



Parsons Green Sports & Social Club Limited

Parsons Green Sports & Social Club

31 Broomhouse Lane

Fulham

SW6 3DP

Application for a Premises Licence

Applicant's papers for hearing on 14/02/24



John Gaunt
& Partners

Licensing Solicitors

Our Ref: LE/LON221/PAR367/2
Contact: Luke Elford

The Licensing Sub Committee
Hammersmith and Fulham Council

C/o Lorna McKenna, Licensing Officer

By email only

5 February 2024

Dear Councillors,

Parsons Green Sports & Social Club Limited
Parsons Green Sports & Social Club, 31 Broomhouse Lane, London, SW6 3DP
Application for a Premises Licence

I represent Parsons Green Sports and Social Club Limited (“the Applicant”) in relation to this application for a premises licence (“the Application”) at Parsons Green Sports and Club, 31 Broomhouse Lane, SW6 3DP (“the Premises”).

The Application is due to be determined by you at a Licensing Sub-Committee hearing scheduled for the 14th of February 2024.

I thought it might be helpful to write in advance of that hearing to:

- Set out the background to this application;
- Set out what is being sought, and when;
- Explain how the venue will operate;
- Draw your attention to the conditions proposed by the Applicant; and
- Address the relevant concerns raised by Interested Parties.

I hope that you find this letter useful, and I look forward to addressing you in person in a week or so.

Background

Partners:

Tim Shield ⁽⁵⁶⁹⁷¹³⁾
Michelle Hazlewood ⁽⁵⁶⁹⁷¹⁴⁾
Jon Wallsgrove
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Parsons Green Sports and Social Club is a private members club with a rich history of almost 150 years. The club is one of the oldest private members' sporting clubs in London; of which the applicant is very proud of.

The Premises has an existing premises licence. It has operated to a high standard with minimal complaints.

The club offers a wide range of sporting facilities such as tennis courts, squash courts, croquet, and bowls. In addition to the fantastic sporting facilities, the club also provides hospitality facilities for its members and their guests with a club house and bar together with the newly re-banded restaurant 'Charlotte's Restaurant' both of which offer a selection of food and drink.

The premises hosts a variety of events including sporting awards for local clubs and teams of both adult and junior leagues, charitable functions, and corporate events.

The Application

The application is for a premises licence under the Licensing Act 2003 to permit the following licensable activities at the following times:

Films (indoors and outdoors)

- From 10:00 until 23:00 Monday to Saturday
- From 10:00 until 22:00 Sunday
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Note: There will be no external Licensable Activities after 23:00 Monday to Saturday and after 22:00 Sunday (see conditions)

Currently permitted from 19:00 to 23:00 Monday to Saturday and 19:00 to 22:00 Sunday (indoors)

Live Music (indoors only)

- From 23:00 until 01:00 on Friday and Saturday only
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Note: There is no application to provide Live Music outdoors

Currently permitted (once a week) (indoors) as follows:

- Monday to Thursday from 19:30 to 23:00
- Friday, Saturday, and Sunday from 12:00 until 16:00 and from 19:30 until 23:00

Recorded Music (indoors only)

- From 23:00 until 01:00 on Friday and Saturday only

- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Note: There is no application to provide Recorded Music outdoors

Currently permitted (indoors) from 23:00 to 01:00 Friday and Saturday

Anything Similar to Live Music, Recorded Music, and Performance of Dance (indoors and outdoors)

This aspect of the application is withdrawn.

Note: There is no longer application to provide Anything Similar to Live Music, Recorded Music, or Performance of Dance outdoors (or at all).

Currently permitted (indoors) from 19:00 to 23:00 Monday to Sunday

Late Night Refreshment (indoors)

- From 23:00 to 23:30 Sunday to Thursday
- From 23:00 to 01:00 Friday and Saturday
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Currently permitted 23:00 to 01:00 Friday and Saturday only

Sales of Alcohol (on-sales only)

- From 11:00 to 23:00 Monday to Thursday
- From 11:00 to 01:00 Friday and Saturday
- From 12:00 to 23:00 Sunday
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Currently permitted from 11:00 to 23:00 Monday to Thursday, from 11:00 to 01:00 Friday and Saturday, and from 12:00 to 23:00 Sunday

Note: There is no application to extend alcohol sales on any day of the week

Opening Hours

- From 06:00 to 23:30 Sunday to Thursday
- From 06:00 to 01:30 Friday and Saturday
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Currently permitted from 08:00 to 23:30 Sunday to Thursday and from 08:00 to 01:30 Friday and Saturday

Note: Opening hours are not dealt with by the Licensing Act 2003.

