

**From:** Earis, Richard  
**Sent:** Monday, January 14, 2019 10:40 AM  
**To:** Regen, Licensing  
**Cc:**  
**Subject:** Venue Lab Unit 1 Canada Water Retail Park - Objection to new License application

**RE: New License application - Venue Lab Limited UNIT 1 CANADA WATER RETAIL Surrey Quays Road SE16 2XU ID: 57087**

I have considered the above application and would like to object under the Prevention of Public Nuisance Licensing Objective.

The reasons for the objection are as follows:

- The proposed operating hours of the premises exceed the Licensing Policy hours for 'other drinking establishments' for this location
- The location is sensitive, directly adjacent to residential occupiers and will involve dispersal of up to 1500 people which risks causing nuisance to local residents at the hours proposed. Only very limited information is provided in the application as to how this would be managed or controlled.
- The premises will provide a significant cumulative impact on existing large venues (e.g. the Printworks and Hawker House) which can already disperse 6500 people in this immediate area between them and which already result in complaints from local residents to the Council regarding noise
- A noise management plan is mentioned but not provided
- 'Noise propagation tests' are mentioned but not provided in advance of the application to demonstrate that the building\location is acceptable for all licensed uses for 1500 people. Unlike the Printworks this building does not have substantial acoustic insulation and is much closer to residential dwellings
- The premises does not yet have planning permission to operate in this location and we are likely to object to such operating hours through the planning process. The applicant has been given pre-application advice which highlights hours of use may be limited
- Submitted plans do not show the location of the smoking area

I would request that the applicant provides a dispersal policy and noise management plan and plans showing where smokers or any external activities will take place. I reserve the right to make further comments or suggest conditions or amendments to the application once these documents are provided.

Kind Regards,

Richard

**Richard Earis**  
Principal Environmental Protection Officer  
**Environmental Protection Team**



The Licensing Unit  
Floor 3  
160 Tooley Street  
London  
SE1 2QH

**Metropolitan Police Service**  
**Licensing Office**  
Southwark Police Station,  
323 Borough High Street,  
LONDON,  
SE1 1JL

Tel: 020 7232 6756

Email: SouthwarkLicensing@met.police.uk

**Our reference:** MD21/0011/19

**Date:** 17th January 2019

Dear Sir/Madam

**Re:- Venue Lab Limited Unit 1 Canada Water Retail Park SE16 2XU**

Police are in possession of an application from the above for a new premises licence. The application describes the premises as a multi-function events space and entertainment venue. There is no specific category for this type of premises under the Southwark statement of licensing policy, however the operating schedule would allow for the premises to be used a night club type venue and for other music led events with dancing.

Although outside of any CIZ the premises is in very close proximity of another multi events space that has a maximum capacity of 5000 for music led events. My initial concern would be the that if both premises were to operate at the same time we could expect up to 6500 patrons coming into was is described as a major town centre and in close proximity to residential premises.

I would like to propose a possible condition on the premises licence which restricts the number of events per year and that the events are not run alongside those at a neighbouring premises known as the printworks.

Although the applicant has provided conditions around the dispersal policy, they have not provided a copy of this policy for me to comment on. Due to the size and nature of this venue such policies are fundamental for the promotion of the licensing objectives.

I am unable to comment fully without these policies, it is for this reason that I Object to the granting of this license until I am satisfied the policy is sufficient to promote the prevention of crime and public nuisance licensing objectives.

I welcome the opportunity to engage with the applicant prior to any potential licensing hearing.

Yours Sincerely

**PC Ian Clements 362MD**  
Licensing Officer  
Southwark Police Licensing Unit  
Tel: 0207 232 6756

# MEMO: Licensing Unit

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**To** Licensing Unit                      **Date** 18 January 2019

**Copies**

**From** Jayne Tear                      **Telephone** 020 7525 0396                      **Fax**

**Email** jayne.tear@southwark.gov.uk

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**Subject** Re: Unit 1 Canada Water Retail Park, Surrey Quays Road, SE16 2XU  
Application for a premises licence

I write with regards to the above application for a premises licence submitted by Venue Lab Limited under the Licensing Act 2003, which seeks the following licensable activities:

