comment on that forum.</p>	<p>Yes</p>	<p>Yes</p>	<p>Policy 12 amended to include a reference to treating areas that have been licensed to businesses on the highway with the same conditions/policy as you would to the business premises itself???</p> <p>We would expect licensees to duplicate their licence conditions to any licensable area covered on any highways that apply for, to help minimise any noise or nuisance.</p>

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<b>Karen Layug</b> Licensing Administration Team Leader, Licensing	Remove reference to 11pm from draft SLP:  19.To ensure that residents are protected from the negative impact of late-night local licensing activities the Licensing Authority may decide to adopt a special area cumulative impact policy; where the number, type and density of premises providing licensable activities after 11pm is having a serious negative impact on the local community and local amenities.	Yes	Yes	Removed reference to 11pm from draft SLP
<b>Shaafiek Christian</b> Environmental Health Practitioner, Health and Safety	I would recommend that a prerequisite checklist be included at inception of the licencing application process to inform applicants of the requirement to provide evidence that relevant public safety requirements have been met.  Reference is made and including Fixed Electrical Wiring, Fire Risk Assessment, Gas Safety checks, PAT testing, Passenger lift safety requirements.  In order for the review of the public safety element of the licensing application to go smoothly and without delay, it is essential that the key information be provided by the applicant before the last date for representations to be logged.	Yes	Yes	We will signpost to encourage applicants to do this, in Annex 1.
<b>Anna Pater</b> Environmental Health Officer, Health and Safety	I second what Shaafiek had said.  A list of pre-requisites would be extremely useful as many businesses leave these until the last	Yes	Yes	As above, we will signpost to encourage applicants to do this, in Annex 1.

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	<p>moment which then involves us chasing repetitively for documents. It is a waste of time and all the businesses should have the basics in place prior to lodging an application. While it may not be a legal requirement, it is common sense and would be great if this is reflected in our new procedure.</p> <p>The second issue I wish to raise is the preparedness of the business to trade safely. This can only be truly verified via a site inspection undertaken after the refurbishment phase has been completed. However, I have made several visits where a business was still a building site. I then had to re-book and come back to see the end outcome. Again, this is a waste of time and resources and it would be very useful if businesses were advised against lodging their application unless very close to project completion and ready for an inspection which would enable us to verify all the factors relevant to Public Safety objective. Of course, inspections take place only in selected instances, mostly for higher-risk premises but are, nevertheless, indispensable in these few cases.</p>			
<p><b>Laura Seamons</b> Community Safety Team</p>	<p>Policy 5: Alignment with other policies and strategies</p> <ul style="list-style-type: none"> <li>• Add the VAWG strategy</li> <li>• Modern slavery strategy</li> </ul> <p>Modern Slavery</p>	<p>Yes</p>	<p>Yes</p>	<p>Changes to the Policy in relation to drink spiking and the safety of woman and girls in licensed settings have been made</p>

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	<ul style="list-style-type: none"> <li>• Include more about what the responsibility of the license holder is, and where support can be found. @Giammarresi Caterina: H&amp;F to provide link to toolkit for businesses.</li> <li>• Consider adding prevention and awareness of modern slavery to the pool of conditions – Posters in establishments for example</li> </ul> <p>Cumulative Impact Zone</p> <ul style="list-style-type: none"> <li>• The Safer Neighbours Policing team should be consulted on the new policy, specially the Cumulative Impact Zones. They may be able to provide data that justifies the additional restrictions in the two areas.</li> <li>• Fulham Broadway Cumulative Impact Zone – consider extending the zone to include North End Road. Reports have been received from residents around ASB, drug use and dealing some of which is in relation to licensed premises at the top of North End Road. This view is likely to be support by the Safer Neighbourhood Policing Teams. As there is planned regeneration of this area having the CIP in place would allow control over the type of number of premises that will inevitable apply for a licenses over the next 5 years.</li> </ul> <p>Drink spiking issues</p>			

