

Regulatory Services/Licensing
222 Upper Street, London
N1 1XR

Report of: Director Community Safety, Resilience and Security

Meeting of: Licensing Sub-Committee

Date: 17/07/2023

Ward(s): St. Peter's & Canalside

Subject:

PREMISES LICENCE NEW APPLICATION

Re:

**MUST Wine Islington, 2-4 Camden Passage,
London, N1 8ED.**

1. Synopsis

1.1. This is an application for a new premise licence under the Licensing Act 2003.

1.2. The new application is to allow:

- **The sale by retail of alcohol, on & off supplies, Sundays from 11:00 until 21:15, Mondays & Tuesdays from 11:00 until 22:15, Wednesdays & Thursdays 11:00 until 22:30 and Fridays & Saturdays from 11:00 until 23:15;**
- **The provision of late night refreshment, Fridays & Saturdays from 23:00 until 23:45; and**

- **The premises to be open to the public, Sundays from 11:00 until 21:45, Mondays & Tuesdays from 11:00 until 22:45, Wednesdays & Thursdays 11:00 until 23:00 and Fridays & Saturdays from 11:00 until 23:45**

1.3. Relevant Representations:

Licensing Authority	No
Metropolitan Police	No - Conditions agreed
Noise	No - Conditions agreed
Health and Safety	No
Trading Standards	No
Public Health	No
Safeguarding Children	No
London Fire Brigade	No
Local residents	Yes: 6 local residents
Other bodies	No:

2. Recommendations

- 2.1. To determine the application for a new premises licence under Section 17 of the Licensing Act 2003;
- 2.2. These premises are located in the Angel and Upper Street Cumulative Impact Area therefore the Licensing Sub-Committee will need to consider Licensing Policy 3, which states that there is a presumption of refusal unless the Sub-Committee is satisfied that there will be no adverse cumulative impact on the licensing objectives.
- 2.3. If the Licensing Sub-Committee grants the application it should be subject to:
- Conditions prepared by the Licensing Officer which are consistent with the Operating Schedule (see appendix 4); and
 - Any conditions deemed appropriate by the Licensing Sub-Committee to promote the four licensing objectives.

3. Background

- 3.1. This new premises licence application was received by the Licensing Service on 24th May 2023.
- 3.2. During the consultation process the applicant agreed to amend the hours being for licensable activities, these amended hours are detailed at 1.2 of this report.
- 3.3. The representations submitted by the Met Police and Council's noise service were withdrawn on the basis of agreed conditions of approval, these conditions are detailed at Appendix 4 of this report.
- 3.4. At the end of the consultation period 6 local resident representations remained outstanding, these representations are detailed at Appendix 2 of this report.
- 3.5. On receipt of the outstanding representations the applicant submitted responses to the concerns raised, these responses are detailed at Appendix 3.
- 3.6. The Council's planning service have stated that the proposed use for the premises would require a planning application for a change of use. Their response is detailed at 4.5 of this report.

4. Implications

4.1. Financial Implications

- 4.1.1. The Head of Finance reports that the applicant has paid the application fee of £450.00. Should the application be refused, the fee is not refundable.

4.2. Legal Implications

- 4.2.1. The legal implications are set out in Paragraph 2.
- 4.2.2. Legal advice will be provided at the meeting of the Licensing Sub-Committee as necessary.

4.3. Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

- 4.3.1. The Licensing Sub-Committee need to consider the impacts that that proposals will have on the environment. An impact is defined as any change to the environment, whether positive or negative, wholly or partially resulting from Council activities. Almost all human activity has some impact on the environment, and it is very unlikely that any activity will not have any implications.

4.4. **Equalities Impact Assessment**

- 4.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.
- 4.4.2. An Equalities Impact Assessment is not required in relation to this report, because this is a decision relating to a Premises Licence application under the Licensing Act 2003.

4.5. **Planning implications**

- 4.5.1. The property is not statutorily listed, and is located within The Angel Conservation Area (CA18).
- 4.5.2. The existing or last lawful use of the ground floor and basement of the property was retail (Class E(a)). The proposed wine bar use would be Sui Generis. The proposed change of use would require planning permission. There are adopted policies to protect specialist shopping areas such as Camden Passage – Policy DM4.9 Markets and specialist shopping areas.
- 4.5.3. "Policy DM4.9 Markets and specialist shopping areas:
 - A. The council will seek to maintain, and support the enhancement of, existing traditional street markets within the borough;
 - B. The council will continue to protect and promote the role of specialist shopping areas in the borough, particularly at Camden Passage and Fonthill Road. Any applications received in and around specialist shopping areas will be considered in relation to their compatibility with the predominant existing uses. Any applications which will adversely impact the character of a specialist shopping area and/or fundamentally affect the unique function of these areas will be refused."
- 4.5.4. There is no relevant planning history for this site, nor conditions relating to hours of operation.
- 4.5.5. There are no 'live' planning enforcement cases open for this site.
- 4.5.6. The proposed change of use would require planning permission.

5. Conclusion and reasons for recommendations

5.1. That the Licensing Sub-Committee determines this application.

Appendices:

Appendix 1: application form;

Appendix 2: representations;

Appendix 3: applicant response to representations;

Appendix 4: suggested conditions and map of premises location.

Background papers:

- None.

Final report clearance:

Authorised by:

Janice Gibbons

Head of Regulatory Services

Date:

6th July 2023

Report author: Licensing Service

Tel: 020 75027 3031

E-mail: licensing@islington.gov.uk

* required information

Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference	Not Currently In Use	This is the unique reference for this application generated by the system.
Your reference	MUST WINE ISLINGTON LIMITED - PREMISES LICENCE APPLICATION	You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.
Are you an agent acting on behalf of the applicant? <input type="radio"/> Yes <input checked="" type="radio"/> No		Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

Applicant Details

* First name	MICHAEL	
* Family name	NUTTALL	
* E-mail	MN@MUSTWINE.CO.UK	
Main telephone number	[REDACTED]	Include country code.
Other telephone number		
<input type="checkbox"/> Indicate here if you would prefer not to be contacted by telephone		

Are you: <input checked="" type="radio"/> Applying as a business or organisation, including as a sole trader <input type="radio"/> Applying as an individual	A sole trader is a business owned by one person without any special legal structure. Applying as an individual means you are applying so you can be employed, or for some other personal reason, such as following a hobby.
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Applicant Business

Is your business registered in the UK with Companies House? <input checked="" type="radio"/> Yes <input type="radio"/> No	Note: completing the Applicant Business section is optional in this form.	
Registration number	14638771	
Business name	MUST WINE ISLINGTON LIMITED	If your business is registered, use its registered name.
VAT number	- TBC	Put "none" if you are not registered for VAT.
Legal status	Private Limited Company	

Continued from previous page...

Your position in the business

Home country

The country where the headquarters of your business is located.

Registered Address

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Section 2 of 21

PREMISES DETAILS

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

Premises Address

Are you able to provide a postal address, OS map reference or description of the premises?

- Address OS map reference Description

Postal Address Of Premises

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Further Details

Telephone number

Non-domestic rateable value of premises (£)

Section 3 of 21

APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- An individual or individuals
- A limited company / limited liability partnership
- A partnership (other than limited liability)
- An unincorporated association
- Other (for example a statutory corporation)
- A recognised club
- A charity
- The proprietor of an educational establishment
- A health service body
- A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- The chief officer of police of a police force in England and Wales

Confirm The Following

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- I am making the application pursuant to a statutory function
- I am making the application pursuant to a function discharged by virtue of Her Majesty's prerogative

Section 4 of 21

NON INDIVIDUAL APPLICANTS

Provide name and registered address of applicant in full. Where appropriate give any registered number. In the case of a partnership or other joint venture (other than a body corporate), give the name and address of each party concerned.

Non Individual Applicant's Name

Name

Details

Registered number (where applicable)

Description of applicant (for example partnership, company, unincorporated association etc)

Continued from previous page...

LIMITED COMPANY

Address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Contact Details

E-mail

Telephone number

Other telephone number

* Date of birth / /
dd mm yyyy

* Nationality [Documents that demonstrate entitlement to work in the UK](#)

Section 5 of 21

OPERATING SCHEDULE

When do you want the premises licence to start? / /
dd mm yyyy

If you wish the licence to be valid only for a limited period, when do you want it to end / /
dd mm yyyy

Provide a general description of the premises

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off- supplies you must include a description of where the place will be and its proximity to the premises.

'MUST WINE BARS' CURRENTLY OPERATE SUCCESSFULLY, AND IN FULL COMPLIANCE WITH ALL REQUIREMENTS OF THE LICENSING ACT 2003, AND ALL OTHER RELEVANT LEGISLATION IN THREE LOCATIONS WITHIN THREE DIFFERENT LICENSING ISSUING AUTHORITIES:

HAMPSTEAD ((COMPANY NAME: MUST WINE HAMPSTEAD LIMITED (REG. NO.: 13339394) OF TRADING ADDRESS 63, SOUTH

Continued from previous page...

END ROAD, HAMPSTEAD, LONDON NW3 2QB. LICENSING NUMBER 104977));

ST ALBANS ((COMPANY NAME: MUST ST A LIMITED (REG. NO.: 11251029) OF TRADING ADDRESS 3, GEORGE STREET, ST ALBANS AL4 3ER. LICENSING NUMBER 201800751)), AND

WANSTEAD ((COMPANY NAME: MUST WINE WANSTEAD LIMITED (REG. NO.: 13544785) OF TRADING ADDRESS 125, HIGH STREET, WANSTEAD, LONDON E11 2RL. LICENCE NUMBER 078658).

MUST WINE HAS THREE MAIN ELEMENTS TO THE BUSINESS:

LUXURY WINE BAR - TABLE SERVICE ONLY OF 100 WINES BY THE GLASS FROM 25 COUNTRIES WITH AN ENGAGING, INFORMATIVE WINE MENU SUPPORTED BY EXCELLENTLY TRAINED COLLEAGUES AND THE HIGHEST LEVELS OF CUSTOMER SERVICE AT ALL TIMES

WINE RETAIL - FOR OFF SALE PURCHASES FOR HOME CONSUMPTION OR PURCHASED AS GIFTS, WITH A LIMITED AND FOCUSED RANGE OF WINES WITH THE CORE RANGE PRICED BETWEEN £10.99 AND £89.99 WITH AN AVERAGE OF £30 A BOTTLE;

WINE TASTINGS AND EVENTS - A FREQUENT PROGRAMME OF COMPANY TASTINGS EVERY MONTH IN A DESIGNATED WINE TASTING LOUNGE ALSO AVAILABLE FOR PRIVATE TASTING HIRE

COLLEAGUES EARN CONSIDERABLY MORE THAN THE REAL LIVING WAGE AND RECEIVE CONSISTENT AND COMPREHENSIVE PRODUCT, SERVICE, HEALTH AND SAFETY AND REGULATORY TRAINING. THE COMPANY IS AN ACTIVE CONTRIBUTOR TO THE LOCAL COMMUNITY WITH VARIED AND FREQUENT FUND RAISING ACTIVITIES.

THE FIT OUT DESIGN AND QUALITY IS OF THE HIGHEST STANDARD AND CONTINUALLY MAINTAINED.

THE COMPANY AND THE OPERATION:

- WILL NOT ADD TO THE CUMULATIVE IMPACT ON ANY ONE, OR MORE, OF THE FOUR LICENSING OBJECTIVES
- WILL ACTIVELY PROMOTE AND ENHANCE THE SAFE, WELCOMING AND VARIED DAY TIME AND EVENING ECONOMY
- WILL ADD TO, AND COMPLEMENT, THE EXISTING ATTRACTIVE AND DIVERSE RANGE OF BUSINESSES ADDING TO THE RICH, LOCAL CULTURAL OFFERING
- WILL NOT ADD TO CRIME, DISORDER AND PUBLIC NUISANCE
- WILL MAKE A POSITIVE CONTRIBUTION TO THE BOROUGH ON NUMEROUS ELEMENTS INCLUDING NEW EMPLOYMENT AND CAREER OPPORTUNITIES, LOCAL CHARITY SUPPORT, ATTRACTING AND RETAINING NEW VISITORS
- WORK WITH THE SAFER ISLINGTON PARTNERSHIP, PROMOTE WOMEN'S SAFETY AND LGBTQ+ INCLUSIVITY. THE COMPANY ALREADY RUNS AND ACTIVELY SUPPORTS ASK FOR CLIVE
- WILL DELIVER THE HIGHEST STANDARDS OF MANAGEMENT OF A LICENSED PREMISE TO ENSURE THE BUSINESS HAS NO ADVERSE IMPACT ON LOCAL RESIDENTS
- WILL COMPLY WITH, AND PROMOTE THE LICENSING OBJECTIVES OF PREVENTION OF CRIME AND DISORDER, PUBLIC SAFETY, THE PREVENTION OF PUBLIC NUISANCE AND THE PROTECTION OF CHILDREN FROM HARM
- HAS PROPOSED HOURS OF OPERATION CONSISTENT WITH THE FRAMEWORK HOURS
- WILL BE A SMALL VENUE, WITH TABLE SEATING ONLY AND NO VERTICAL DRINKING
- WILL BE A MIXED USE VENUE, WITH ALCOHOL SALES ALONGSIDE EVENTS, RETAIL, TASTINGS AND FOOD
- HAS A PROVEN AND BROAD CUSTOMER APPEAL ATTRACTING CUSTOMERS FROM A VERY WIDE AND INCLUSIVE DEMOGRAPHIC BACKGROUND AVAILABLE TO BOTH RESIDENTS AND VISITORS
- WILL PROVIDE AN ALL SEATED ENVIRONMENT FOR CUSTOMERS. THIS IS COMPANY STANDARD IN ALL LOCATIONS
- WILL NOT PERMIT VERTICAL DRINKING. THIS IS COMPANY STANDARD IN ALL LOCATIONS
- WILL WORK COLLABORATIVELY WITH LOCAL PUBWATCH AND OPERATION NIGHTSAFE
- SUPPORT AND ACTIVELY PARTICIPATE IN THE LICENSEE'S CHARTER AND IN PARTICULAR TO COMMIT TO PROVIDING SAFE, SECURE INCLUSIVE VENUES AND PREMISES; RESPECTING LOCAL NEIGHBOURS AND ENCOURAGING CUSTOMERS TO DO LIKEWISE; PROVIDING HIGH STANDARDS OF MANAGEMENT BOTH INSIDE AND OUTSIDE THE PREMISES; INVESTING IN STAFF TRAINING TO SUPPORT THE CHARTER' OBJECTIVES AND SUPPORTING INITIATIVES THAT CONTRIBUTE TO NET ZERO CARBON

Continued from previous page...