For ease, I attach a full schedule of conditions and hours as a separate document.

As mentioned earlier in this letter, the Premises already has the benefit of a premises licence.

The purpose of this application is to 'tidy up' the existing licence and extend part some the licensable activities.

The premises has carried out a number of successful events in the outside areas of the club from small events such as screening Wimbledon matches through to larger events including weddings. These types of events have previously been licensed using Temporary Event Notices (TENs).

The applicant acknowledges that by including the outside area within the delineation of the premises licence, they would be restricted by the conditions attached to this licence (should you be minded to grant) unlike a TEN.

It should be recognised that the application has not received any representations from any of the Responsible Authorities. This is testament to the strength of the application and their confidence in the management team of the premises. Your officers have no concerns over what has been applied for.

The Premises

The premises itself is made up of gym and wellness facilities, six all weather tennis courts; five of which are artificial grass and one being an artificial clay court. The premises also boasts glass back squash courts, a full croquet lawn and an expansive bowling green boasting seven rinks, together with changing facilities, ice plunge pool and a Himalayan salt sauna.

The premises has a club house which includes a sports room with two full sized snooker tables (the club boasting a formidable snooker team which competes in local leagues) and television facilities for watching a wide range of sporting events. The club house has a wide range of food and drink available which includes a breakfast/brunch menu, Sunday Lunch menu, lunch time menu and main restaurant menu.

In addition to club house, the premises has a small restaurant known as Charlottes. The restaurant offers a varied menu which prides itself on fresh seasonal food which is sourced ethically to provide home comfort style meals to its members and guest. They also have a private dining room which can host intimate dinners for up to 12 people.

Finally, Parsons Green Sports and Social Club has a function room known as the 'Oval Room'. This room is predominantly for events.

Conditions

Upon submission of the application, a set of 24 conditions were proposed to promote each of the Licensing Objectives. The schedule of conditions has been included as part of our submissions.

It is not my intention to set out all of the conditions within this letter, but the applicant does want to offer reassurance that these conditions have been proposed in accordance with your Statement of Licensing policy and to ensure that any impact on the local area is kept to a minimum.

Concerns

The applicant takes the concerns of residents very seriously and constantly strives to be good neighbour, as they have done for nearly 150 years.

Upon receipt of the representations, the applicant wrote to each of the residents.

We acknowledge the prospect of a new premises licence application can cause apprehension and we hope by explaining the application this has helped in some way to alleviate these concerns.

We encourage the residents to contact the applicant should they wish to have further discussions and encourage open dialogue in this matter.

I would like to address some of the specific concerns raised within the representations as follows:

1. The premises will not operate as a nightclub. The licensable activities are ancillary to the premises main use as a sports and social club. Furthermore, the premises will not be accessible to members of the public.
2. The outside area will not be used beyond 23:00 hours (22:00 Sunday) for licensable activities. A condition to this effect has been proposed as part of the application. The suggestion that the outside area will be used until 01:30 on a weekend is simply not correct.
3. A robust Dispersal Policy and Noise Management Plan will be implemented by the premises and all staff will be trained on the same. A copy of these two documents is included as part of our submissions.
4. Concerns have been raised about glass bottles being left in residential buildings. We do not allow our members or guests to leave the premises with any form of drinks container whether it be a bottle or glass.

Furthermore, we are only permitted 'on sales' at the premises and to allow anyone to leave with an alcoholic beverage would be contravening our premises licence. This is an allegation that we strongly refute.

I would like to reiterate that none of the responsible authorities have made an objection to this application. Had the council been in receipt of noise complaints or general anti-social behaviour issues we would, quite rightly, expect to see representations from the Licensing Officer, Environmental Health (Noise Team) and the Police Licensing Team. However, no such representations have been received.

The applicant would very much like to be an integral part of the local community and will do all they can to address any issues residents may have that are within their power. However, with the best will in the world the applicant cannot control the events of other nearby premises (The Hurlingham Club), nor can they control the flightpath of planes to and from Heathrow airport.