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	<ul style="list-style-type: none"> <li>• More focus on taking a zero tolerance approach towards perpetrators of drink spiking and establishments having a policy in place where drink spiking is suspected. At the moment it is felt that the text reads about what potential victims of drink spiking should do rather than the focus being on preventing it taking place in the first place.</li>   <li>The Safety of Women and girls in licensed settings</li> <li>• Currently reads ‘Licence applicants and existing licence holders are encouraged to include in their operating schedules clear policies relating to violence against women and girls’ can ‘encouraged’ be changed to ‘should’</li> <li>• Recognised that ‘Ask for Angela’ programme might be advertised in premises but not all staff are aware of what it means and have not received training. Include a script of what they should do in this situation. Include information on how premises can receive training from the police.</li> </ul>			
<b>Dr Nicola Lang</b> Director of Public Health	I think the controlled areas in Shep Bush are good. If you can add something along the lines of: Proximity to any drug and alcohol treatment site, A&E department or homeless hostel should also fall under the CDZ type remit ie applicants need to	Yes	No	

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	make the case for how they would not increase further problems for residents/clients nearby			
<b>Responses to Q17 (Part 1) -</b> <i>What do you feel can be done to support businesses to understand licensing processes?</i>	<p>1)Have a class (online) to help go through the licensing process with the employee's so they can fully understand the policy.</p> <p>2) Clarity on enforcement and by whom</p> <p>3)Visiting premises in person to brief them about the changes.</p> <p>3)More training in security and how to handle large groups.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>Yes</p> <p>No</p> <p>No</p>	<p>This will be raised with the Night Time Economy Working Group and Pubwatch.</p> <p>We will clarify this in the new policy</p> <p>Policy 12 has been amended to include 121 visits, venue and employee training, workshops, business as available training and support options.</p> <p>The Night Time Economy Working Group will look to conduct a review of current SIA licence holder training and encourage SIA licence holders to undertake further training including the latest techniques in de-escalation, crime reporting, women's safety and vulnerability management</p>

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	4)One-to-one meetings if needed. Policy in different languages if needed.	Yes	Yes	This will added to our policy
	5)I welcome anything that helps clarify and reduces the legal jargon in this draft document	Yes	No	The policy has been designed with this in mind
	6)I don't like the idea that the idea that the council can itself issue itself licences for large outdoor events, as in "The council may itself seek premises licences for appropriate public spaces within the borough. 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."	Yes	No	When issuing any licenses for itself the Council has to do so in line with the requirement of the Licensing Act 2003. Any interested party will have the opportunity to make a comment
	7)Licensees should be required to attend a workshop that provides coverage of the Licensing Policy and includes specific advice and training on how licensees and licensed premises can fulfil obligations and responsibilities.	Yes	No	
	8) Engaging businesses face to face always helps to communicate the message more effectively and allows them to ask questions where there is misunderstanding.	Yes	No	
	9) Ensure businesses train employees correctly at all levels.	Yes	No	

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	<p>10) Businesses should have a residents' forum for all applications so they can engage with people who live nearby and are affected by the licensing hours of the premises. They need to build a rapport with locals, explain what business they have, how they run it and how they will be considerate to us.</p>			<p>Officers will raise the issue of a residents' forum with local Pubwatch schemes.</p>
<p><b>Responses to Q17 (Part 2) -</b> <i>Which areas of the draft policy are currently clear and which may need more information?</i></p>	<p>1)I'm not in the business but in my experience all policy documents should totally clear so there is no room for misunderstanding. The way it's written should be free of jargon and use straight-forward language. I see that the Council are proposing this approach for the new policy.</p> <p>2)I believe that in order to endure companies need to write only key points on the license regulation. This is a clear point: 1.3 The legislation provides a clear focus on the promotion of four statutory licensing objectives which must be promoted when licensing functions are undertaken, these are:  <ul style="list-style-type: none"> <li>• The prevention of crime and disorder;</li> <li>• Public safety;</li> <li>• The prevention of public nuisance; and</li> <li>• The protection of children from harm.</li> </ul> </p> <p>3)This point i think needs more information: 24.1 This Licensing Authority recognises that certain licence holders e.g. Limited companies have a number of premises within and outside the borough. In order to ensure compliance issues are</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>Yes</p>	<p>The policy has been specifically designed to be accessible and business friendly. Any technical information has been moved to the rear of the policy</p> <p>Please find a link to Primary Authority guidance as follows : <a href="#">Primary Authority guidance</a></p>