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

Section 6 of 21

PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will you be providing plays?

- Yes No

Section 7 of 21

PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

- Yes No

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

- Yes No

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

- Yes No

Section 10 of 21

PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

- Yes No

Section 11 of 21

PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

Will you be providing recorded music?

- Yes No

Section 12 of 21

PROVISION OF PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Continued from previous page...

Will you be providing performances of dance?

Yes No

Section 13 of 21

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

Yes No

Section 14 of 21

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

Yes No

Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start 23:00

End 00:00

SATURDAY

Start

End

Start 23:00

End 00:00

SUNDAY

Start

End

Start

End

Continued from previous page...

Will the provision of late night refreshment take place indoors or outdoors or both?

- Indoors Outdoors Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

DRINKS ONLY BETWEEN 23:00 AND 00:00.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of late night refreshments at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 15 of 21

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

- Yes No

Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock. (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

Continued from previous page...

WEDNESDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

THURSDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

FRIDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SATURDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="00:00"/>
Start	<input type="text"/>	End	<input type="text"/>

SUNDAY

Start	<input type="text" value="11:00"/>	End	<input type="text" value="22:00"/>
Start	<input type="text"/>	End	<input type="text"/>

Will the sale of alcohol be for consumption:

- On the premises Off the premises Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

Continued from previous page...

Name

First name

Family name

Date of birth / /
dd mm yyyy

Enter the contact's address

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Personal Licence number (if known)

Issuing licensing authority (if known)

PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- Electronically, by the proposed designated premises supervisor
- As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

Section 16 of 21

ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

NOT APPLICABLE

Continued from previous page...

Section 17 of 21

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Continued from previous page...

Section 18 of 21

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

TO PROMOTE, ACHIEVE AND MAINTAIN ALL FOUR LICENSING OBJECTIVES THE COMPANY HAS EXTENSIVE, PROVEN EXPERIENCE OF COMPLIANCE AGAINST ALL FOUR LICENSING OBJECTIVES ACHIEVED ACROSS THREE DIFFERENT LICENSING AUTHORITIES (ST ALBANS CITY & DISTRICT COUNCIL, LONDON BOROUGH OF CAMDEN, LONDON BOROUGH OF REDBRIDGE) AND WE OPERATE ALL OF OUR BUSINESSES LAWFULLY AND IN ACCORDANCE WITH GOOD BUSINESS PRACTICE.

WITH THE HIGHEST OPERATING STANDARDS AND QUALITY OF MANAGEMENT IN PLACE, A DESIGNATED OPERATIONS MANAGER FOR THE BUSINESS, INDIVIDUAL PREMISES MANAGERS, ASSISTANT MANAGERS AND SUPERVISORS IN THE PROPOSED LICENSED PREMISES WE WILL UPHOLD, PROMOTE AND MAINTAIN ALL FOUR LICENSING OBJECTIVES.

THE MANAGEMENT STRUCTURE IS AS FOLLOWS: SUPERVISOR REPORTING INTO THE ASSISTANT MANAGER, REPORTING INTO THE MANAGER, REPORTING INTO THE COMPANY OPERATIONS MANAGER REPORTING INTO THE GROUP CEO AND DIRECTOR. A DETAILED TRAINING MANUAL, POLICIES AND PROCESSES ARE IN PLACE, INCLUDED BUT NOT LIMITED TO:

- LICENSING ACT 2003
- FOUR LICENSING OBJECTIVES
- CHALLENGE 25 POLICY
- EMERGENCY FIRST AID
- FIRE TRAINING
- H&S LEVEL 2
- FOOD SAFETY LEVEL 2
- MANUAL HANDLING
- COSHH
- ALLERGENS AWARENESS
- PERSONAL LICENCE / APLH LEVEL 2
- CONFLICT MANAGEMENT
- DISABILITY AWARENESS
- DRUGS AWARENESS
- EQUALITY & DIVERSITY

THE COMPANY IS SHORTLY TO ALSO LAUNCH AN ONLINE TRAINING APP FOR ALL COLLEAGUES.

EACH LICENSED PREMISES HAS THEIR OWN WHATS APP GROUP FOR ALL COLLEAGUES TO COMMUNICATE ANY ISSUES, URGENT TRAINING NEEDS AND TO PASS ON INFORMATION ACCURATELY AND TIMELY. ALL ASSISTANT MANAGERS AND ABOVE ARE IN A SEPARATE GROUP THAT SHARES COMPANY WIDE INFORMATION.

WITH ALL EXISTING, GRANTED PREMISES LICENCES, THE COMPANY HAS LIAISED AND IMPLEMENTED, WHERE NECESSARY AND PRACTICAL TO DO SO, THE RECOMMENDATIONS OF THE RESPONSIBLE AUTHORITIES.

PLEASE NOTE THE ANSWERS PROVIDED IN ANY OF A) TO D) INCLUSIVE BELOW ARE, OR MAY BE, ALSO APPLICABLE TO ANY OF THE OTHER FOUR AREAS.

Continued from previous page...

b) The prevention of crime and disorder

AS PART OF THE COMPANY'S COMPLIANCE AND COMMITMENT TO THE PREVENTION OF CRIME AND DISORDER, THE COMPANY WILL UNDERTAKE THE FOLLOWING:

- CCTV WILL BE IN USE AT THE PREMISES. IT SHALL BE TO AN APPROPRIATE STANDARD AND COMPLIANT WITH THE LICENSING AUTHORITY
- THE PREMISES SHALL BE PROVIDED WITH CCTV TO ALL PARTS OF THE PREMISES TO WHICH THE PUBLIC HAVE ACCESS, WITH THE EXCEPTION OF INDIVIDUAL TOILET CUBICLES. THE SYSTEM SHALL BE CAPABLE OF RECORDING AND STORING IMAGES SIMULTANEOUSLY. THE CAMERAS SHALL BE ABLE TO IDENTIFY AN UNKNOWN PERSON BY CAPTURING A HIGH QUALITY HEAD AND SHOULDERS IMAGE OF ANY PERSON ENTERING THE PREMISES
- THE CCTV WILL BE OPERATIONAL 24 HOURS A DAY AND ALL IMAGES CAPTURED WILL BE RECORDED AND STORED ON SITE FOR A MINIMUM PERIOD OF 31 DAYS
- COPIES OF CCTV RECORDINGS WILL BE MADE AVAILABLE TO THE POLICE AND/OR THE LICENSING AUTHORITY ON REQUEST WITHIN 48 HOURS OF THE REQUEST BEING MADE, TOGETHER WITH FACILITIES FOR VIEWING WHERE REQUESTED
- IF THE CCTV EQUIPMENT IS KNOWN TO BE INOPERATIVE, OR IS OTHERWISE NOT INSTALLED AND WORKING TO THE SATISFACTION OF THE POLICE AND LICENSING AUTHORITY, THE POLICE AND LICENSING AUTHORITY SHALL BE NOTIFIED IMMEDIATELY BY EMAIL TOGETHER WITH AN ESTIMATE GIVEN OF THE REPAIR TIMESCALE. THE PREMISES WILL COMPLY WITH ALL REASONABLE REQUESTS FROM THE POLICE AND/OR A DULY AUTHORISED OFFICER OF THE LICENSING AUTHORITY, WHICH MAY INCLUDE THE SUSPENSION OF LICENSABLE ACTIVITIES
- A COLLEAGUE WHO IS CONVERSANT WITH OPERATING THE CCTV SYSTEM SHALL BE ON THE PREMISES, OR CONTACTABLE, AT ALL TIMES THE PREMISES ARE OPEN TO THE PUBLIC. THIS PERSON(S) MUST BE ABLE TO SHOW POLICE OR AUTHORISED COUNCIL OFFICERS CCTV DATA OR FOOTAGE WITH MINIMAL DELAY WHEN REQUESTED
- THE DPS WILL KEEP AN UP TO DATE DPS AUTHORISATION SHEET WHICH WILL SHOW THE LIST OF COLLEAGUES WHO HAVE BEEN GIVEN THE AUTHORITY TO SELL ALCOHOL ON THE PREMISES. COLLEAGUES WILL BE TRAINED TO BE ALERT TO ANY POTENTIAL DANGER TO CUSTOMERS AND REACT ACCORDINGLY. IF THEY ARE UNABLE TO QUICKLY DEFUSE THE SITUATION WITHOUT RISK TO CUSTOMER OR COLLEAGUE THEN THEY ARE INSTRUCTED TO CALL THE POLICE
- AN INCIDENT BOOK WILL BE MAINTAINED ON THE PREMISES THAT DETAILS INCIDENTS OF NOTE THAT OCCUR IN THE PREMISES. THIS SHALL INCLUDE REFUSED SALES, CRIMES, ITEMS SEIZED, DEFECTS IN THE CCTV SYSTEM, REFUSED ADMISSION, DISORDER, AND EJECTIONS AS A MINIMUM. THE INCIDENT BOOK SHALL BE KEPT ON THE PREMISES AND BE AVAILABLE FOR INSPECTION AT ALL TIMES THE PREMISES IS OPEN
- ALL COLLEAGUES RESPONSIBLE FOR SELLING ALCOHOL SHALL BE TRAINED REGARDING UNDERAGE SALES
- NO BEERS OR CIDERS ABOVE 6.5% ABV SHALL BE SOLD OR OFFERED FOR SALE AT THE PREMISES
- NO MINIATURES OR CANS OF ALCOHOL ARE OFFERED FOR SALE
- A REFUSALS BOOK SHALL BE KEPT AT THE PREMISES TO RECORD DETAILS OF ALL REFUSALS TO SELL ALCOHOL. THIS BOOK SHALL CONTAIN THE DATE AND TIME OF THE INCIDENT, A DESCRIPTION OF THE CUSTOMER, THE NAME OF THE STAFF MEMBER WHO REFUSED THE SALE, AND THE REASON THE SALE WAS REFUSED. THE BOOK SHALL BE MADE AVAILABLE TO POLICE AND AUTHORISED COUNCIL OFFICERS ON REQUEST
- NOTICES WILL BE DISPLAYED AT THE ENTRANCE AND EXIT AND OTHER LOCATIONS INSIDE THE PREMISES ADVISING CUSTOMERS THAT CCTV IS IN OPERATION

c) Public safety

- COLLEAGUES ARE TRAINED TO BE ALERT TO ANY POTENTIAL DANGER TO CUSTOMERS AND REACT ACCORDINGLY. IF THEY

Continued from previous page...