Summary

This is a good application made by a good applicant who has managed the premises for many years without issue under the current premises licence.

The application does not seek to go further than the existing licence, but rather to correct it.

You might ask why the application was not approached as a variation, and that is a valid question. It was felt that a new application would be cleaner. If the Applicant is granted an acceptable licence, it will surrender the previous version. There is no intent to have more than one licence here.

The premises is not a nightclub. This is a private members' club focusing on sport that would like the ability to host events at the premises for its members and guests without the need for applying for a Temporary Event Notice. The applicant has hosted many events previously without incident.

The Sub Committee is respectfully requested to grant the Application and we look forward to addressing you in person on 14th February.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Luke Elford', with a stylized flourish at the end.

Luke Elford
Partner
John Gaunt & Partners



Parsons Green Club

Parsons Green Sports and Social Club

Schedule of Hours and Conditions for Hearing 14/02/24

Activities and Hours:

Films (indoors and outdoors)

- From 10:00 until 23:00 Monday to Saturday
- From 10:00 until 22:00 Sunday
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Note: There will be no external Licensable Activities after 23:00 Monday to Saturday and after 22:00 Sunday (see conditions)

Currently permitted from 19:00 to 23:00 Monday to Saturday and 19:00 to 22:00 Sunday (indoors)

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Note: There is no application to extend alcohol sales on any day of the week

Opening Hours

- From 06:00 to 23:30 Sunday to Thursday
- From 06:00 to 01:30 Friday and Saturday
- From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day

Currently permitted from 08:00 to 23:30 Sunday to Thursday and from 08:00 to 01:30 Friday and Saturday

Note: Opening hours are not dealt with by the Licensing Act 2003.



Conditions for Hearing 14/02/24

1. All Licensable Activities provided under the authority of this Premises Licence shall be ancillary to the main use of the Premises as a Sports & Social Club. **(New Condition)**
2. Access to the premises shall only be permitted to members of the sports and social club, their guests, and any other person authorised by the Premises Licence Holder. **(New Condition, albeit on existing licence)**
3. Outside areas shall not be used after 23:00 hours **(22:00 Sunday)**. **(Condition amended)**
4. Any book used for the signing in of members and guests (which may be electronic) shall be kept on the premises at all times and made available to the police or authorised officers of the licensing authority upon request.
5. All staff responsible for selling alcohol shall receive relevant training before making any unsupervised sales. The training shall include:
 - The licensing act 2003 in terms of the licensing objectives and offences committed under the act;
 - The conditions of this premises licence;
 - the sale of age-restricted products.
6. No licensable activities shall take place at the premises until premises licence 2020/00885/LAPR (or such other number subsequently issued for the premises) has been surrendered.
7. High-definition CCTV shall be installed, operated and maintained at all times that the premises are open for licensable activities and;
 - a) Shall be checked on a regular basis to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available at the police or authorised council officers on request;
 - b) One camera shall show a close-up of the entrance/s to the premises to capture a clear, full length image of anyone entering;
 - c) Shall cover any external area of the premises accessible to public;
 - d) Recordings shall be in real time and stored for a minimum of 31 days with date and time stamping;
 - e) Footage shall be provided free of charge to police or authorised council's officers within 24 hours of a request;
 - f) A staff member from the premises that is conversant with the operation of the CCTV system shall be on the premises at all times. This staff member will be able to show police or authorised officers of the licensing authority recent data footage with the



minimum of delay when requested. This data or footage reproduction shall be almost instantaneous.

8. Where SIA Registered Door Supervisors are used at the premises, a record shall be kept of their SIA registration number and the dates and times when they are on duty.
9. All door supervisors will correctly display their SIA licence so as to be visible when on duty at the premises.
10. The premises shall operate a dispersal policy and all staff shall be trained in its implementation.
11. The premises shall operate a noise management plan and all relevant staff shall be trained in its implementation. **(New Condition)**
12. The premises shall operate a zero tolerance policy to drug use and posters shall be prominently displayed to this effect.
13. A drugs policy shall be in effect and all staff shall be trained in the implementation of the policy. the policy should be made available to the police or authorised officers of the licensing authority upon request.
14. An incident log (which may be electronic) shall be kept at the premises and made available on request to an authorised officer of the council or the police or the fire service which shall record the following:
 - (a) all crimes reported to the venue
 - (b) all ejection of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system
 - (g) any visit by a relevant authority or emergency service.
15. The incident record shall be kept on the premises and be available for inspection by the police or authorised officers of the licensing authority at all times the premises is open.
16. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.



17. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
18. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.
19. The external area shall not be used after 23:00 (**22:00 Sunday**) and doors to the external area shall be kept closed (save in an emergency) after this time. (**Condition Amended**)
20. There shall be no admittance or re-admittance to the premises after 23.00 hours (**22:00 Sunday**) except for patrons permitted to temporarily leave the premises (e.g. to smoke, make a phone call). (**Condition amended**)
21. Customers permitted to temporarily leave, e.g. to smoke, and then re-enter the premises shall not be permitted to take drinks or glass containers with them.
22. Signs shall be prominently displayed in the outside area reminding patrons there are residents living nearby and instructing them to respect the neighbours and to conduct their behaviour accordingly.
23. Children under the age of 14 shall not be permitted to on the premises unless supervised by an adult and shall not be permitted in the bar area on the ground floor unless in the company of an adult.
24. The premises shall operate a 'challenge 25' age-restricted sales policy and promote it through the prominent display of posters.
25. The licence holder shall put arrangements in place to ensure that before serving alcohol or other age-restricted goods to customers they believe to be less than 25 years of age, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'pass' logo (and no others), a passport, or UK driving licence bearing the photograph and date of birth of the customer.
26. The licence holder shall require staff to note any refusals in a refusals log. the refusals log shall record the date and time of the refusal; the name of the staff member refusing; and the reason for refusal. it must be checked and signed monthly by the designated premises supervisor. the refusals log shall be made available for inspection upon request by the licensing team, police or trading standards.
27. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number and/or is to be made available to residents and businesses in the vicinity. (**New Condition**)
28. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business. (**New Condition**)



Parsons Green Club

1. General

The premises are not open to the public.

The only people who are permitted to use the premises are:

- (a) members of the club and their guests,
- (b) nominees of corporate members,
- (c) persons attending a pre-booked function or event,
- (d) any other person authorised by the licence holder.

2. The members of the sports and social club

Are those who have been nominated for and accepted as members of the club and who are entitled to visit the premises and use some or all the facilities.

No person may become a member of the club unless and until they have completed and submitted an application form, met with, and been approved by, a sub-committee of the board and made the relevant subscription payment.

The membership process never takes less than 3 days.

Members are governed by the club's internal rules and must adhere to them at all times when using the club's facilities.

3. Guests of members

Members are permitted to bring guests to the club.

Guests are the responsibility of the member introducing them and the behaviour of guests is governed by the club's internal rules. Guests must adhere to those rules at all times when using the club's facilities.

Guests must be registered upon arrival at the club. The host member must accompany their guests upon entry to the club and must remain (except in emergencies) with the guest until they leave the club.



4. Nominees of corporate members

A corporate member may nominate a specified number of people, who may come to the club and use some or all of the club's facilities.

The name of each such nominee (and their home address) must be supplied to the club at least 7 days in advance of that nominee attending the club.

Whilst at the club, corporate nominees must adhere to the club's internal rules. Corporate nominees are the responsibility of the corporate member introducing them.

5. Persons attending pre-booked functions/pre-booked events

The club may play host to pre-booked functions/pre-booked events from time-to-time.

These may include, but are not limited to, corporate and member functions/events.

Functions and events may be organised around key dates in the calendar e.g. Wimbledon.

Functions and events are risk assessed by the club to ascertain staffing levels and other requirements for each event.

Functions and events that do not concur with the aims and ambitions of the club will be refused.

Function/event organisers are required to provide detailed information regarding the type of function/event taking place including contact details and guest lists.

People attending functions and events are treated in the same way as members, their guests, and corporate nominees. The club's rules apply and must be adhered to by all persons at all times.

6. Authorised visitors

Authorised visitors are those who may be visiting the club for another reason e.g. for a meeting with management or to play a recognised match against the club or a club member.

Authorised visitors are expected to abide by the club's rules at all times when at the club.

7. Access to the Premises

Access cards for the club are only issued to members and nominees of corporate members. Access cards are not to be used by guests of members, persons attending functions/events, and other authorised visitors. Temporary access cards may be employed as necessary.