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	<p>recognised and resolved at the earliest stage, the Licensing Authority will contact the Primary Authority for the business. Where there is no Primary Authority Partnership in place, licence holders are requested to give the Authority a single named point of contact, who should be a senior individual, and whom the Authority will contact first should any compliance queries or issues arise.</p> <p>4)Engaging businesses face to face always helps to communicate the message more effectively and allows them to ask questions where there is misunderstanding.</p> <p>5) I believe that very concise information should be sent to companies. Point 5. Licensing hours is clear. Point 14.2 is not very clear to me.</p> <p>6) Environment pollution: Weakness in the areas concerning safeguarding control of residential noise, cleanness of commercial premises. There is not clear enough policy on the policing/fines of litter.</p> <p>7) The rationale that there are a lot of premises in Shepherd's Bush is not sufficient evidence of an issue and there should be NO IMPACT POLICY in Shepherds Bush</p>	<p></p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p></p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p></p> <p>We will certainly be looking to increase our face to face interaction in future and are also looking to recruit a new licensing enforcement officer to help with this</p> <p></p> <p>Members of the Full Council will give consideration to the future of our CIP policies</p>



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<b>Responses to Q18 - What do you feel should be included in the draft licensing policy to help ensure there is a balance between the needs of residents and businesses?</b>	1) Ensuring policy is directly in line with national law, and that H&F fosters more higher value premises to kick start its non-existent Night-Time Economy.	Yes	No	The current policy is in line with national law
	2) a. Open windows, these should be closed in the evening where there are near-by residents b. Pavements, businesses should keep the pavement outside their premises clean and litter free c. Street drinkers, rowdy street drinkers should be brought inside d. Taxis, groups waiting for Ubers outside the premises should be broken up.	No	No	We will consider adding some of these suggestions to our pool of conditions
	3) Enforcement of licenses should be more actively followed by the council. Too many licensed premises operate outside the restrictions of their licenses. The 2 main causes of antisocial behaviour in residential areas are: A premise serving alcohol on its own when it should only be serving alcohol as ancillary to a meal. A premise staying open later than their allotted hours.	Yes	No	The Licensing Authority pro actively inspects licensed premises and carries out hundreds of licensing inspections each year. We are currently in the process of recruiting a new enforcement officer to increase the number of visits we carry out
	4) Requirement for businesses to interact regularly with local residents' associations.	Yes	No	Whilst we can encourage such interaction, unfortunately we cannot make it a requirement

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	<p>5) No single premises or group of premises (i.e. in a geographical neighbourhood) should have any negative impact on quality of life of local residents (such as through noise, nuisance or anti-social behaviour of patrons on or off the premises, or impact negatively on local amenities of residents (i.e. by activities obstructing neighborhoods such as gathering crowds of patrons outside premises, or street furniture blocking walkways).</p> <p>6) If it's heavily residential then limiting the times people can purchase off sales should be a priority if it's inside then no changes.</p> <p>7) COPIED SECOND HALF OF THE COMMENT - Here are a few suggestions which may help. I'm encouraged that some of them are already being enacted by the Council and I hope that they appear in new policy document.</p> <p>a. The pub licence should stop at 11pm except on special occasions.</p> <p>b. The conditions of the licence for drinking outside any pub should be clearly and permanently displayed, not be a piece of paper stuck on the pub window. This will help the tenant manage the change of policy.</p> <p>c. Drinking outside the pub should stop at 10.00pm, as is the case in other pubs in residential</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>Yes</p> <p>Yes</p> <p>No</p>	<p>We completely agree and hope that the new policy will help strike a balance between residents and businesses</p> <p>There is now a suggested hours table included in the policy. Any licensed premises in residential areas</p> <p>As mentioned above, a suggested hours table has now been included in the policy with the following suggested hours for pubs in residential areas being : Fri – Sat 23:00 Sun – 22:00</p> <p>This is something we will consider adding to our pool of conditions</p>