ARE UNABLE TO QUICKLY DEFUSE THE SITUATION WITHOUT RISK TO CUSTOMER OR COLLEAGUE THEN THEY ARE INSTRUCTED TO CALL THE POLICE

- A FIRE RISK ASSESSMENT AT THE PREMISES HAS BEEN UNDERTAKEN AND ALL RELEVANT FIRE PROCEDURES ARE IN PLACE FOR A PREMISES OF THIS SIZE
- AN INSTORE ACCIDENT BOOK WILL BE IN OPERATION TO RECORD ANY ACCIDENT/ INJURY INCURRED ON THE PREMISES. THIS DOCUMENT WILL BE RETAINED FOR INSPECTION FOR A PERIOD OF THREE YEARS
- THE EXIT DOOR IS EASILY OPERABLE WITHOUT THE USE OF A KEY, CARD, CODE OR SIMILAR MEANS
- THE STEPS AND STAIR EDGES ARE SAFE AND APPROPRIATELY HIGHLIGHTED
- UPHOLSTERED SEATING IS FIRE RETARDANT AND COMPLIES WITH CURRENT FIRE SAFETY REGULATIONS
- APPROPRIATE FIRST AID EQUIPMENT AND MATERIALS ARE AVAILABLE ON THE PREMISES
- AT LEAST ONE SUITABLE TRAINED FIRST AIDER WILL BE ON DUTY WHEN THE PUBLIC ARE PRESENT
- EMERGENCY LIGHTING IS INSTALLED AND REGULARLY MAINTAINED
- TWO SEPARATED TOILET FACILITIES ARE PROVIDED
- CURRENT AND SATISFACTORY SAFETY CERTIFICATES ARE IN PLACE
- THE PREMISES WILL HAVE CURRENT AND SUITABLE PUBLIC LIABILITY INSURANCE IN PLACE AND DISPLAYED AT THE PREMISES
- FREE DRINKING WATER WILL BE AVAILABLE AT ALL TIMES WHEN THE PREMISES IS OPEN TO THE PUBLIC
- ALL NOISE AND VIBRATION WILL BE KEPT TO A MINIMUM

d) The prevention of public nuisance

- CUSTOMERS WILL BE REMINDED BY WAY OF A NOTICE AT THE ENTRANCE/ EXIT DOOR TO PLEASE LEAVE THE PREMISES QUIETLY AND HAVE CONSIDERATION FOR THE NEIGHBOURING PROPERTIES
- COLLEAGUES WILL ALSO ASK CUSTOMERS TO DISPERSE THE AREA AFTER LEAVING THE PREMISES IF NECESSARY
- REGULAR GLASS COLLECTION SHALL BE UNDERTAKEN BY COLLEAGUES
- POLICE TO BE CALLED TO INCIDENTS OF VIOLENCE AND/OR SERIOUS DISORDER. AN INCIDENT LOG SHALL BE KEPT AT THE PREMISES, AND MADE AVAILABLE ON REQUEST TO AN AUTHORISED OFFICER OR THE POLICE, WHICH WILL RECORD: ALL CRIMES REPORTED TO THE VENUE; ALL EJECTIONS OF CUSTOMERS; ANY INCIDENTS OF DISORDER AND VIOLENCE; ANY FAULTS IN THE CCTV SYSTEM; ANY REFUSAL OF THE SALE OF ALCOHOL TO INCLUDE DATE, TIME, AND COLLEAGUE
- THE RISK OF ALCOHOL PURCHASED FROM THE PREMISES BEING CONSUMED ON THE STREET IS ABSOLUTELY MINIMAL DUE TO THE NATURE AND TYPE OF ALCOHOL BEING SOLD. OUR EXPERIENCE IN OUR EXISTING THREE OTHER LOCATIONS IS THAT ALL WINE PURCHASED FOR OFF SALE CONSUMPTION IS EITHER FOR HOME CONSUMPTION I.E. WITH DINNER, OR PURCHASED AS A GIFT

Continued from previous page...

e) The protection of children from harm

- TAKE APPROPRIATE STEPS TO ENSURE THAT COLLEAGUES HAVE AN AWARENESS OF THE THREAT OF CHILD SEXUAL EXPLOITATION

- MAINTAIN RECORDS OF TRAINING FOR ALL COLLEAGUES ON: AGE VERIFICATION PROCEDURES RELATING TO AGE RESTRICTED SALES; PREVENTION OF CHILDREN ACQUIRING OR CONSUMING ALCOHOL; TO REPORT SUSPICIOUS ACTIVITIES AND CONCERNS ABOUT POSSIBLE PERPETRATORS OF CHILD EXPLOITATION TO THE POLICE

- POLICIES IN PLACE TO PREVENT THE SALE TO AND CONSUMPTION OF ALCOHOL BY UNDERAGE CHILDREN INCLUDING CHALLENGE 25 POLICY; SIGNS PLACED IN PROMINENT POSITIONS AT THE ENTRANCE TO THE PREMISES AND THE BAR WHICH EXPLAIN NO SALES OF ALCOHOL TO THOSE UNDERAGE AND CHALLENGE 25 IS IN FORCE

Section 19 of 21

NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK

Continued from previous page...

Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement 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. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

Documents which demonstrate entitlement to work in the UK

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Continued from previous page...

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
 - evidence of the applicant's own identity – such as a passport,
 - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
 - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
 - (i) working e.g. employment contract, wage slips, letter from the employer,
 - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
 - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
 - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

Original documents must not be sent to licensing authorities. If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

Continued from previous page...

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

Home Office online right to work checking service

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

Section 20 of 21

NOTES ON REGULATED ENTERTAINMENT

Continued from previous page...

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: 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.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: 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. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
 - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - o 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, provided that the audience does not exceed 500.
 - o 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.
 - o 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.
 - o 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.
- Recorded Music: no licence permission is required for:
 - o 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, provided that the audience does not exceed 500.
 - o any playing of recorded 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.
 - o 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.

Continued from previous page...

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
 - o 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;
 - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - o 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.

Section 21 of 21

PAYMENT DETAILS

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Premises Licence Fees are determined by the non domestic rateable value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at http://www.voa.gov.uk/business_rates/index.htm

Band A - No RV to £4300 £100.00

Band B - £4301 to £33000 £190.00

Band C - £33001 to £87000 £315.00

Band D - £87001 to £125000 £450.00*

Band E - £125001 and over £635.00*

*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then your are required to pay a higher fee

Band D - £87001 to £125000 £900.00

Band E - £125001 and over £1,905.00

There is an exemption from the payment of fees in relation to the provision of regulated entertainment at church halls, chapel halls or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.

Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment where the entertainment is provided by and at the school or college and for the purposes of the school or college.

If you operate a large event you are subject to ADDITIONAL fees based upon the number in attendance at any one time

Capacity 5000-9999 £1,000.00

Capacity 10000 -14999 £2,000.00

Capacity 15000-19999 £4,000.00

Capacity 20000-29999 £8,000.00

Capacity 30000-39999 £16,000.00

Capacity 40000-49999 £24,000.00

Capacity 50000-59999 £32,000.00

Capacity 60000-69999 £40,000.00

Capacity 70000-79999 £48,000.00

Capacity 80000-89999 £56,000.00

Capacity 90000 and over £64,000.00

* Fee amount (£)

450.00

ATTACHMENTS

AUTHORITY POSTAL ADDRESS

Continued from previous page...

Address

Building number or name	<input type="text"/>
Street	<input type="text"/>
District	<input type="text"/>
City or town	<input type="text"/>
County or administrative area	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>

DECLARATION

[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).

The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15)

Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

* Full name	<input type="text"/>
* Capacity	<input type="text"/>
Date (dd/mm/yyyy)	<input type="text"/>

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/islington/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED

MUST

WINE BAR • WINE RETAIL • WINE TASTINGS

HAMPSTEAD • ST ALBANS • WANSTEAD

To whomever it may concern

We would like to include the following document as supporting evidence to provide some more background on MUST Wine as the operator.

Background

MUST Wine has operated successfully in St Albans since December 2019, Hampstead since November 2021 and Wanstead since August 2022 with the full support of the community, police, environmental health and the various licensing departments in full compliance of all four Licensing Objectives.

All of our operations are fully compliant and well-regulated; managed responsibly; adherent to the licensing objectives and operated safely and inclusively working in partnership with each council and the community, making a positive contribution to each locality.

During this time, MUST has not had a single occurrence or a breach of any of the licensing objectives; had any matter deemed one of crime and/or disorder; needed to call the police for any nuisance or other matter; had no instance of children being harmed and have always maintained public safety of the highest order.

We attract customers in the age range of 25 to 85 across all demographics with a 'typical' customer in the age range of 40 – 60, 65- 70% of which are female; on average customers attend in a group size of 2.2 people; come predominantly, but not exclusively, from the ABC socio groups and 90% of customers eat from a large range of quality food platters including charcuterie boards, cheese platters, a range of pâtés, fish, mezze and vegetarian dishes.

We provide table service only, with no vertical drinking allowed in all locations. On average customers spend £10 per glass of wine from a range that starts at £4.99 up to £34.99 per glass and typically spend two hours in the venue with an average spend per visit of 2.2 people of c. £50. Nearly all customers have some food with their wine.

Over 90% of off premise retail sales take place before 5pm each day and mostly during the daytime on Saturday and Sunday with an average price per bottle of £25 - £35. The lowest priced bottle of wine is currently £10.99 and no miniatures are available.

We regularly contribute to local charities and events including school fund raising activities, invest considerable sums in training and personal development for team members and if successful will create at least six local, permanent job opportunities with much higher than average salaries and conditions at a time when new, quality employment is important for all of us. Hourly paid colleagues, including tips, are currently earning £14 - £16 per hour.

Customer offer

The MUST Wine customer offer, design, style and atmosphere creates a unique, differentiated, inclusive, fun relaxed 'local' wine bar venue focused on the following.

- Extensive, unique and interesting wine list – currently 100 wines by the glass from 25 countries
- Highest quality - wine, food, service and knowledge
- Wine retail merchant offering wines rarely available on the 'high street'
- Designated wine tasting 'cellar' with extensive monthly wine tasting events including private tastings
- Delicious food platters - charcuterie, cheese, pâté, mezze, fish, desserts
- MUST Wine Club
- Local engagement – art exhibitions, music, product sourcing
- Creating a safe and welcoming space for private hire for the creative community
- Quality and welcoming design – focused on enjoyment, engagement, experiences, tasting events and parties

Our mixed-use business provides the highest quality to customers, all the time, in a relaxed, fun and welcoming environment with the highest standards of service and training. We offer a wide and varied range of programmed tasting events are held every month, both run by the Company and for private tastings, within a quality ambience that creates a unique venue for everyone.

Our website is www.mustwine.co.uk and Instagram Account @mustwine.bar

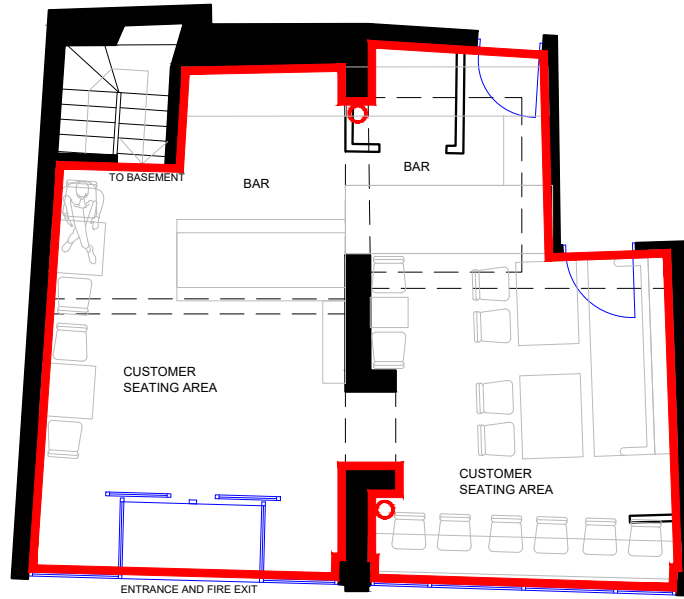
Islington

Having undertaken detailed research and after extensive discussions with the landlord – who has owned and traded himself from this property for many years - we are confident that we will be a significant, long term, quality addition to the local area; adding value and variety to the destination and safely enhancing the day and night-time economy in the famous old Robert Carriers Restaurant location.

We anticipate an internal seating capacity of 55 to 60 seats with a pavement licence outside if successful in that application.

This application will have no negative cumulative impact on one or more of the licensing objectives.

We already operate the Ask for Clive scheme in St Albans and will adopt the Ask Angela scheme as well as be active participants and supporters of The Islington Licensee's Charter and in particular providing a safe, secure inclusive venue as outlined above; respecting and working with the local neighbours; continuing to operate with the highest standards of management and continuing to invest in colleague training, personal and career development.



GROUND FLOOR

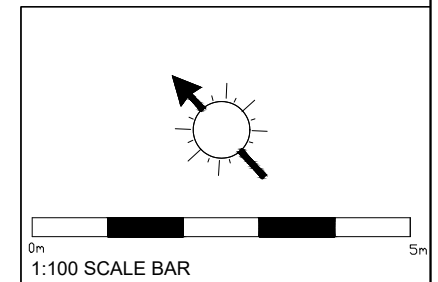
PREMISES

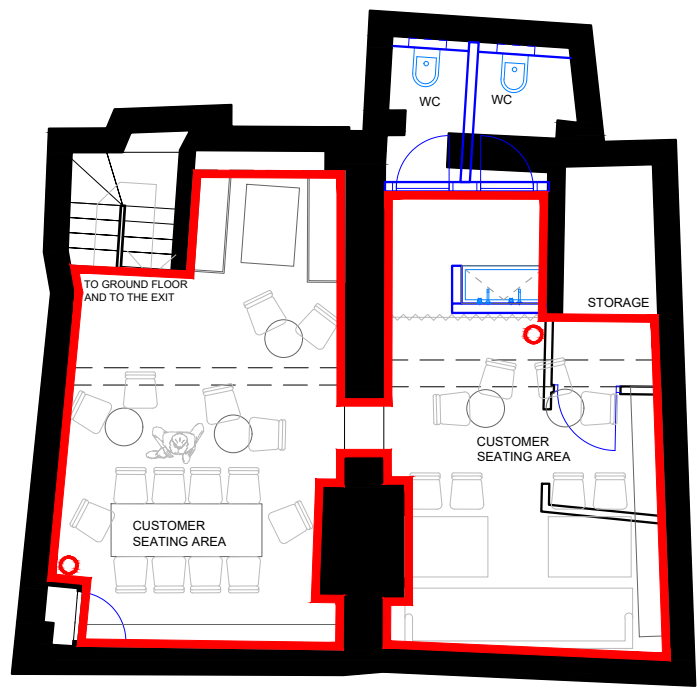
MUST WINE
 Islington Limited for Ground Floor and Basement
 2-4, Camden Passage, Islington, London N1 8ED

 FIRE EXTINGUISHER
 POSITION MAY VARY

 LICENSABLE AREA

 EXISTING WALL








LOWER GROUND FLOOR

PREMISES

MUST WINE
 Islington Limited for Ground Floor and Basement
 2-4, Camden Passage, Islington, London N1 8ED

-  FIRE EXTINGUISHER
POSITION MAY VARY
-  LICENSABLE AREA
-  EXISTING WALL

A north arrow pointing towards the top-right. Below it is a scale bar with markings at 0m and 5m. The text '1:100 SCALE BAR' is positioned below the scale bar.