8. The Applicants internal rules

The Applicant's internal rules always have, and will continue to, regulate the behaviour of the persons using the club when they are entering or leaving, as well when they are on, club premises. The appropriate notices and signage, within, and immediately outside, the club support the internal rules.

9. Opening Hours

The opening hours of the club are from 06:00 daily until 23:30 Sunday to Thursday and until 01:30 Friday and Saturday.

In accordance with the planning permission the club ensures that external sporting facilities are not used after 22:00 each day and external areas are not used at all after 23:00 (22:00 Sunday).



Parsons Green Club

LICENSING ACT 2003

PARSONS GREEN SPORTS & SOCIAL CLUB

DISPERSAL POLICY

Key Definitions:

- **Customers** – those who have visited the Premises for the purpose of Licensable Activities including members, guests, nominees of corporate members, persons attending pre-booked functions or events, any other persons authorised by the Premises Licence Holder.
- **Members** – those who are registered members of the club.
- **Guests** – those who are visiting the premises with a member or members.
- **Dispersal** – the way Customers and Staff leave the Premises and immediate vicinity.
- **Licensable Activities** – as per the Licensing Act 2003.
- **Licensing Authority** – Hammersmith and Fulham Council.
- **Licensing Objectives** – as per the Licensing Act 2003.
- **Permitted Hours** – the hours for Licensable Activities as per the Premises Licence.
- **Policy** – this Dispersal Policy.
- **Premises** – The Parsons Green Sports & Social Club.
- **Premises Licence** – 2023/02013/LAPR (application reference).
- **Premises Licence Holder** – Parsons Green Sports & Social Club Limited.
- **Quiet Marshals** – members of Staff employed by the Premises Licence Holder specifically to assist with the Dispersal of Customers.
- **Responsible Authority** – as per the Licensing Act 2003.
- **Responsible Authority Officer** – an officer of a Responsible Authority.
- **SIA** – door supervisors licensed by the Security Industry Authority.
- **Staff** – those who are employed by the Premises Licence Holder for the purpose of providing Licensable Activities.



Objective:

To promote the Licensing Objectives, particularly The Prevention of Public Nuisance, the Premises Licence Holder will utilise this Policy to ensure a that Dispersal from the Premises and the immediate vicinity takes place in an orderly fashion

The Premises Licence Holder will do this by:

1. Utilising a wind-down period at the end of Permitted Hours to assist with Dispersal. The wind-down period may include, for example, stopping or slowing sales of alcohol, increasing the lighting, stopping, or slowing any music being played at the Premises.
2. Making sure that Staff are suitably briefed and trained in this Policy.
3. Making sure that any externally contracted SIA are suitably briefed and trained in this Policy.
4. Making sure that Staff are aware of the relevant transport links and are able to deal with queries from Customers.
5. Making sure that any externally contracted SIA are aware of the relevant transport links and are able to deal with queries from Customers.
6. Maintaining contact details for taxi firms.
7. Asking Customers who appear to be waiting for a taxi to wait inside the Premises.
8. Displaying appropriate and proportionate signage at exits from the Premises asking Customers to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly.
9. Utilising Staff to reinforce the message conveyed by the above-mentioned signage.
10. Not permitting Customers to take drinks with them when leaving the Premises.
11. Utilising Quiet Marshals as and when required to assist with Dispersal.
12. Requesting that SIA remain outside the premises for an appropriate and proportionate period after the last customer has left the Premises to ensure complete Dispersal.
13. Recording any issues with Dispersal (whether caused by the Premises or not) as per the Premises' incident recording procedures.
14. Reminding Staff and SIA leaving the Premises after their shifts that they too need to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly.



15. Ensuring that a copy of this Policy is kept at the Premises and made available for inspection by Responsible Authority Officers.

16. Keeping this policy under review and updating it as necessary.

Local Transport Links:

- The nearest London Underground Stations are Parsons Green and Putney Bridge, both served by the District Line.
- The nearest National Rail station is Putney.
- The nearest Bus Stop is Sullivan Court, which is served by route 427, Oakbury Road and Townmead which is served by routes 28, 295 and N28.
- Public transport information can be obtained from the following websites and social media accounts:

www.tfl.gov.uk – @TfL

www.nationalrail.co.uk – @nationalrailenq

www.thetrainline.com – @thetrainline

- Customers may also wish to use ride hailing or ride sharing apps such as Uber, Gett etc.