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	<p>areas in other London boroughs. I am pleased that this is now Council policy but have concerns as to how this will enacted.</p> <p>d. The tables/chairs should be taken back into the pub at closing time rather than be permanently fixed outside – the very act of taking them into the pub around 10.45 will make it clear that the pub is about to close.</p> <p>e. The Council Officers should be willing to contact Fullers regarding the concerns of the residents and work with the landlord on ensuring that action is taken if problems arise.</p> <p>8) More emphasis on The Delivery economy, inclusion of clear Pool of Conditions regarding delivery of alcohol from any Premises selling ‘off the Premises’ as well as from so-called dark/offsite kitchens to the doorstep via only online orders to</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>Yes</p>	<p>Unfortunately there is no way to add a condition to all licences in the borough at the same time. We can only suggest a 10pm closure to operators, and then review individual licences to add this condition where there is evidence of noise nuisance</p> <p>This is something which we will discuss with our Highways licensing team who can add conditions to tables and chairs licences</p> <p>Licensing officers at the Council do regularly contact Fullers and other landlords if we find that our advice and recommendations are not being followed</p> <p>There are now delivery conditions in our pool of conditions, including the use of electric vehicles after a certain time and age verification procedures</p>

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	<p>limit petrol motorbikes, to limit noise, nuisance, ASB, drug dealing by riders etc.</p> <p>9) As a resident concerned with anti-social behaviour in and around the Fulham Broadway end of Barclay Road, I feel frankly under siege with speculative licence applications. Firstly I have to be on guard and proactive - lack of vigilance will result in a creeping loss of rights. Secondly, there is no pre-filter. The application for a licence for a speculative alcohol distribution facility in a self-storage unit did not even have a contract for the unit, and the hours applied for were much later than the self-storage unit's hours. Now the PiriPiri chicken seller opposite the Redback, source of much disturbance, wants to extend his closing to 3am Sunday to Thursday and 4am Friday and Saturday. This falls firmly the "are you kidding me?" category. There should be a system of providing clear guidance on licensing applications, and a clear message as to what the ground-rules are. Such wildly speculative applications do no good for the licensing authority, the resident or indeed the applicant.</p> <p>10) As in other boroughs, Applicants should be encouraged to consult with residents before they even begin to apply for a licence or apply for extended hours. The 2003 Act does not require it but it encourages it and almost assumes that an</p>	<p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p>	<p>Unfortunately the Licensing Act 2003 specifies what is required to make a valid application. The Council receives many applications which have very limited information, but they are valid in the eyes of the law. We do offer a pre application advice service to improve the quality of applications, but applicants are not required to use this service. There is now a suggestion to make this service free for 1 hour (for small independent traders) so we are hopeful that this will improve the quality of applications in future</p> <p>As above, we always encourage applicants to consult with residents before they apply , and we we offer a pre application</p>