Whitton, Daniel

From: [REDACTED]
Sent: 19 June 2023 16:01
To: Licensing
Subject: RE: Premises Licence Application: MUST Wine Islington, 2-4 Camden Passage, Islington, London, N1 8ED.

Follow Up Flag: Follow up
Flag Status: Flagged

[External]

I object to this application in its current form.

Islington's licensing policy looks at several criteria. The first being whether the premises are in a cumulative impact area-to which the answer is yes.

Also the Council have to consider the mix of premises in the area, the location, the proximity of residential property, the potential impact on residents living in close proximity and the suitability of the premises e.g. noise control.

Camden Passage already has 13 licenced premises 12 of which are hospitality and one nail bar. In addition in Islington high Street there are 4 including the supermarket and Camden Passage is flanked by 2 public houses.

There are a large number of flats above the shops in Camden Place and Islington High Street and houses in Charlton Place.

The passage and therefore the residents already suffer from noise and anti-social behaviour as do the residents of Charlton Place which on some nights becomes a urinal and a waste dump. Broken shop windows in the passage or Islington High Street are not uncommon.

One of the problems with the passage is that it is narrow with high brick walls which magnify the sound sending it upwards. As Camden Passage and Charlton Place are in a conservation area double glazing is not permitted so residents cannot muffle the noise.

This noise and antisocial behaviour is a nuisance to the residents many of whom are elderly. Even orderly people make a noise saying goodbye to their friend when they leave.

The operation of MUST wine must therefore not add to this problem.

The Council's policy on new licences in the Angel Cumulative Impact area is, apart from the general criteria that they must either be small i.e. a capacity of under 50 and/or not be alcohol led.

This business clearly will be alcohol led therefore there must be a maximum of 50 covers.

The application and the side information sheet state that it is an upmarket wine bar. The licence should therefore be restricted to wine. To do anything else would risk it becoming another form of licenced property such as a cocktail bar or craft ale venue.

The hours should be the same as the other venues in the passage which recognise the noise problem. They all close at 23:00 even on a Friday and Saturday and 9pm Sunday and some close earlier than that. There are no outside tables out in the evening. This licence should be the same or people may turn up for a late night cap.

There should be a condition that no noise from inside the premises can be heard in the Passage or neighbouring premises. This may mean installing air conditioning as the doors, which will need to be self-closing will have to remain closed. Double doors may be needed given the wish to have an off licence which will mean shoppers going in and out.

[REDACTED]

From: Burrell, Ryan

Sent: Friday, June 2, 2023 3:28 PM

To: [REDACTED]

Subject: Premises Licence Application: MUST Wine Islington, 2-4 Camden Passage, Islington, London, N1 8ED.

Dear Sir/Madam,

We have received the following attached application for a **New Premises Licence**

Proposed licence holder: Must Wine Islington Limited, 1 Victor House, Barnet Road, London Colney, Hertfordshire, AL2 1BJ.

Premises name: MUST Wine Islington,

Address: 2-4 Camden Passage, Islington, London, N1 8ED.

Application received: 24/05/2023

Last date for representations: 21/06/2023

Regards

Licensing Team
Public Protection Division
Environment
Islington Council
3rd Floor, 222 Upper Street, London, N1 1XR
Tel: 020 7527 3031
Email: licensing@islington.gov.uk
Website: www.islington.gov.uk

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Whitton, Daniel

From: [REDACTED]
Sent: 15 June 2023 12:53
To: Licensing
Subject: Must Wine Islington..2-4 Camden Passage N1 8ED

Follow Up Flag: Follow up
Flag Status: Flagged

[External]

To whom it may concern,
I am writing as a resident of [REDACTED]
I am against a license being given to this establishment to be used as a Wine Bar .
As a resident of [REDACTED] for over 30 years I have been witness to its decline as a safe ,
quiet residential street .
The growth of restaurants, bars and take away food establishments in Camden Passage and
surrounding areas have left the residents of Charlton Place open to a constant barrage of noise ,
litter and anti social behaviour which will be further enhanced by another bar opening .
Charlton Place is already used as a byway from Upper Street to South East Islington for many
pedestrians and cyclists. The noise on Friday /Saturday nights is substantial , often carrying on
into the early hours of morning keeping residents awake .
The area where the Wine Bar will be lends itself to anti-social behaviour as there are small lanes
just next to it which I fear will be used as public toilets .
I therefore ask you to consider these objections.
Thank you .

[REDACTED]

Whitton, Daniel

From: [REDACTED]
Sent: 19 June 2023 14:23
To: Licensing
Cc: [REDACTED]
Subject: Premises Licence Application: MUST Wine Islington, 2-4 Camden Passage, Islington, London, N1 8ED.

Follow Up Flag: Follow up
Flag Status: Flagged

[External]

19.06.2023

Dear Sir,

Whilst I do not wish to submit a wholesale objection, I would like to enter an objection unless conditions are attached to the effect that:

- (a) the licence to serve alcohol on Fridays and Saturdays terminates at 23.00, Sundays 21.00 as is the case with other premises in Camden Passage; and
- (b) the licence should be restricted to the sale of wine.
- (c) the sale of alcohol be restricted for consumption on the premises.

If these three conditions are applied I will not object.

Yours faithfully,

[REDACTED]

Sent from [Mail](#) for Windows

Whitton, Daniel

From: [REDACTED]
Sent: 07 June 2023 11:33
To: Licensing
Subject: Licensing Application WK/230015662 Must Wine Islington

Follow Up Flag: Follow up
Flag Status: Flagged

[External]

- > In response to the above application, we wish as nearby residents to make the following points:
 - >
 - > There is already too much late night noise, litter, and public urination (and worse) around Camden Passage, so we are disappointed to learn that yet another drinking establishment is planned.
 - >
 - > In particular, the suggested hours of operation are quite unacceptable. Being a comparatively 'closed in' area, any noise in the street at night is amplified and a considerable nuisance to the many people like us who live in flats above the shops.
 - >
 - > 10pm, their suggested closing time for Sunday, should be the closing time for all 7 days of the week, with the added proviso that noise, litter, urination etc will be closely monitored by the Council and if found to be unacceptable, their license will be withdrawn or seriously amended.

[REDACTED]

- >
- >

Whitton, Daniel

From: [REDACTED]
Sent: 20 June 2023 11:06
To: Licensing
Subject: Licence Application, MUST Wine, 2-4 Camden Passage, N1 8ED

Follow Up Flag: Follow up
Flag Status: Flagged

[External]

As the freeholder of two residences [REDACTED] [REDACTED] I wish to enter my objection to a licence being granted as stated on the Application, unless the following conditions are applied:

1. The sale of alcohol is restricted to consumption INSIDE THE PREMISES only, and not on any tables which may/may not be granted a pavement licence at a future date.
2. The Licence be in accordance with all other premises in Camden Passage terminating @ 23.00 hrs Fridays and Saturdays and 21.00 hrs on Sundays.
3. Restrictions be placed on the sliding open frontage to contain noise disturbance after 22.00 hrs daily and 21.00 hrs on Sunday with stringent measures imposed to ensure diners disburse from this extremely narrow section of the Passage immediately after leaving.

[REDACTED]

Whitton, Daniel

From: [REDACTED]
Sent: 21 June 2023 14:36
To: Licensing
Subject: Must Wine Islington 2-4 Camden Passage - application for new licence

Follow Up Flag: Follow up
Flag Status: Flagged

[External]

Dear Licensing Service

RE: Licence Application Premises: MUST WINE ISLINGTON 2-4 CAMDEN PASSAGE N1 8ED

I wish to make comment about the above application for a licence.

Public Nuisance:

Camden Passage is already a very noisy place in the evenings due to the high number of eating establishments already located in this narrow confined area. Noise easily carries along Camden Passage and into Charlton Place. Charlton Place is overwhelmingly a residential street, most of the residents having lived in the street for many years, myself included. Unlike main road locations (Upper Street) noise in the purely pedestrian thoroughfare of Camden Passage is not absorbed by general traffic noise, all noise being magnified by the narrowness and high walls of Camden Passage.

Noise from the establishments in Camden Passage carries directly down Charlton Place and can be clearly heard even when indoors with the windows shut. The exact location of Must Wine is very close to the gardens of Charlton Place. The late night hours of this Licence application are not compatible with the residential location. This creates a public nuisance in a residential street & will have a direct impact on mental health of residents being subjected to unwanted noise from late night patrons leaving the premises onto Charlton Place after 11pm several nights a week.

This new establishment will increase the noise & anti social behaviour in the area as drunk people will talk & shout loudly directly along Camden Passage & in the vicinity of the residential Charlton Place when exiting the establishment. I have already discussed how readily noise carries from Camden Passage right into the homes on Charlton Place. As a resident we already suffer from this nuisance on a nightly basis, from the premises already granted alcohol licences along Camden Passage. The vicinity of Charlton Place is already a noisy place at night and any increase in alcohol fuelled noise and shouting is very unwelcome. This is already a particular nuisance late at night and it should not be made worse by granting a late licence.

If alcohol is allowed off the premises people will inevitably drink it in the street on Camden Passage and along Charlton Place. This already happens, causing obstruction, noise and anti-social behaviour. Camden Passage too narrow at this point to allow drinking outside the proposed establishment. The drinking will also spill onto Charlton Place. Any licence for alcohol should confine it to inside the premises.

There is also the problem of people congregating outside the premises along Pierrepont Row and in the Antiques Arcade undercover market. Pierrepont Row directly backs onto the gardens of Charlton Place & noise is regularly heard. I can also regularly smell the smoke from cigarettes & illegal substances wafting in my garden. This is likely to increase as people leave the wine bar to find a convenient nearby location to smoke. There will also be the problem with increased litter. Charlton Place already suffers from large amounts of uncleared litter on Sundays, left by late night revellers. Any increase is most unwelcome and is a health hazard as it can attract rats.

There are already sufficient premises in Camden Passage presenting a very similar offering to that proposed by Must Wine. I think must be considered as a violation of the Cumulative Impact Policy. There is already a high number of licensed premises in Camden Passage which already lead to the problems of noise & anti social behaviour & litter I have discussed. There is no need for another premises and definitely no need for a late night licence as proposed in the application. This new premises would be directly opposite Egro. Egro offers very similar to that proposed & can be held up as an example of a noisy late night premises that affects the residents of Charlton Place. There is also Fredericks very nearby, another wine bar. Also very nearby is Le Coq Epicier & Trampoline, both with an alcohol licence. Within a minute or two of the proposed premises are even more establishments selling food & wine - Kipferl, Brother Marcus, Camden Head pub. Then only a few steps further away is Upper Street with its many establishments serving alcohol until late at night.

My belief is that there has been a policy for Camden Passage that restricts the sale of alcohol after a defined time and not midnight as this application seeks. This is because of the impact on residents in Camden Passage & Charlton Place. Certainly both Kipferl and Brother Marcus (opposite) close earlier, which seems to bear out the restriction. There should be no late night Licence granted for the reasons elucidated above.

Yet another late night premises serving alcohol sets an unjustified precedent. It would further impair the balance between businesses and residents on Charlton Place & Camden Passage.

I would also object to any music being played outside the premises. Any music played on the premises must be confined the inside only, with no noise leakage. Noise from music is already a huge & growing nuisance along Charlton Place. Any music noise from Must Wine would severely impact my mental health, if I could sit in my own home & hear music being played from this establishment. Must Wine has to be considerate that this is a closely packed area & there are many long time residents that will be directly affected by noise & music & anti social behaviour from their premises.

Crime & Disorder

The application for the sale of alcohol on the premises from 11:00 until 23:00 or 00:00 several nights a week increases the potential for crime & disorder in Charlton Place.

The location of Must Wine will mean any disorderly behaviour will quickly spill into Charlton Place itself or be heard from Pierrepont Row which directly backs onto the gardens of Charlton Place.

There has already been an increase in crime along Camden Passage in recent times. Allowing a premises to open until 11pm or Midnight will only add to the crime level.





Licensing Islington Council

Application: MUST Wine Islington Limited
Proposed premises: 2-4 Camden Passage, Islington, London, N1 8ED
Matter: Reply to Respondents in relation to the above application

Rep One

Dear [REDACTED],

I am writing to you directly as the owner of MUST Wine, following receipt of your representation to Islington Council Licensing Department in relation to our application as MUST Wine Islington Limited at 2-4 Camden Passage, Islington, London, N1 8ED which is a 180 metre walk from where you live.

You have raised concerns about this application in its' current form and the premises being in a cumulative impact area; any potential noise impact; concerns for any possible impact on the residents living in Islington High Street, Camden Place and Charlton Place; concerns that our operation is, or may become, a cocktail bar or craft ale venue; the opening hours and the entrance doors. As such I would like the opportunity to reply as follows.