This Policy is the property of the Premises Licence Holder and may be updated from time to time to reflect changes in current operating practices.

For any queries regarding this Policy please contact

The General Manager



Parsons Green Club

LICENSING ACT 2003

PARSONS GREEN SPORTS & SOCIAL CLUB

31 BROOMHOUSE LANE, SW6 3DP

NOISE MANAGEMENT PLAN

The aim of the Noise Management Plan is to put in place reasonable measures to reduce the impact of noise associated with the premises. People are generally less tolerant of avoidable noise, particular attention must be paid to reducing or eliminating avoidable noise.

Objective:

To ensure that the premises promote the Licensing Objectives, particularly the Prevention of Public Nuisance, the Premises Licence Holder will utilise the Noise Management Plan to put in place reasonable measures to reduce the impact of noise associated with the premises.

The Premises Licence Holder will do this by:

| Source | Possible Effects on Impact | Mitigations to consider |
|--------|----------------------------|---|
| | Volume | Volume to be kept at comfortable level for each area where music is played. Event maximums to be agreed with functions/events. |



| | | |
|--------------------|-------------------------------------|--|
| Inside music noise | | <p>Staff to monitor noise outside after 23:00 (22:00 Sunday) and to relay back.</p> <p>Direct line to manager on duty available.</p> |
| | Doors and Windows | Doors and windows to be kept closed during Regulated Entertainment (save for access/egress) and/or after closure of external areas (23:00 or 22:00 on Sunday) |
| | Location of speakers and equipment | Ensure they are moved away from doors and windows and avoid placement near party walls. |
| | Location of source | Avoid locating near large single glazed areas or external patron access doors. |
| | | |
| Outside Music | Hours and number of external events | <p>External events shall finish by 11pm or 10pm on Sundays.</p> <p>Consideration given to the number of external events hosted/type of events hosted.</p> <p>Events risk assessed.</p> <p>Winding down periods implemented.</p> <p>Direct line to manager on duty available.</p> |
| | Volume | <p>External music noise levels monitored.</p> <p>Direct line to manager.</p> |



| | | |
|--|-----------------------|--|
| | | <p>Consideration as to whether external music is suitable depending on type/style of music and hours requested.</p> <p>Winding down period implemented.</p> <p>Background music permissible at all times.</p> <p>Liaise with acoustician regarding noise monitoring.</p> |
| | Direction of Speakers | Point speakers away from residential properties where possible and other local businesses. |
| | Location of Speakers | Ensure that speakers are as far away from noise sensitive points/areas as possible. |
| | | |
| Deliveries and Collections | Times of day | Deliveries and collections to take place Between 08:00 and 23:00. |
| | Days of week | Where possible and if external companies allow, Mon-Fri deliveries only and not on Public Holidays. |
| | | |
| External Areas, Smoking areas and tables and chairs outdoors | Location Site | To be away from noise sensitive locations and limited number of patrons permitted to smoke at anyone time. |
| | Times of use | Limit number of patrons permitted to smoke at any one time with a reduction of numbers after 23:00 hours (22:00 Sunday). CCTV to cover the outside areas. |



| | | |
|-----------|-------------------------------|---|
| | Tables and chairs | Provide rubber feet to chairs and tables, render any furniture in the outside area unusable no later than 23:00 (22:00 Sunday). Limit the number of covers. consider position of tables and chairs being used. |
| | Children and Customer Noise | Restrict numbers permitted in any one area, close external areas from 23:00 onwards (22:00 Sunday), carry out supervised supervisor patrols and request that people respect the local area and needs of the residents. Remove those causing constant disturbance. |
| | Public Address Systems | Avoid the use of PA systems or direct away from residents and restrictive use. |
| | Music | See above |
| | | |
| Customers | Leaving Customers | Notices to remind patrons to leave the premises quietly and respect the local residents. SIA (when on duty) to manage dispersal in accordance with Policy. |
| | Later Hours | No re-entry to the premises after 23:00, save for those temporarily permitted to leave such as smokers or to make a phone call). This is to be continually risk assessed by the management of the premises. CCTV to cover the front of the premises or outside areas. |
| | Loitering (including smokers) | No drinks to be taken outside the premises. SIA (when on duty) to manage dispersal in accordance with Policy. Refuse entry to those causing a nuisance. Limited the number of patrons outside the premises or those using any designated areas. |



| | | |
|-----------------------------------|--|--|
| Chillers, air con, extractors etc | Nature of noise including hums, rumbles and whines | Locate sources away from residents and party walls where possible. Use quieter plant, silencers and acoustic housings. Ensure equipment is serviced regularly and well maintained. |
| Complaints | Response and attitude | Incident log to be kept up to date recording date, time, name, cause and action taken. Consider regular meetings with neighbours (every quarter) |