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	<p>Applicant will come to the Lic Authority with a robust Application/Operating Plan. Too often, this is not the case. Residents end up doing the work for the Applicant to seek out the Applicant, have a chat with him or his agent etc. A very time-consuming process. Applicants should know what the Planning Permission is for their building and state it in the Application so that they are aware of Conditions regarding amenity of neighbours.</p> <p>11) A limitation on the density of licensed premises &amp; their types based on household / resident numbers locally</p> <p>12) Instead licencing policy have a football match policy.take the football match away if it will impacts our lives. Or create a barricaded entry and exit routes for football fans away from the shops. The urinate everywhere anyway in broad daylight.</p> <p>13) I think it's pretty clear at the moment, and in my experience the Licencing Committee has done a good job of balancing interests.</p> <p>14) Existing licensees have to jump through significant hoops to obtain and retain licences and to make sure that the local residents are respected. They do not want to see their businesses damaged by the council going into</p>	<p></p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p></p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>advice service where we would mention this, but they are not required to follow our advice</p> <p>Our draft policy does include cumulative impact areas to tackle this issue</p>

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	<p>competition with them, nor, as residents, do they want to have large external events organised 'by the back door'.</p> <p>15) Culture and business transition is more common place and useful to keep in mind when developing policy</p> <p>16) More emphasis on The Delivery economy, inclusion of clear Pool of Conditions regarding delivery of alcohol from any Premises selling - 'off the Premises' as well as from so-called dark/offsite kitchens to the doorstep via only online orders to limit petrol motorbikes, to limit noise, nuisance, ASB, drug dealing by riders etc.</p> <p>17) Remove the Shepherds Bush Impact Policy</p> <p>18) The Fulham Broadway Cumulative Impact Policy should be reduced if possible. Also: delivery of alcohol from premises selling 'off sales' needs to be addressed. We are already plagued by constant scooters and motorbikes making noisy deliveries. Please limit hours, noise and alcohol deliveries which could lead to noise nuisance, ASB, etc.</p> <p>19) If you are a very well established music premises (like ours of over 20 years), account</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>This is something we will consider in our policy</p> <p>This is for consideration by Councillors at a forthcoming Full Council meeting</p> <p>As above this will be a decision for Full Council</p>



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	needs to be made of 2 years of little or no trade and new residents viewpoints, as opposed to established residents of a good few years, who know how effectively our premises are run. So take a balanced view.			We are looking to take a more balanced view with the business friendly focus of our new policy
<b>Responses to Q19 - What else could be included in the draft licensing policy to support a safe and accessible night time economy in Hammersmith &amp; Fulham?</b>	<p>1)Clear guidance on the penalties a premise will face if there is repeated issues relating to events such as: - Drink spiking - Violence -Antisocial behaviour</p> <p>2)Clear and accurate advice on what action is likely to take place if there is regular complaints of an unsafe night time economy operating or complaints of a lack of accessibility for disabled people to enjoy the night time economy as other users are able too.</p> <p>3)Requirement for public notices in premises stating zero tolerance for unacceptable or dangerous behaviour.</p> <p>4) Have a potential increase in security or police presence after a certain time so residents feel safe.</p> <p>5)Stronger process for a pre-review where residents' concerns and evidence are taken seriously and residents are part of the process.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>This is something we will consider adding to our pool of conditions</p> <p>We will make our colleagues in the LET (law enforcement team) and the Police aware of these comments</p> <p>The licensing authority has to very careful about sharing information in</p>

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	<p>Right now, residents raise concerns about a Premises licensed for on-sales or off-sales but are not informed about investigations at these physical or virtual Premises unless they themselves engage constantly and proactively with the Premises, Police and Licensing. Residents are left out of the loop of evidence gathering milestones towards a possible official Review of a Premises License."</p> <p>6) More emphasis on pre-application engagement of applicants with key stakeholders, residents, neighbours etc. I believe that several London boroughs strongly suggest this eg: in Westminster, Applicants only apply once they have agreed various conditions with residents, local businesses etc."</p> <p>7) We support the Council's focus on 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. We also note (a) that the council aims to ensure that appropriate dispersal policies are employed by licence-holders to minimise any nuisance to</p>	<p></p> <p>Yes</p> <p>Yes</p>	<p></p> <p>No</p> <p>No</p>	<p>relation to breaches of licensing conditions (which are criminal offences) with other parties. Especially as these allegations may be unfounded. We will always look to engage with residents where possible and are always very grateful for any information residents can offer in relation to potential licensing offences.</p> <p>We do encourage pre engagement and widely promote our pre application advice. However many applicants prefer to engage during the 28 consultation period set out in the Licensing Act 2003</p> <p>Please contact the licensing team on : <a href="mailto:licensing@lbhf.gov.uk">licensing@lbhf.gov.uk</a> if you believe that ASB issues in the surrounding area are being incorrectly associated with your premises. We would also</p>