I would also like to take the opportunity to invite you to visit our operation in Hampstead (NW3 2QB), St Albans (AL3 4ER) or Wanstead (E11 2RL) where myself or a Senior Manager can meet with you and explain in person how we operate to provide further reassurances for you.

Background

I wish to first of all introduce MUST and explain a little more about how we operate, our 'typical' customer profile and operating standards before answering specifically your concerns.

We have operated successfully in St Albans, Hampstead and Wanstead over the last four years - all of which are in Conservation Areas - with the full support of the community, police authorities, environmental health and licensing departments. During this time across all locations we have not had a single occurrence of crime and disorder and also been commended on our approach for the prevention of crime and disorder; nor needed to call the police for any public nuisance or other matter; had no instance of children being harmed and have always maintained public safety of the highest order. As you will be aware these are the four cornerstones of UK Licensing Policy.

Our 'typical' customer is aged 45 - 55; 65% of which are female; customers attend in a group size of 2.2 people on average and come predominantly from the AB socio groups. We only

provide table service, with no standing allowed for drinking, and on average customers spend over £10 per glass of wine from a range that starts at £4.99 up to £29.99 per glass.

We regularly contribute to local charities and events including school fund raising activities, invest considerable sums in training and personal development for colleagues and will create at least six local, permanent job opportunities with significantly higher than average salaries and conditions in Islington, at a time when new, quality employment is important for all of us.

The wine for off-premises consumption is selected from small wine growers from all over the world, are often exclusive to MUST and provide a significantly differentiated offer to any other off licence in the area. Over 90% of off premise sales take place before 5pm each day and mostly during the daytime on Saturday and Sunday with an average price per bottle of £25.

If you use social media you can have a look at our Instagram page (@mustwine.bar) or website for more information (www.mustwine.co.uk).

I am only sharing this information in confidence so that you have a fuller and clearer picture of the kind of upmarket, quality venue that we operate.

Responsible Authorities

I would like to outline the conditions already agreed with the responsible authorities for the application, which you may find helpful and provide further comfort to you in relation to crime and disorder, public nuisance, protecting children from harm and anti-social behaviour. These conditions whilst exhaustive also apply in our other locations where we operate.

Islington Council Licensing Policy 2023 to 2027

The Islington Licensing Policy, effective January 2023, aims to:

- Promote a safe, welcoming and varied day time and evening economy
- Support businesses that are unlikely to add to the cumulative impact in terms of crime, disorder and public nuisance
- Carefully manage the number licensed premises supplying alcohol, imposing restrictions where appropriate
- Promote high standards of management in licensed premises to ensure businesses operate responsibly with no adverse impacts on resident

Our application welcomes and supports all of these stated aims.

Metropolitan Police Islington – application to be granted

The Metropolitan Police Service from Islington Police Licensing Team, as primary guardians of licensing, anti-social behaviour and the crime and disorder objective, have agreed to this application being granted.

Further I quote from PC Adam Peace "As you will know, police hold responsibility for ensuring that any application adheres to the local authorities licensing objectives, and that proposals do not invite any heightened risk or likelihood of crime, disorder or anti-social behaviour" and "I thank you for the exhaustive entries you have made, and for the excellent supporting document". PC Adam Peace, Licensing Officer, Islington Police Licensing Team, 222 Upper Street, Islington, N1.

In working with the Licensing Officer, we have agreed all of the following conditions which will, I hope, provide you with some further comfort addressing a number of your concerns.

- The premises shall operate as a wine bar under the following parameters:
 - The supply of alcohol is by way of waiter/waitress table-service
 - A varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all time
 - There shall be no vertical drinking on the premises at any time save for a maximum of four persons permitted to be provided with a drink at the bar whilst waiting to be shown to their table
- Final drinking up time announced at 21:15 Sunday, 22:15 on Monday and Tuesday, 22:30 on Wednesday and Thursday and 23:15 on Friday and Saturday. As discussed with PC Peace it is also true that we do not anticipate trading all of these hours e.g. Sundays are likely to close by c. 20:00 and Fridays and Saturdays earlier on some weeks.
- CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - The licensee will ensure that the system is checked every two weeks 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 time of the person checking, shall be kept and made available to police or authorised council officers on request
 - The police must be informed if the system will not be operating for longer than one day of business for any reason
 - One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering
 - The system will provide coverage of any exterior part of the premises accessible to the public
 - The system shall record in real time and recordings will be date and time stamped
 - Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
- Clear, permanent signage shall be prominently displayed at the premises highlighting:
 - 'CCTV in Operation'
 - 'Challenge 25 Proof of Age Scheme in operation'
 - 'Residential Area: Please be respectful of our neighbours and leave quietly

- An incident log shall be maintained at the premises, and made available to the Police or any authorised officer upon reasonable request. All entries will include time/date/name of person making entry. Said log will record the following:
 - All crimes reported to the venue
 - All ejections of patrons
 - Any complaints received concerning crime and disorder
 - Any incidents of disorder either in or directly outside the venue
 - All seizures of drugs or offensive weapons
 - Any faults in the CCTV system
 - Any visit by a relevant authority or emergency service
 - Any refusal of alcohol sales
- There will be no unaccompanied children under 18 on the premises at any time and no under 16 year olds in the premises after 21:00 save for those attending a pre-booked private event
- The premises licence holder shall ensure that any patrons smoking outside of the premises do so in an orderly manner and are regularly monitored by staff so as to ensure that there is no public nuisance or obstruction on the public highway
- A fire safety risk assessment shall be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005). Maximum venue capacity will be maintained at a level dictated by said risk assessment, as per legislation
- In the event that any assault or serious crime is (or appears to have been), committed on the premises, the management shall immediately ensure that:
 - The police (and, where appropriate, the London Ambulance Service) are called without delay
 - All safe and practicable steps are taken to apprehend any suspects pending the arrival of the police
 - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police
- The premises shall operate the Challenge 25 proof of age scheme, where the only forms of acceptable identification shall be:
 - Photographic driving licence
 - Valid passport
 - Military/ UK Services Photo ID
 - PASS Hologram ID
- All staff members engaged in selling alcohol on the premises shall, upon induction and every 12 months thereafter, receive training pertinent to the Licensing Act. Said training shall be fully documented and kept at the premises (in digital or paper form), for inspection by Police or other authorised officers. Training shall include, but not be limited to:
 - Challenge 25
 - Refusal of sales of alcohol
 - Identifying signs of intoxication and attempts by intoxicated persons to purchase alcohol
 - Correctly making incident log entries
- There shall be no sales of:
 - Beers or ciders of 6.5% abv or greater
 - Spirit miniatures
 - Alcoholic beverages in cans

- The licensee shall train and instruct the management and staff to prevent the admission of, and ensure the immediate and orderly departure of:
 - Any and all persons who appear to be drunk and/or disorderly
 - Any and all persons displaying signs of other substance abuse

Environmental Health Officer – application to be granted

The Senior Environmental Health Officer from Islington Council, as primary guardians of noise, disturbance, waste, rubbish and environmental health have agreed to the application being granted with the following conditions which have been agreed:

- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly
- The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
- Drinks shall not be taken outside in open containers for consumption (to be amended when MUST Wine is granted the T&C licence)
- The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday
- The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00
- Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance

Concerns raised

In response to your specific concerns, I comment as follows to try to allay any fears you may have.

Mix of premises – you have mentioned that the Council need to consider the mix of premises. This is clearly a matter for the Licensing Department directly. I would add that in Camden Passage and the immediate vicinity we will provide a completely differentiated offer to all other operators, attract a different clientele and with a number of ticketed wine tasting events will also attract customers from further afield. Further the application is in support of the stated aims of Islington Licensing namely to achieve a safe, welcoming and varied day time and evening economy.

Potential impact on residents living in Islington High Street, Camden Place and Charlton Place – some of these streets are a considerable distance away and in between the proposed premises and these residential areas there are already a number, and in certain instances, a significant number of licensed premises already established and operating. Clearly, if the said operations are having an impact on those residents then that is a separate matter between those residents and the Responsible Authorities which I can not comment upon. Further, the application is in support of the stated aims of Islington

Licensing namely supporting businesses that are unlikely to add to the cumulative impact in terms of crime, disorder and public nuisance; for the Licensing Department to impose restrictions where appropriate, which they have and are all agreed and to promote high standards of management in licensed premises to ensure businesses operate responsibly.

Noise in the passage and residents suffering from noise and anti-social behaviour – Camden Passage always has been and always will be, we presume, a thoroughfare for residents, customers, visitors and tourists alike. As outlined above, our operational standards, compliance track record and the conditions agreed with the EHO will all mitigate the areas that we can control in relation to noise in the passage and anti social behaviour. As I stated in the introduction, our typical customer profile does not create anti social behaviour and we have had no instances of this in four years across three different South East and London locations.

Residents of Charlton Place which on some nights becomes a urinal and a waste dump – Respectfully, I think this is a matter between those residents and the local responsible authorities and use of all available CCTV as appropriate.

Broken shop windows in the passage or Islington High Street are not uncommon – as above, I think this is a matter between those residents, the local responsible authorities, use of all available CCTV as appropriate and the commercial operators affected.

Alcohol led – as outlined above on how we operate; information available on our Social Media and website; our food menu which available via the following link (<https://mustwine.co.uk/wp-content/uploads/2023/03/Must-Food-Menu-A4.pdf>) you will see that supporting the range of wines by the glass, all via table service, is an extensive list of ticketed wine tastings, food and indeed, it is a condition agreed with the Police as outlined above that “a varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all times”.

Cocktail bar or craft ale venue – we have not ever operated as a cocktail bar or craft ale venue and certainly do not have that intention. Indeed the brand name ‘MUST’ comes from the Latin ‘vinum mustum’ or young wine, and has no meaning or relevance to cocktails or craft ale!

Operating hours – as outlined above the operating hours have been reduced and agreed with the Metropolitan Police as stated. It is unlikely that we will operate these hours but they provide the necessary operational flexibility required.

Noise emanating from the Premises – please see the condition imposed and agreed with the EHO above.

Summary

I apologise this is a lengthy response however I wanted to outline very clearly how we operate, the commitment and detailed focus we have to our business, community engagement and respecting and upholding our legal, social and environmental obligations.

If you have an more questions please do not hesitate to contact me directly on 07976 180292, mn@mustwine.co.uk or arrange a visit to one of our locations. I hope that you will be able to support this application and if successful look forward to welcoming you, your family and friends to MUST.

Kind regards



Licensing Islington Council

Application: MUST Wine Islington Limited
Proposed premises: 2-4 Camden Passage, Islington, London, N1 8ED
Matter: Reply to Respondents in relation to the above application

Rep Two

Dear [REDACTED]

I am writing to you directly as the owner of MUST Wine, following receipt of your representation to Islington Council Licensing Department in relation to our application as MUST Wine Islington Limited at 2-4 Camden Passage, Islington, London, N1 8ED.

You have raised concerns about this application and the decline of Charlton Place as a safe, quiet residential street over the last 30 years; the growth of restaurants, bars and take away food establishments in Camden Passage and surrounding areas; residents of Charlton Place being open to noise, litter and anti social behaviour; Charlton Place being used as a byway from Upper Street to South East Islington for pedestrians and cyclists; noise levels in the early hours of the morning and surrounding lanes being used as public toilets.

As such I would like the opportunity to reply as follows and to take the opportunity to invite you to visit our operation in Hampstead (NW3 2QB), St Albans (AL3 4ER) or Wanstead (E11 2RL) where myself or a Senior Manager can meet with you and explain in person how we operate to provide further reassurances for you.

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proposals do not invite any heightened risk or likelihood of crime, disorder or anti-social behaviour” and “I thank you for the exhaustive entries you have made, and for the excellent supporting document”. PC Adam Peace, Licensing Officer, Islington Police Licensing Team, 222 Upper Street, Islington, N1.

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 - Any complaints received concerning crime and disorder

- Any incidents of disorder either in or directly outside the venue
- All seizures of drugs or offensive weapons
- Any faults in the CCTV system
- Any visit by a relevant authority or emergency service
- Any refusal of alcohol sales
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 - Photographic driving licence
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 - Military/ UK Services Photo ID
 - PASS Hologram ID
- All staff members engaged in selling alcohol on the premises shall, upon induction and every 12 months thereafter, receive training pertinent to the Licensing Act. Said training shall be fully documented and kept at the premises (in digital or paper form), for inspection by Police or other authorised officers. Training shall include, but not be limited to:
 - Challenge 25
 - Refusal of sales of alcohol
 - Identifying signs of intoxication and attempts by intoxicated persons to purchase alcohol
 - Correctly making incident log entries
- There shall be no sales of:
 - Beers or ciders of 6.5% abv or greater
 - Spirit miniatures
 - Alcoholic beverages in cans
- The licensee shall train and instruct the management and staff to prevent the admission of, and ensure the immediate and orderly departure of:
 - Any and all persons who appear to be drunk and/or disorderly
 - Any and all persons displaying signs of other substance abuse

Environmental Health Officer – application to be granted

The Senior Environmental Health Officer from Islington Council, as primary guardians of noise, disturbance, waste, rubbish and environmental health have agreed to the application being granted with the following conditions which have been agreed:

- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly
- The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
- Drinks shall not be taken outside in open containers for consumption (to be amended when MUST Wine is granted the T&C licence)
- The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday
- The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00
- Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance

Concerns raised

In response to your specific concerns, I comment as follows to try to allay any fears you may have.