Additional Guidance Notes

1. Inside Music Noise

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Good management control to keep doors and windows closed and control hours and volumes with a cooling-down period (reduced volume) for the last 15 minutes is achievable by the supervisor. Consideration of location of loudspeakers, limiting Juke Boxes and structural works may require someone with specialist experience bearing in mind that structural works may not be fully effective in reducing bass. Live music is very difficult to manage, since many musicians bring their own equipment and it cannot be effectively controlled by the supervisor unless there is a good working relationship. It may be prudent to favour events which minimise impact. Warn neighbours in advance of special events which might have a greater potential for disturbance.

Carry out regular checks at the boundary of the nearest noise sensitive properties, but **remember** if you have been subject to loud music for an hour or so your hearing will not be as sensitive and the music level outside can easily be under estimated when you carry out your check. This effect is known as temporary threshold shift.

2. Outside Music Noise



Outside music can very easily cause a nuisance to nearby neighbours. The nuisance potential is closely linked to volume, hours of use and number of times a year. For example a beer garden with regular piped music for long periods at weekends or during the week is likely to be a nuisance if it can be heard in a neighbour's garden. On the other hand an occasional jazz band (for example) for a couple of hours at lunchtime a few times a year (e.g. Bank Holidays) is much less likely to be a nuisance. Special events such as wedding receptions may need careful planning and thought, including liaison with nearby occupiers.

3. Deliveries, recycling and refuse collections, and stores

Deliveries and collections are noisy e.g. the refrigeration units on delivery vehicles and the clanging of barrels, the rattle of bottles, and the noise from refuse collection vehicles. The most effective way of minimising impact is to ensure that they take place at reasonable times on a weekday. Wherever possible locates stores away from noise sensitive premises and consider the use of purpose built or sound-proofed stores.

4. Smoking shelters, external seating/eating areas.

Smoking shelters and the use of external parts for customers to smoke may give rise to disturbance to occupiers of neighbouring premises especially later at night. Carefully consider their location. A smoking shelter may also need planning permission. Similarly external seating and eating areas, either on the premises or on the adjacent street can cause problems as can the use of metal tables and chairs, particularly if legs do not have rubber protectors on the feet. Remember that the late night removal of tables and chairs can also give rise to disturbance.

5. Customers and Car Parks.

Customer noise is a difficult matter, people leaving a noisy venue often carry on talking outside at the same volume, and this can be disturbing. Customers congregating outside to smoke, use mobiles or try to hold a conversation across the window façade with friends in the venue can cause problems. Particularly disruptive customers should be warned and where appropriate an exclusion and dispersal policy introduced.

Car parks are another area where occasional supervision and checks especially late at night may help to prevent loitering, chatting or inconsiderate and noisy driving. Signs which emphasise the need to refrain from shouting, slamming car doors, sounding horns and loud use of



vehicle stereos and anti-social behaviour should be considered. A good relationship should be fostered with responsible taxi operators where possible, and customers encouraged to order the taxi whilst still inside.

6. Complaints

The importance of a sympathetic and polite response to complaints cannot be over emphasised. Many problems can be defused by the right attitude and response. Letting neighbours know that you are willing to meet with them to discuss issues can help maintain relations and assists with neighbour tolerance.

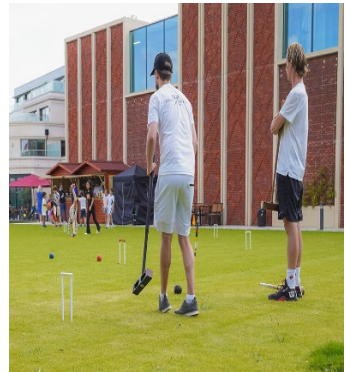
This Policy is the property of the Premises Licence Holder and may be updated from time to time to reflect changes in current operating practices.