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	<p>residents and (b) the council's stated intention to liaise with TFL and council officers responsible for Highways and the Public Realm concerning local transport issues and 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.</p> <p>These are issues that have caused our business major problems because we are sometimes, but erroneously, blamed for late night noise and other nuisance caused by customers that have departed from licensed premises in the local area and by others making their way home by foot from the Hammersmith Broadway transport hub. Such persons pass immediately by our premises that trades lawfully until later hours in accordance with the terms of our licence.</p> <p>Our business attracts relatively few customers compared with the level of trade at other licensed premises in the vicinity. However, local residents disturbed at night by the noise and unacceptable behaviour created by these passers-by, who are often highly intoxicated, automatically but wrongly assume that it is our customers who are responsible for causing the problems. Our door supervisors do their best to minimise such nuisance occurring but sometimes they are unable to moderate the behaviour of persons who have no association, whether as customers or otherwise, with our business.</p>			<p>suggest keeping a good quality CCTV footage of your operation and diarised log of day to day activities so you can demonstrate to officers how you are operating</p>

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	<p>We should greatly welcome consideration by the Council – before its new Statement of Licensing Policy is finalised – of how this type of problem can be addressed by council officers because otherwise it represents a very considerable threat to our business, our licence and our employees.</p> <p>8) The Appendices might be better called 'sections' or 'guidance document; something that makes them sound important and a part of the whole, vs something tagged on at the back of a document. The second on Residents does not promise anything new, unfortunately. At least around Fulham Broadway and lower North End Road we need a far more robust approach that leans more in the directions of the thousands of residents trying to sleep at night vs Premises trying to make more money and unfortunately, thereby adding to the crime/disorder, public safety issues and noise and nuisance and even underage IDs etc that are apparently rampant. The requirement to ask for silent electric bicycles ('silent' needs to be added) is impossible because Deliveroo does not require them of their self-employed drivers and most of those drivers cannot afford them. UberEats is exactly the same. Only JustEats actually employs its drivers and thus also supplies them with vehicles; they are adding more electric bicycles, but they have very little incentive to do that. The DELIVERY ECONOMY needs to be addressed in this Policy.</p>	Yes	No	<p>We are increasing the size of our licensing enforcement team and one of our focuses will be the Fulham Broadway area</p> <p>The addition of the word 'silent' in relation to the electric bike condition might cause issues with enforceability as it is unlikely any bike could be completely silent.</p> <p>We hope that our new delivery policy will look to address the issues with the delivery economy</p>

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	<p>9) Requirement for public notices in premises stating zero tolerance for unacceptable or dangerous behaviour</p> <p>10) The more restrictions you put on businesses the more will go out of business and originality of the area will be lost.</p> <p>11) We need more policeman to cover the busiest licensed pub and restaurant</p> <p>12) Staggering the closing time for venues close together</p> <p>13) Guidelines as to what hours are acceptable - see Q18.</p> <p>14) Reduce the number of late licenses issued especially to these takeaway restaurant</p> <p>15) This is Hammersmith and Fulham and not the West End. Therefore, closing hours of venues are likely to be between 11pm and 12 midnight. This might possibly to to 1-2am on weekends. Future licensing should cap Sun-Thurs hours to 12 midnight and weekends at 2am maximum for a few selected venues. Anything past these hours should ideally be banned unless there are exceptional factors and superb operators.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p>	<p>We are considering this point with the business friendly focus of our new policy</p> <p>This is something we will be suggesting in the new policy We have now included a suggested hours table in the policy</p> <p>As above, we have now included a suggested hours table in the policy</p>