Decline of Charlton Place as a safe, quiet residential street over the last 30 years – I can not, as you expect, comment on how the street scape, built environment, demographics and uses have changed over the last 30 years and respectfully, I think this is a matter between yourself as a local resident and the local responsible authorities as I am sure you are doing.

Growth of restaurants, bars and take away food establishments in Camden Passage and surrounding areas – Equally this is again not something I can comment upon. Save for our application, if successful, will provide a completely differentiated offer to all other operators, attract a different clientele and with a number of ticketed wine tasting events will also attract customers from further afield. Further the application is in support of the stated aims of Islington Licensing namely to achieve a safe, welcoming and varied day time and evening economy.

Residents of Charlton Place being open to noise, litter and anti social behaviour – This is a matter for yourself as residents and the EHO in the first instance and the Police.

Charlton Place being used as a byway from Upper Street to South East Islington for pedestrians and cyclists - This is a matter for yourself and I would suggest The Highways Department.

Noise levels in the early hours of the morning – As stated above, a combination of our typical customers' profile and behaviour; the opening hours of our premises, which will never be open in the early hours; the conditions agreed with the EHO; the conditions agreed with the Metropolitan Police and our own exemplary track record, with confidence I can state that our customers would not be making such noise levels in the early hours of the morning in Charlton Place

Surrounding lanes being used as public toilet – I can not comment on this apart from please refer to the answers above. Once reported to and prosecutions successful via the EHO and the Police we will of course provide all necessary assistance with such investigations if they did occur. We can not of course be held accountable for all customer actions and all the lanes in Islington.

Summary

I apologise this is a lengthy response however I wanted to outline very clearly how we operate, the commitment and detailed focus we have to our business, community engagement and respecting and upholding our legal, social and environmental obligations.

If you have an more questions please do not hesitate to contact me directly on 07976 180292, mn@mustwine.co.uk or arrange a visit to one of our locations. I hope that you will be able to support this application and if successful look forward to welcoming you, your family and friends to MUST.

Kind regards



Licensing Islington Council

Application: MUST Wine Islington Limited
Proposed premises: 2-4 Camden Passage, Islington, London, N1 8ED
Matter: Reply to Respondents in relation to the above application

Rep Three

Dear [REDACTED]

I am writing to you directly as the owner of MUST Wine, following receipt of your representation to Islington Council Licensing Department in relation to our application as MUST Wine Islington Limited at 2-4 Camden Passage, Islington, London, N1 8ED.

Your representation is not an objection, however you have raised concerns about the application namely that the licence to serve alcohol on Fridays and Saturdays terminates at 23.00, Sundays at 21.00; that the licence be restricted to the sale of wine and that the sale of alcohol be restricted for consumption on the premises.

As such I would like the opportunity to reply as follows and would also like to take the opportunity to invite you to visit our operation in Hampstead (NW3 2QB), St Albans (AL3 4ER) or Wanstead (E11 2RL) where myself or a Senior Manager can meet with you and explain in person how we operate to provide further reassurances for you.

You will note from the detail below that these concerns are addressed.

Background

I wish to first of all introduce MUST and explain a little more about how we operate, our 'typical' customer profile and operating standards before answering specifically your concerns.

We have operated successfully in St Albans, Hampstead and Wanstead over the last four years - all of which are in Conservation Areas - with the full support of the community, police authorities, environmental health and licensing departments. During this time across all locations we have not had a single occurrence of crime and disorder and also been commended on our approach for the prevention of crime and disorder; nor needed to call the police for any public nuisance or other matter; had no instance of children being harmed and have always maintained public safety of the highest order. As you will be aware these are the four cornerstones of UK Licensing Policy.

Our 'typical' customer is aged 45 - 55; 65% of which are female; customers attend in a group size of 2.2 people on average and come predominantly from the AB socio groups. We only

provide table service, with no standing allowed for drinking, and on average customers spend over £10 per glass of wine from a range that starts at £4.99 up to £29.99 per glass.

We regularly contribute to local charities and events including school fund raising activities, invest considerable sums in training and personal development for colleagues and will create at least six local, permanent job opportunities with significantly higher than average salaries and conditions in Islington, at a time when new, quality employment is important for all of us.

The wine for off-premises consumption is selected from small wine growers from all over the world, are often exclusive to MUST and provide a significantly differentiated offer to any other off licence in the area. Over 90% of off premise sales take place before 5pm each day and mostly during the daytime on Saturday and Sunday with an average price per bottle of £25.

If you use social media you can have a look at our Instagram page (@mustwine.bar) or website for more information (www.mustwine.co.uk).

I am only sharing this information in confidence so that you have a fuller and clearer picture of the kind of upmarket, quality venue that we operate.

Responsible Authorities

I would like to outline the conditions already agreed with the responsible authorities for the application, which you may find helpful and provide further comfort to you in relation to crime and disorder, public nuisance, protecting children from harm and anti-social behaviour. These conditions whilst exhaustive also apply in our other locations where we operate.

Islington Council Licensing Policy 2023 to 2027

The Islington Licensing Policy, effective January 2023, aims to:

- Promote a safe, welcoming and varied day time and evening economy
- Support businesses that are unlikely to add to the cumulative impact in terms of crime, disorder and public nuisance
- Carefully manage the number licensed premises supplying alcohol, imposing restrictions where appropriate
- Promote high standards of management in licensed premises to ensure businesses operate responsibly with no adverse impacts on resident

Our application welcomes and supports all of these stated aims.

Metropolitan Police Islington – application to be granted

The Metropolitan Police Service from Islington Police Licensing Team, as primary guardians of licensing, anti-social behaviour and the crime and disorder objective, have agreed to this application being granted.

Further I quote from PC Adam Peace “As you will know, police hold responsibility for ensuring that any application adheres to the local authorities licensing objectives, and that proposals do not invite any heightened risk or likelihood of crime, disorder or anti-social behaviour” and “I thank you for the exhaustive entries you have made, and for the excellent supporting document”. PC Adam Peace, Licensing Officer, Islington Police Licensing Team, 222 Upper Street, Islington, N1.

In working with the Licensing Officer, we have agreed all of the following conditions which will, I hope, provide you with some further comfort addressing a number of your concerns.

- The premises shall operate as a wine bar under the following parameters:
 - The supply of alcohol is by way of waiter/waitress table-service
 - A varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all time
 - There shall be no vertical drinking on the premises at any time save for a maximum of four persons permitted to be provided with a drink at the bar whilst waiting to be shown to their table
- Final drinking up time announced at 21:15 Sunday, 22:15 on Monday and Tuesday, 22:30 on Wednesday and Thursday and 23:15 on Friday and Saturday. As discussed with PC Peace it is also true that we do not anticipate trading all of these hours e.g. Sundays are likely to close by c. 20:00 and Fridays and Saturdays earlier on some weeks.
- CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - The licensee will ensure that the system is checked every two weeks 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 time of the person checking, shall be kept and made available to police or authorised council officers on request
 - The police must be informed if the system will not be operating for longer than one day of business for any reason
 - One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering
 - The system will provide coverage of any exterior part of the premises accessible to the public
 - The system shall record in real time and recordings will be date and time stamped
 - Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
- Clear, permanent signage shall be prominently displayed at the premises highlighting:
 - ‘CCTV in Operation’
 - ‘Challenge 25 Proof of Age Scheme in operation’
 - ‘Residential Area: Please be respectful of our neighbours and leave quietly

- An incident log shall be maintained at the premises, and made available to the Police or any authorised officer upon reasonable request. All entries will include time/date/name of person making entry. Said log will record the following:
 - All crimes reported to the venue
 - All ejections of patrons
 - Any complaints received concerning crime and disorder
 - Any incidents of disorder either in or directly outside the venue
 - All seizures of drugs or offensive weapons
 - Any faults in the CCTV system
 - Any visit by a relevant authority or emergency service
 - Any refusal of alcohol sales
- There will be no unaccompanied children under 18 on the premises at any time and no under 16 year olds in the premises after 21:00 save for those attending a pre-booked private event
- The premises licence holder shall ensure that any patrons smoking outside of the premises do so in an orderly manner and are regularly monitored by staff so as to ensure that there is no public nuisance or obstruction on the public highway
- A fire safety risk assessment shall be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005). Maximum venue capacity will be maintained at a level dictated by said risk assessment, as per legislation
- In the event that any assault or serious crime is (or appears to have been), committed on the premises, the management shall immediately ensure that:
 - The police (and, where appropriate, the London Ambulance Service) are called without delay
 - All safe and practicable steps are taken to apprehend any suspects pending the arrival of the police
 - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police
- The premises shall operate the Challenge 25 proof of age scheme, where the only forms of acceptable identification shall be:
 - Photographic driving licence
 - Valid passport
 - Military/ UK Services Photo ID
 - PASS Hologram ID
- All staff members engaged in selling alcohol on the premises shall, upon induction and every 12 months thereafter, receive training pertinent to the Licensing Act. Said training shall be fully documented and kept at the premises (in digital or paper form), for inspection by Police or other authorised officers. Training shall include, but not be limited to:
 - Challenge 25
 - Refusal of sales of alcohol
 - Identifying signs of intoxication and attempts by intoxicated persons to purchase alcohol
 - Correctly making incident log entries
- There shall be no sales of:
 - Beers or ciders of 6.5% abv or greater
 - Spirit miniatures
 - Alcoholic beverages in cans

- The licensee shall train and instruct the management and staff to prevent the admission of, and ensure the immediate and orderly departure of:
 - Any and all persons who appear to be drunk and/or disorderly
 - Any and all persons displaying signs of other substance abuse

Environmental Health Officer – application to be granted

The Senior Environmental Health Officer from Islington Council, as primary guardians of noise, disturbance, waste, rubbish and environmental health have agreed to the application being granted with the following conditions which have been agreed:

- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly
- The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
- Drinks shall not be taken outside in open containers for consumption (to be amended when MUST Wine is granted the T&C licence)
- The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday
- The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00
- Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance

Summary

I apologise this is a lengthy response however I wanted to outline very clearly how we operate, the commitment and detailed focus we have to our business, community engagement and respecting and upholding our legal, social and environmental obligations.

If you have any more questions please do not hesitate to contact me directly on 07976 180292, mn@mustwine.co.uk or arrange a visit to one of our locations. I hope that you will be able to support this application and if successful look forward to welcoming you, your family and friends to MUST.

Kind regards



Licensing Islington Council

Application: MUST Wine Islington Limited
Proposed premises: 2-4 Camden Passage, Islington, London, N1 8ED
Matter: Reply to Respondents in relation to the above application

Rep Four

Dear [REDACTED]

I am writing to you directly as the owner of MUST Wine, following receipt of your representation to Islington Council Licensing Department in relation to our application as MUST Wine Islington Limited at 2-4 Camden Passage, Islington, London, N1 8ED.

You have raised concerns about late night noise, litter, and public urination (and worse) around Camden Passage and the proposed hours of operation.

As such I would like the opportunity to reply as follows and would also like to take the opportunity to invite you to visit our operation in Hampstead (NW3 2QB), St Albans (AL3 4ER) or Wanstead (E11 2RL) where myself or a Senior Manager can meet with you and explain in person how we operate to provide further reassurances for you.

Background

I wish to first of all introduce MUST and explain a little more about how we operate, our 'typical' customer profile and operating standards before answering specifically your concerns.

We have operated successfully in St Albans, Hampstead and Wanstead over the last four years - all of which are in Conservation Areas - with the full support of the community, police authorities, environmental health and licensing departments. During this time across all locations we have not had a single occurrence of crime and disorder and also been commended on our approach for the prevention of crime and disorder; nor needed to call the police for any public nuisance or other matter; had no instance of children being harmed and have always maintained public safety of the highest order. As you will be aware these are the four cornerstones of UK Licensing Policy.

Our 'typical' customer is aged 45 - 55; 65% of which are female; customers attend in a group size of 2.2 people on average and come predominantly from the AB socio groups. We only provide table service, with no standing allowed for drinking, and on average customers spend over £10 per glass of wine from a range that starts at £4.99 up to £29.99 per glass.

We regularly contribute to local charities and events including school fund raising activities, invest considerable sums in training and personal development for colleagues and will create at least six local, permanent job opportunities with significantly higher than average salaries and conditions in Islington, at a time when new, quality employment is important for all of us.

The wine for off-premises consumption is selected from small wine growers from all over the world, are often exclusive to MUST and provide a significantly differentiated offer to any other off licence in the area. Over 90% of off premise sales take place before 5pm each day and mostly during the daytime on Saturday and Sunday with an average price per bottle of £25.

If you use social media you can have a look at our Instagram page (@mustwine.bar) or website for more information (www.mustwine.co.uk).

I am only sharing this information in confidence so that you have a fuller and clearer picture of the kind of upmarket, quality venue that we operate.

Responsible Authorities

I would like to outline the conditions already agreed with the responsible authorities for the application, which you may find helpful and provide further comfort to you in relation to crime and disorder, public nuisance, protecting children from harm and anti-social behaviour. These conditions whilst exhaustive also apply in our other locations where we operate.

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Our application welcomes and supports all of these stated aims.

Metropolitan Police Islington – application to be granted

The Metropolitan Police Service from Islington Police Licensing Team, as primary guardians of licensing, anti-social behaviour and the crime and disorder objective, have agreed to this application being granted.