For any queries regarding this Policy please contact

The General Manager



Parsons Green Club





Super Sandwiches

Winter Vegetable Soup 6

A smooth, spicy, vegan pea soup made with onion, chili, ginger and garlic. Served with a homemade coconut yogurt and cucumber raita. (Ve, GF)

Char-grilled Black Angus Sirloin 14

A 5oz sliced, char-grilled prime sirloin, served pink in freshly baked Ciabatta bread with rocket, mustard mayonnaise and chimichurri sauce. Served with a side of fries.

Roast Suffolk Chicken 11

Add bacon 1. Add avocado 2.

Shredded roast chicken, garlic mayonnaise and baby spinach in freshly baked Ciabatta bread. Served with a side of fries and a portion of rosemary & garlic mayonnaise.

Home Made Butternut Squash Burger 11

Butternut squash is slow-baked, then dipped in spiced coconut yogurt flour and cooked until crisp and golden. Served in a vegan bun with baby gem, gherkin, chilli & lime mayonnaise and smashed avocado. Served with a side of fries (Ve)

Classic Parsons Green Burger 12

Add caramelized onion & bacon for 2.

An 8oz char-grilled aged rib cap and bone marrow patty topped with Cheddar cheese in a soft broche bun with gem leaves, homemade burger sauce, and pickles. Served with a side of fries.

Mark Marks

Baked Egg Shakshuka 9

Charozet, red Anjou pepper, onion, chilli and tomato, baked with spinach and eggs. Served with bread.

Avocado and Poached Eggs 9

Mashed avocado, chilli, shallots, cherry tomatoes and coriander on grilled sourdough bread. Served with two soft-boiled eggs, topped with chives. (V)

Baked Mac 'n' Cheese (V) 9

Macaroni with homemade four cheese sauce.

Butter Chicken Curry 11

Char-grilled Suffolk chicken thigh in a spicy, rich butter and yogurt sauce with onion, chilli & ginger, topped with Greek yogurt and finished with crispy shallots & coriander. Served with cumlin rice on the side.

Welsh Lamb Shank 16

Form reared Welsh lamb shank, slow braised in lamb stock. Served with roasted carrots and a rich garlic and rosemary mash.

Cornish Plice Goujons 12

Bread crumbed plice goujons on crushed peas. Served with chips and homemade tartar sauce.

Aubergine and Chickpea Tagine 11

A classic tagine of aubergine and chickpeas. Served with buckwheat and almond couscous (Ve, GF)

Parsons Green Fish Pie 14

Smoked haddock, cod and salmon in a parsley and mustard sauce, topped with buttery mash and finished with a broccoli, parmesan and chive crust.

If you have a food allergy, intolerance or sensitivity please speak to a member of our team upon placing your order. Prices include 20% member discount. Prices are inclusive of VAT.

Winter Salads

Baked Beetroot & Quinoa Salad 10

Baked beetroot, slow-roasted onion, beetroot dressed in white balsamic vinegar, olive oil, mixed steamed quinoa, pickled beetroot, ruby chard leaves and spinach. Finished with roasted hazelnuts and crumbled feta. (Ve, GF)

Char-grilled Suffolk Chicken and Avocado Salad 11

Sliced char-grilled chicken breast with avocado, gem heart and spring onion with a mustard dressing. Finished with chopped chives and parmesan. (GF)

Sub Savvy

Skin on Fries 6 (Ve, GF)

Roasted Broccoli with Chilli and Garlic 6 (Ve, GF)

Buttery Mashed Potato 6

Honey Roasted Carrots and Parsnip 6 (V)

Toasted Ciabatta 2

Sourdough 2

Fruiter Meals

Baked Mac 'n' Cheese 5

Macaroni with homemade four cheese sauce.

Cornish Plice Fish Fingers 5

Bread crumbed plice goujons on crushed peas. Served with chips and homemade tartar sauce.

Tomato and Penne Pasta 5

Penne pasta in a freshly made Arrabbiata sauce.

Fruit Set

Blackberry and Apple Crumble 6

Served with custard.

Chocolate Brownie 6

Served with judes ice cream.

Jude's Ice Cream 2

200ml tub

Salted Caramel, Mango Sorbet, Vegan Chocolate (ve), Vanilla.

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