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	16) More illustrations	Yes	Yes	Our new policy will have more diagrams, artwork and illustrations
<b>Responses to Q20 - How do you feel the licensing policy can best support the safety of young people, women and vulnerable people in the night time economy?</b>	<p>1) Increase knowledge to licence premises on what to look out for in the aid of young people, women and vulnerable people.</p> <p>2) Night Watchers patrolling busy locations like Fulham Broadway and Shepherds Bush Green Licensed places</p> <p>3) I welcome initiatives like "Ask For Angela" and would like to see more, smart, targeted campaigns to help vulnerable people in this way.</p> <p>4) By ensuring that licensing hours tie in with night time transport – when my 19 year old daughter worked in a pub I would collect her after her shift because of poor transport connections.</p> <p>5) Ensure businesses and staff are made aware of how they can see the signs and support someone keep safe at night. Ensure they know who to contact and process to follow and that they feel confident in action and feel supported by management.</p> <p>6) Better street lighting, more police around at night. More night buses.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>In relation to points 1 – 8. These are issues we will raise with our night time economy working group. We will also make our colleagues in the LET (law enforcement team) and the Police aware of any crime / safety issues</p>

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	<p>7) There should be well-publicised, extremely severe consequences for contraventions.</p> <p>8) By having a target maximum consumption of X units of alcohol per person and bringing the limits down over time. If you're vulnerable, drunk people shouting, arguing, fighting, falling over, randomly running across the street causing tyres to squeal and horns to honk, clogging pavements, throwing up, etc etc is scary. Drunk people are volatile and frightening to young people, women and vulnerable people. Very simply we need to have fewer very drunk people rolling out of drinking establishments.</p> <p>9) More stringent requirements regarding CCTV coverage of licensed premises, which should include the entrances and immediate vicinity. Penalties for management including review of the licence when they fail to report more serious incidents to the police. Comprehensive training for all staff (including security staff) for all licensed establishments including shops and collection points.</p> <p>10) Spiking is the latest problem that should be addressed in any Application, for instance. More proactive, unannounced surveillance of cctv at pubs in major roads where persistent problems are all too common, over days, months and years.</p>	<p>No</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>Yes</p>	<p></p> <p></p> <p></p> <p>We do have very stringent CCTV conditions already in our pool of conditions and these are suggested for any new applications</p> <p>We agree that drink spiking is an emerging issue in the hospitality sector and we are looking to improve and</p>

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	<p>Perhaps the Independent Advisory Group of the Met could become involved in such an initiative; again, staring at Fulham Broadway. More proactive testing/swabbing for drugs, unannounced, would go a long way in cleaning up many pubs including those around Fulham Broadway; knowing that such unannounced swabbing will happen on a regular basis will change the approach of management for a more positive more transparent Premises.</p> <p>11) I strongly agree and support the training of all licensed premise staff to be trained to recognise the signs of abuse including drink spiking and over intoxication.</p> <p>12) I welcome initiatives like "Ask For Angela" and would like to see more, smart, targeted campaigns to help vulnerable people in this way.</p> <p>13) By supporting responsible licensees and coming down hard on those whose activities or venues allow the safety of vulnerable groups to be compromised.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>Yes</p>	<p>strengthen the drink spiking section of our policy.</p> <p>We will be exploring more campaigns to help vulnerable people</p> <p>We will be amending and improving the vulnerable people section of our policy</p>
<p><b>Responses to Q21 - Further information - Please include any written</b></p>	<p>1) My view is that current licensing privileges the license holder over local residents. Residents tend to close their windows and suffer in silence rather than complain about anti-social behaviour from licensed premises. Some license</p>	<p>Yes</p>	<p>No</p>	<p>The Licensing Act 2003 is very permissive legislation and allows for applications to be granted where there are no representations –</p>