Further I quote from PC Adam Peace “As you will know, police hold responsibility for ensuring that any application adheres to the local authorities licensing objectives, and that proposals do not invite any heightened risk or likelihood of crime, disorder or anti-social behaviour” and “I thank you for the exhaustive entries you have made, and for the excellent

supporting document". PC Adam Peace, Licensing Officer, Islington Police Licensing Team, 222 Upper Street, Islington, N1.

In working with the Licensing Officer, we have agreed all of the following conditions which will, I hope, provide you with some further comfort addressing a number of your concerns.

- The premises shall operate as a wine bar under the following parameters:
 - The supply of alcohol is by way of waiter/waitress table-service
 - A varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all time
 - There shall be no vertical drinking on the premises at any time save for a maximum of four persons permitted to be provided with a drink at the bar whilst waiting to be shown to their table
- Final drinking up time announced at 21:15 Sunday, 22:15 on Monday and Tuesday, 22:30 on Wednesday and Thursday and 23:15 on Friday and Saturday
- CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - The licensee will ensure that the system is checked every two weeks 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 time of the person checking, shall be kept and made available to police or authorised council officers on request
 - The police must be informed if the system will not be operating for longer than one day of business for any reason
 - One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering
 - The system will provide coverage of any exterior part of the premises accessible to the public
 - The system shall record in real time and recordings will be date and time stamped
 - Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
- Clear, permanent signage shall be prominently displayed at the premises highlighting:
 - 'CCTV in Operation'
 - 'Challenge 25 Proof of Age Scheme in operation'
 - 'Residential Area: Please be respectful of our neighbours and leave quietly'
- An incident log shall be maintained at the premises, and made available to the Police or any authorised officer upon reasonable request. All entries will include time/date/name of person making entry. Said log will record the following:
 - All crimes reported to the venue
 - All ejections of patrons
 - Any complaints received concerning crime and disorder
 - Any incidents of disorder either in or directly outside the venue
 - All seizures of drugs or offensive weapons

- Any faults in the CCTV system
- Any visit by a relevant authority or emergency service
- Any refusal of alcohol sales
- There will be no unaccompanied children under 18 on the premises at any time and no under 16 year olds in the premises after 21:00 save for those attending a pre-booked private event
- The premises licence holder shall ensure that any patrons smoking outside of the premises do so in an orderly manner and are regularly monitored by staff so as to ensure that there is no public nuisance or obstruction on the public highway
- A fire safety risk assessment shall be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005). Maximum venue capacity will be maintained at a level dictated by said risk assessment, as per legislation
- In the event that any assault or serious crime is (or appears to have been), committed on the premises, the management shall immediately ensure that:
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 - Photographic driving licence
 - Valid passport
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Environmental Health Officer – application to be granted

The Senior Environmental Health Officer from Islington Council, as primary guardians of noise, disturbance, waste, rubbish and environmental health have agreed to the application

being granted_with the following conditions which have been agreed:

- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly
- The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
- Drinks shall not be taken outside in open containers for consumption (to be amended when MUST Wine is granted the T&C licence)
- The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday
- The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00
- Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance

Concerns raised

In response to your specific concerns, I comment as follows to try to allay your fears.

Late night noise, litter, and public urination (and worse) around Camden Passage - As stated above, a combination of our typical customers' profile and behaviour; the opening hours of our premises; the conditions agreed with the EHO; the conditions agreed with the Metropolitan Police and our own exemplary compliance track record I can assure you that issues of late night noise, litter, and public urination (and worse) directly emanating from this premise is unlikely. If there are issues of the above then once reported to and prosecutions successful via the EHO and the Police we will of course provide all necessary assistance with such investigations if they did occur and monitor closely ourselves. I am sure you are already in direct contact with the EHO, the Police and operators in question.

Hours of operation – these have been amended and agreed with The Metropolitan Police as primary guardians of licensing, anti-social behaviour and the crime and disorder objective. They are supportive of the reduced hours agreed and we will as always be very mindful of all of our obligations including our commitment to being a key positive contributor in the community.

Summary

I apologise this is a lengthy response however I wanted to outline very clearly how we operate, the commitment and detailed focus we have to our business, community engagement and respecting and upholding our legal, social and environmental obligations.

If you have an more questions please do not hesitate to contact me directly on 07976 180292, mn@mustwine.co.uk or arrange a visit to one of our locations. I hope that you will

be able to support this application and if successful look forward to welcoming you, your family and friends to MUST.

Kind regards



Licensing Islington Council

Application: MUST Wine Islington Limited
Proposed premises: 2-4 Camden Passage, Islington, London, N1 8ED
Matter: Reply to Respondents in relation to the above application

Rep Five

Dear [REDACTED]

I am writing to you directly as the owner of MUST Wine, following receipt of your representation to Islington Council Licensing Department in relation to our application as MUST Wine Islington Limited at 2-4 Camden Passage, Islington, London, N1 8ED.

You have raised concerns about the sale of alcohol being to inside the premises only; the opening hours and measures to ensure diners disburse after leaving.

As such I would like the opportunity to reply in detail as follows and would also like to take the opportunity to invite you to visit our operation in Hampstead (NW3 2QB), St Albans (AL3 4ER) or Wanstead (E11 2RL) where myself or a Senior Manager can meet with you and explain in person how we operate to provide further reassurances for you. All matters raised are covered in detail below.

Background

I wish to first of all introduce MUST and explain a little more about how we operate, our 'typical' customer profile and operating standards before answering specifically your concerns.

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In working with the Licensing Officer, we have agreed all of the following conditions which will, I hope, provide you with some further comfort addressing a number of your concerns.

- The premises shall operate as a wine bar under the following parameters:
 - The supply of alcohol is by way of waiter/waitress table-service
 - A varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all time
 - There shall be no vertical drinking on the premises at any time save for a maximum of four persons permitted to be provided with a drink at the bar whilst waiting to be shown to their table
- Final drinking up time announced at 21:15 Sunday, 22:15 on Monday and Tuesday, 22:30 on Wednesday and Thursday and 23:15 on Friday and Saturday
- CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - The licensee will ensure that the system is checked every two weeks 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 time of the person checking, shall be kept and made available to police or authorised council officers on request
 - The police must be informed if the system will not be operating for longer than one day of business for any reason
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 - The system will provide coverage of any exterior part of the premises accessible to the public
 - The system shall record in real time and recordings will be date and time stamped
 - Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
- Clear, permanent signage shall be prominently displayed at the premises highlighting:
 - 'CCTV in Operation'
 - 'Challenge 25 Proof of Age Scheme in operation'
 - 'Residential Area: Please be respectful of our neighbours and leave quietly
- An incident log shall be maintained at the premises, and made available to the Police or any authorised officer upon reasonable request. All entries will include time/date/name of person making entry. Said log will record the following:
 - All crimes reported to the venue
 - All ejections of patrons
 - Any complaints received concerning crime and disorder
 - Any incidents of disorder either in or directly outside the venue
 - All seizures of drugs or offensive weapons
 - Any faults in the CCTV system
 - Any visit by a relevant authority or emergency service
 - Any refusal of alcohol sales

- There will be no unaccompanied children under 18 on the premises at any time and no under 16 year olds in the premises after 21:00 save for those attending a pre-booked private event
- The premises licence holder shall ensure that any patrons smoking outside of the premises do so in an orderly manner and are regularly monitored by staff so as to ensure that there is no public nuisance or obstruction on the public highway
- A fire safety risk assessment shall be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005). Maximum venue capacity will be maintained at a level dictated by said risk assessment, as per legislation
- In the event that any assault or serious crime is (or appears to have been), committed on the premises, the management shall immediately ensure that:
 - The police (and, where appropriate, the London Ambulance Service) are called without delay
 - All safe and practicable steps are taken to apprehend any suspects pending the arrival of the police
 - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police
- The premises shall operate the Challenge 25 proof of age scheme, where the only forms of acceptable identification shall be:
 - Photographic driving licence
 - Valid passport
 - Military/ UK Services Photo ID
 - PASS Hologram ID
- All staff members engaged in selling alcohol on the premises shall, upon induction and every 12 months thereafter, receive training pertinent to the Licensing Act. Said training shall be fully documented and kept at the premises (in digital or paper form), for inspection by Police or other authorised officers. Training shall include, but not be limited to:
 - Challenge 25
 - Refusal of sales of alcohol
 - Identifying signs of intoxication and attempts by intoxicated persons to purchase alcohol
 - Correctly making incident log entries
- There shall be no sales of:
 - Beers or ciders of 6.5% abv or greater
 - Spirit miniatures
 - Alcoholic beverages in cans
- The licensee shall train and instruct the management and staff to prevent the admission of, and ensure the immediate and orderly departure of:
 - Any and all persons who appear to be drunk and/or disorderly
 - Any and all persons displaying signs of other substance abuse

Environmental Health Officer – application to be granted

The Senior Environmental Health Officer from Islington Council, as primary guardians of noise, disturbance, waste, rubbish and environmental health have agreed to the application being granted with the following conditions which have been agreed:

- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly
- The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
- Drinks shall not be taken outside in open containers for consumption (to be amended when MUST Wine is granted the T&C licence)
- The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday
- The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00
- Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance

Concerns raised

In response to your specific concerns, I comment as follows to try to allay your fears.

Sale of alcohol inside the Premises – the granting of all licences is clearly a matter for the Licensing Department in discussion with, amongst others, the Responsible Authorities of the EHO and Metropolitan Police; Islington's own stated and adopted Licensing Policy to promote a safe, welcoming and varied day time and evening economy; what is permitted under government legislation for tables and chairs under The Business and Planning Act 2020 and any such precedent in the immediate vicinity. We will make an application for the relevant licences in due course.

Hours of operation – these have been amended and agreed with The Metropolitan Police as primary guardians of licensing, anti-social behaviour and the crime and disorder objective. As stated above these hours are the maximum permitted. They are supportive of the reduced hours agreed and we will as always be very mindful of all of our obligations including our commitment to being a key positive contributor in the community.

Measures to ensure diners disburse after leaving – this is covered in detail above with the conditions agreed with the EHO and Metropolitan Police.

Summary

I apologise this is a lengthy response however I wanted to outline very clearly how we operate, the commitment and detailed focus we have to our business, community engagement and respecting and upholding our legal, social and environmental obligations.

If you have any more questions please do not hesitate to contact me directly on 07976 180292, mn@mustwine.co.uk or arrange a visit to one of our locations. I hope that you will be able to support this application and if successful look forward to welcoming you, your family and friends to MUST. Kind regards



Licensing Islington Council

Application: MUST Wine Islington Limited
Proposed premises: 2-4 Camden Passage, Islington, London, N1 8ED
Matter: Reply to Respondents in relation to the above application

Rep Six

Dear [REDACTED]

I am writing to you directly as the owner of MUST Wine, following receipt of your representation to Islington Council Licensing Department in relation to our application as MUST Wine Islington Limited at 2-4 Camden Passage, Islington, London, N1 8ED.

You have raised a large number of comments in relation to the application which I will address in detail below, namely noise transmitting into Charlton Place from Camden Passage in the evenings from visitors instead of being absorbed by traffic noise in Upper Street; the proximity of 2 – 4 Camden Passage to the gardens of Charlton Place at the rear of an adjacent building behind 2 – 4 Camden Passage at the bottom of Pierrepont Row; an increase in litter; midnight operation; music being played outside the premises; music being heard in Charlton Place; the hours of operation which creates a public nuisance and have a direct impact on mental health of residents; customers leaving the premises onto Charlton Place after 11pm several nights a week; drunk people talking and shouting loudly directly along Camden Passage and in the vicinity of Charlton Place when exiting the establishment; people drinking in the street in Charlton Place and an increase in crime in Camden Passage in recent times.

As such I would like the opportunity to reply in detail as follows and would also like to take the opportunity to invite you to visit our operation in Hampstead (NW3 2QB), St Albans (AL3 4ER) or Wanstead (E11 2RL) where myself or a Senior Manager can meet with you and explain in person how we operate to provide further reassurances for you. All matters raised are covered in detail below.

Background

I wish to first of all introduce MUST and explain a little more about how we operate, our 'typical' customer profile and operating standards before answering specifically your concerns.

We have operated successfully in St Albans, Hampstead and Wanstead over the last four years - all of which are in Conservation Areas - with the full support of the community, police authorities, environmental health and licensing departments. During this time across

all locations we have not had a single occurrence of crime and disorder and also been commended on our approach for the prevention of crime and disorder; nor needed to call the police for any public nuisance or other matter; had no instance of children being harmed and have always maintained public safety of the highest order. As you will be aware these are the four cornerstones of UK Licensing Policy.

Our 'typical' customer is aged 45 - 55; 65% of which are female; customers attend in a group size of 2.2 people on average and come predominantly from the AB socio groups. We only provide table service, with no standing allowed for drinking, and on average customers spend over £10 per glass of wine from a range that starts at £4.99 up to £29.99 per glass.

We regularly contribute to local charities and events including school fund raising activities, invest considerable sums in training and personal development for colleagues and will create at least six local, permanent job opportunities with significantly higher than average salaries and conditions in Islington, at a time when new, quality employment is important for all of us.

The wine for off-premises consumption is selected from small wine growers from all over the world, are often exclusive to MUST and provide a significantly differentiated offer to any other off licence in the area. Over 90% of off premise sales take place before 5pm each day and mostly during the daytime on Saturday and Sunday with an average price per bottle of £25.