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<p><i>submissions or additional evidence you would like to be considered as part of the consultation process.</i></p>	<p>holders take advantage of and push the envelope, let things slide, put out extra chairs, allow rowdiness, dump rubbish on the pavement.</p> <p>2)It is clear that policies that LBHF have had in the past were necessary and that a theme based policy allows for more latitude, which is hard to enforce and so creates more problems.</p> <p>3)Along Munster Road a number of premises obtained premise licenses during COVID-19. At the time this was a decent idea in order to provide an extra revenue stream. However these venues have turned from what were cafes - which provided a good service to local residents, into bars and live music venues. The amount of fighting has increased noticeably, as have the amount of drunken arguments, littering, and antisocial behaviour. These licenses need to be looked at in the light of today - not what would have benefitted them during lockdown. Residential areas should be preserved as such - and not turned into a night time economy pitch.</p> <p>4) It is so scary to come back home at night.... The so called night economy should not be scary, but it is.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p>	<p>irrespective of any policy suggestions.</p> <p>We are hopeful that the specific sub policies within the policy itself should create clear expectations for licence holders , therefore helping with enforcement</p> <p>We will carry out enforcement inspections to the premises on Munster Road to check for these issues. If you are being disturbed by a particular licensed premises please contact the licensing team on : <a href="mailto:licensing@lbhf.gov.uk">licensing@lbhf.gov.uk</a> and we will investigate</p>

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	<p>5) Request for evidence of noise complaints that have been quashed in support of businesses; Request for evidence that a large number of licensed premises has caused any adverse problems, specifically in Shepherds Bush Impact area: Request for evidence of the proportion of licenses granted vs rejected for any fully licensed premises to sell alcohol after midnight; request for evidence that LBHF has a night time economy of any value whatsoever beyond 10pm.</p> <p>6) There is a lot of street drinking which goes on after hours along the river walk after 11pm especially the reach from Hammersmith Bridge to the Fulham Football Ground. We should have a dedicated nighttime patrol to deal with this as the LET does not seem to have enough staff to deal with this on a regular basis i.e. to have hourly patrols from say 11pm to 5am.</p> <p>7) I have sat in on a few licensing committees now it really is essential to get a feeling behind who is running the business, how they operate it, what are their experience levels, how they deal with locals, and more. I would preferably like the council to arrange a meeting with all stakeholders for all applications. A dialogue with locals is essential.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p></p> <p>This is something we will raise with local SNT Police and our LET and community safety colleagues</p> <p>We are now proposing free pre application for up to 1 hour so we are hopeful that more operators will now engage with the Council before making an application. Unfortunately there is no requirement in law for them to do so</p>

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	<p>8) Residents support a healthy night-time economy but they should be much more involved in the licensing process such as in consultations and regular meetings for pubs and clubs.</p> <p>9) We welcome the Council's support for the borough's diverse cultural and entertainment offer, clear intention to help maintain an open, accessible, inclusive, safe and orderly wider licensed sector that caters to the diverse population of the borough and its desire that local business thrive and survive.</p> <p>10) Having lived in Hammersmith for nearly 2 years now, and watching the area grow, with new businesses, I feel very strongly about entering the community and being part of its development and giving something back to the community and its people.</p> <p>11) I like the new style and clear explanations</p> <p>12) When I work together with colleagues in places with many clients, I advise everyone to check their passport even for people who have a facial appearance of 27 years old</p> <p>13) The one off licensing application of Mission Hall is not acceptable to the residents living precisely next door.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>We would suggest that all residents sign up to our email alert system where they can obtain details of any application made in their area. If they want to meet with the applicant to discuss an application please contact the licensing team on : <a href="mailto:licensing@lbhf.gov.uk">licensing@lbhf.gov.uk</a> and we can arrange this</p>