If you use social media you can have a look at our Instagram page (@mustwine.bar) or website for more information (www.mustwine.co.uk). I am only sharing this information in confidence so that you have a fuller and clearer picture of the kind of upmarket, quality venue that we operate.

Responsible Authorities

I would like to outline the conditions already agreed with the responsible authorities for the application, which you may find helpful and provide further comfort to you in relation to crime and disorder, public nuisance, protecting children from harm and anti-social behaviour. These conditions whilst exhaustive also apply in our other locations where we operate.

Islington Council Licensing Policy 2023 to 2027

The Islington Licensing Policy, effective January 2023, aims to:

- Promote a safe, welcoming and varied day time and evening economy
- Support businesses that are unlikely to add to the cumulative impact in terms of crime, disorder and public nuisance
- Carefully manage the number licensed premises supplying alcohol, imposing restrictions where appropriate
- Promote high standards of management in licensed premises to ensure businesses operate responsibly with no adverse impacts on resident

Our application welcomes and supports all of these stated aims.

Metropolitan Police Islington – application to be granted

The Metropolitan Police Service from Islington Police Licensing Team, as primary guardians of licensing, anti-social behaviour and the crime and disorder objective, have agreed to this application being granted.

Further I quote from PC Adam Peace "As you will know, police hold responsibility for ensuring that any application adheres to the local authorities licensing objectives, and that proposals do not invite any heightened risk or likelihood of crime, disorder or anti-social behaviour" and "I thank you for the exhaustive entries you have made, and for the excellent supporting document". PC Adam Peace, Licensing Officer, Islington Police Licensing Team, 222 Upper Street, Islington, N1.

In working with the Licensing Officer, we have agreed all of the following conditions which will, I hope, provide you with some further comfort addressing a number of your concerns.

- The premises shall operate as a wine bar under the following parameters:
 - The supply of alcohol is by way of waiter/waitress table-service
 - A varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all time
 - There shall be no vertical drinking on the premises at any time save for a maximum of four persons permitted to be provided with a drink at the bar whilst waiting to be shown to their table
- Final drinking up time announced at 21:15 Sunday, 22:15 on Monday and Tuesday, 22:30 on Wednesday and Thursday and 23:15 on Friday and Saturday
- CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - The licensee will ensure that the system is checked every two weeks 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 time of the person checking, shall be kept and made available to police or authorised council officers on request
 - The police must be informed if the system will not be operating for longer than one day of business for any reason
 - One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering
 - The system will provide coverage of any exterior part of the premises accessible to the public
 - The system shall record in real time and recordings will be date and time stamped
 - Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
- Clear, permanent signage shall be prominently displayed at the premises highlighting:
 - 'CCTV in Operation'
 - 'Challenge 25 Proof of Age Scheme in operation'
 - 'Residential Area: Please be respectful of our neighbours and leave quietly

- An incident log shall be maintained at the premises, and made available to the Police or any authorised officer upon reasonable request. All entries will include time/date/name of person making entry. Said log will record the following:
 - All crimes reported to the venue
 - All ejections of patrons
 - Any complaints received concerning crime and disorder
 - Any incidents of disorder either in or directly outside the venue
 - All seizures of drugs or offensive weapons
 - Any faults in the CCTV system
 - Any visit by a relevant authority or emergency service
 - Any refusal of alcohol sales
- There will be no unaccompanied children under 18 on the premises at any time and no under 16 year olds in the premises after 21:00 save for those attending a pre-booked private event
- The premises licence holder shall ensure that any patrons smoking outside of the premises do so in an orderly manner and are regularly monitored by staff so as to ensure that there is no public nuisance or obstruction on the public highway
- A fire safety risk assessment shall be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005). Maximum venue capacity will be maintained at a level dictated by said risk assessment, as per legislation
- In the event that any assault or serious crime is (or appears to have been), committed on the premises, the management shall immediately ensure that:
 - The police (and, where appropriate, the London Ambulance Service) are called without delay
 - All safe and practicable steps are taken to apprehend any suspects pending the arrival of the police
 - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police
- The premises shall operate the Challenge 25 proof of age scheme, where the only forms of acceptable identification shall be:
 - Photographic driving licence
 - Valid passport
 - Military/ UK Services Photo ID
 - PASS Hologram ID
- All staff members engaged in selling alcohol on the premises shall, upon induction and every 12 months thereafter, receive training pertinent to the Licensing Act. Said training shall be fully documented and kept at the premises (in digital or paper form), for inspection by Police or other authorised officers. Training shall include, but not be limited to:
 - Challenge 25
 - Refusal of sales of alcohol
 - Identifying signs of intoxication and attempts by intoxicated persons to purchase alcohol
 - Correctly making incident log entries
- There shall be no sales of:
 - Beers or ciders of 6.5% abv or greater
 - Spirit miniatures
 - Alcoholic beverages in cans

- The licensee shall train and instruct the management and staff to prevent the admission of, and ensure the immediate and orderly departure of:
 - Any and all persons who appear to be drunk and/or disorderly
 - Any and all persons displaying signs of other substance abuse

Environmental Health Officer – application to be granted

The Senior Environmental Health Officer from Islington Council, as primary guardians of noise, disturbance, waste, rubbish and environmental health have agreed to the application being granted with the following conditions which have been agreed:

- Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly
- The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway
- Drinks shall not be taken outside in open containers for consumption (to be amended when MUST Wine is granted the T&C licence)
- The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday
- The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00
- Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance

Concerns raised

In response to your specific concerns, I comment as follows to try to allay your fears.

Noise transmitting into Charlton Place from Camden Passage in the evenings from visitors instead of being absorbed by traffic noise in Upper Street – I can not comment on how noise travels along Camden Passage into Charlton Place but it would be fair to assume that noise from the proposed premises would not transmit this far. Certainly not from customers inside the building at either ground or basement floor levels. Any noise disturbance from Camden Passage and from the traffic on Upper Street would instead in all likelihood be a matter for the Environmental Health team.

Proximity of 2 – 4 Camden Passage to the gardens of Charlton Place at the rear of an adjacent building behind 2 – 4 Camden Passage at the bottom of Pierrepont Row – Clearly there is not anything any one can do about the adjacency of buildings especially those from many decades or centuries before. I would add that the proposed premises occupy merely a small front proportion of the building overall which goes back towards Charlton Place all the way down Pierrepont Row. The proposed premises for this application do not, at basement or ground level, go back any more than the first four metres of the overall building which is approximately 30 metres in depth

An increase in litter – MUST has no paper, plastic or other materials given to customers save for recycling bags for customers to carry away any wine retail purchase. We do not supply any packaging to customers to take away or consume on the premises so there will be no increase in litter as a result of this application.

The premises to have a midnight operation – The application has not requested, or desire any midnight operation.

Music being played outside the premises – The application has not requested, or desire any outside music to be played.

Music being heard in Charlton Place – I would comment that it is extremely unlikely that any internal background music played in the premises would be heard in Charlton Place.

The hours of operation which creates a public nuisance and have a direct impact on mental health of residents – The hours of operation have been amended and agreed with The Metropolitan Police as primary guardians of licensing, anti-social behaviour and the crime and disorder objective as well as the EHO as guardians of noise disturbance. Detailed responses have been outlined above.

Customers leaving the premises onto Charlton Place after 11pm several nights a week – As stated above the opening hours for five of the seven days are before 11pm. We are also unable to comment on which customers maybe residents of Charlton Place if the licence is granted and/ or which customers walk home or to waiting taxis or to scotters etc via Charlton Place.

Drunk people talking and shouting loudly directly along Camden Passage and in the vicinity of Charlton Place when exiting the establishment – As clearly stated above we have had no instances in four years of operating of any instances of drunken behaviour; we do not attract these types of customers; we would not permit it in our business customers to become drunk; we would not permit customers to enter the premises if already drunk and we have in place strict rules, policies and procedures for such instances as outlined above; have the relevant signage as required above supported by trained Management and key personnel to ensure customers leave the vicinity quietly and quickly. Further we can not control, nor wish to under any circumstances, where customers walk to when leaving the proposed premises.

People drinking in the street in Charlton Place – I can not comment on this. This is a matter for the residents of Charlton Place, the EHO and Metropolitan Police.

Increase in crime in Camden Passage in recent times – I can not comment on this. This is a matter for the residents of Charlton Place, the EHO and Metropolitan Police.

Summary

I apologise this is a lengthy response to all of the concerns raised, however I wanted to outline very clearly how we operate, the commitment and detailed focus we have to our

business, community engagement and respecting and upholding our legal, social and environmental obligations.

If you have any more questions please do not hesitate to contact me directly on 07976 180292, mn@mustwine.co.uk or arrange a visit to one of our locations. I hope that you will be able to support this application and if successful look forward to welcoming you, your family and friends to MUST.

Kind regards

Suggested conditions of approval consistent with the operating schedule

1. Staff will engage with customers to help disperse the area after leaving the premises if necessary.
2. Regular glass collection shall be undertaken by staff.
3. The licensee shall take appropriate steps to ensure that colleagues have an awareness of the threat of child sexual exploitation.

Conditions of approval agreed with the Metropolitan Police

4. CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - a. The licensee will ensure that the system is checked every two weeks 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 time of the person checking, shall be kept and made available to police or authorised council officers on request;
 - b. The police must be informed if the system will not be operating for longer than one day of business for any reason;
 - c. One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering;
 - d. The system will provide coverage of any exterior part of the premises accessible to the public;
 - e. The system shall record in real time and recordings will be date and time stamped;
 - f. Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - g. At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
5. Clear, permanent signage shall be prominently displayed at the premises highlighting:
 - a. 'CCTV in Operation';
 - b. 'Challenge 25 Proof of Age Scheme in operation'; and
 - c. 'Residential Area: Please be respectful of our neighbours and leave quietly'.

6. An incident log shall be maintained at the premises, and made available to the Police or any authorised officer upon reasonable request. All entries will include time/date/name of person making entry. Said log will record the following;
 - a. all crimes reported to the venue;
 - b. all ejections of patrons;
 - c. any complaints received concerning crime and disorder;
 - d. any incidents of disorder either in or directly outside the venue;
 - e. all seizures of drugs or offensive weapons;
 - f. any faults in the CCTV system;
 - g. any visit by a relevant authority or emergency service; and
 - h. any refusal of alcohol sales.
7. There will be no unaccompanied children under 18 on the premises at any time and no under 16 year olds in the premises after 21:00 save for those attending a prebooked private event.
8. The premises licence holder shall ensure that any patrons smoking outside of the premises do so in an orderly manner and are regularly monitored by staff so as to ensure that there is no public nuisance or obstruction on the public highway.
9. A fire safety risk assessment shall be completed as per government guidelines on an annual basis (Regulatory Reform (Fire Safety) Order 2005). Maximum venue capacity will be maintained at a level dictated by said risk assessment, as per legislation.
10. The premises shall operate as a wine bar under the following parameters:
 - a. The supply of alcohol is by way of waiter/waitress table-service;
 - b. A varied menu of substantial food offerings, freshly prepared and plated on the premises, shall be available at all times; and
 - c. There shall be no vertical drinking on the premises at any time save for a maximum of 4 persons permitted to be provided with a drink at the bar whilst waiting to be shown to their table.
11. In the event that any assault or serious crime is (or appears to have been), committed on the premises, the management shall immediately ensure that:
 - a. The police (and, where appropriate, the London Ambulance Service) are called without delay;
 - b. All safe and practicable steps are taken to apprehend any suspects pending the arrival of the police; and
 - c. The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police.

12. The premises shall operate the Challenge 25 proof of age scheme, where the only forms of acceptable identification shall be:
 - a. Photographic driving licence;
 - b. Valid passport;
 - c. Military/ UK Services Photo ID; or
 - d. PASS Hologram ID.
13. All staff members engaged in selling alcohol on the premises shall, upon induction and every 12 months thereafter, receive training pertinent to the Licensing Act. Said training shall be fully documented and kept at the premises (in digital or paper form), for inspection by Police or other authorised officers. Training shall include, but not be limited to:
 - a. Challenge 25;
 - b. Refusal of sales of alcohol;
 - c. Identifying signs of intoxication and attempts by intoxicated persons to purchase alcohol; and
 - d. Correctly making incident log entries.
14. There shall be no sales of:
 - a. beers or ciders of 6.5% abv or greater;
 - b. spirit miniatures; or
 - c. alcoholic beverages in cans.
15. The licensee shall train and instruct the management and staff to prevent the admission of, and ensure the immediate and orderly departure of:
 - a. any and all persons who appear to be drunk and/or disorderly; and
 - b. any and all persons displaying signs of other substance abuse.

Conditions of approval agreed with the Council's Noise Service

16. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
17. The premises licence holder shall ensure that any patrons smoking outside the premises do so on an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.
18. Drinks shall not be taken outside in open containers for consumption.
19. The delivery of consumables to the premises shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. No deliveries to the premises shall be made on a Sunday or Bank Holiday.
20. The collection of refuse shall be restricted to the hours between 08:00 and 20:00 Monday-Saturday. Waste collections shall be made on Sundays and Bank Holidays between the hours of 09:00 and 12:00.
21. Noise or vibration shall not emanate from the premises so as to cause a nuisance to nearby properties.

22. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any further recurrence of that nuisance.
- 23.