- Plays; films, indoor sporting events, boxing or wrestling entertainment, live music, recorded music, performance of dance and anything of a similar description to live music, recorded music and performance of dance on Monday to Saturday from 08:00 to 01:00 the following day and on Sunday from 08:00 to 00:00
- Late night refreshment on Monday to Saturday from 23:00 to 01:00 the following day and on Sunday from 23:00 to 00:00
- Supply of alcohol (on and off the premises) on Monday to Saturday from 08:00 to 01:00 the following day and on Sunday from 08:00 to 00:00
- Overall opening times shall be on Monday to Saturday from 08:00 to 01:00 the following day and on Sunday from 08:00 to 00:00

## Non Standard Timings requested

- That on New Years Eve licensable activities shall also be permitted between the end of the hours permitted for licensable activities on New Years Eve to the start of the hours permitted for licensable activities on New Years Day
- That on New Years Eve licensable activities shall also be permitted between the end of the hours permitted for opening on New Years Eve to the start of the hours permitted for opening hours on New Years Day

The premises is described as '*The premises will operate as a multi functional event space and entertainment venue with a maximum capacity of 1,500 people in line with granted planning permission. Flexibility is required to market the premises for different types of events*'.

The premises is situated within Canada Water Major Town Centre Area.

My representation is based on the Southwark Statement of Licensing policy 2016 – 2020 and relates to the licensing objectives for the prevention of crime and disorder and the prevention of public nuisance.

The appropriate closing times for different types of premises within the licensing policy are as follows:

Closing time for Restaurants and Cafes - Sunday to Thursday is 00:00 hours and for Friday and Saturday is 01:00 hours

Closing time for Public Houses Wine bars or other drinking establishments - Sunday to Thursday is 23:00 hours and for Friday and Saturday 00:00 hours

Closing time for Hotel bars and guest houses - No restrictions for residents

Closing time for Night Clubs (with sui generis planning classification) - Monday to Thursday is 01:00 hours and for Friday and Saturday 03:00 hours and for Sunday 00:00 hours

Closing time for Off-Licences and alcohol sales in grocers and supermarkets is 00:00 hours daily

Closing time for Take-away establishment - Sunday to Thursday is 00:00 hours and for Friday and Saturday is 01:00 hours

Closing time for Cinemas and Theatres is 02:00 hours daily

Closing time for Vessels is 23:00 hours daily

Closing time for qualifying members club is 02:00 hours daily

The application has not left any time between the last sale of alcohol 'on sales' and the closing time when patrons should have left the premises this can lead to conflict between staff and the customer having purchased an alcoholic drink for consumption on the premises minutes before closing time and being asked to either finish the drink or hand it back and to leave the premises. Additionally this will encourage patrons to rush consumption of alcoholic drinks at the same time of closing which can lead to antisocial behaviour problems when patron have left the premises. Therefore to promote the licensing objectives I ask the applicant to consider reducing the **sales of alcohol to cease at least a half an hour/ to an hour before the closing time.**

I have further concerns that the local resident's will could be disturbed from 1,500 patrons leaving this premises late at night and although a dispersal policy is mentioned within the operating schedule it has not been provided . I therefore ask the applicant to

- Provide a copy of the dispersal policy.

This application also asks for off sales of alcohol yet the application does not address how the possibility of 1,500 patrons leaving the premises with off sales, which could be consumed in the street on their way home, could impact upon the prevention of public nuisance and crime and disorder.

I would therefore recommend that the applicant remove off sales of alcohol from the application to promote the licensing objectives.

I therefore submit this representation and welcome any discussion with the applicant and reserve the right to comment further once all of the information had been provided

Jayne Tear  
Principal Licensing officer  
In the capacity of the Licensing Responsible Authority

**From:** [REDACTED]  
**Sent:** Friday, February 8, 2019 15:01  
**To:** 'McArthur, Wesley' <[Wesley.McArthur@southwark.gov.uk](mailto:Wesley.McArthur@southwark.gov.uk)>; Earis, Richard <[Richard.Earis@southwark.gov.uk](mailto:Richard.Earis@southwark.gov.uk)>; Simon Tracey [REDACTED]; 'Keith.Dempster@met.pnn.police.uk' <[Keith.Dempster@met.pnn.police.uk](mailto:Keith.Dempster@met.pnn.police.uk)>; [REDACTED]; Tear, Jayne <[Jayne.Tear@SOUTHWARK.GOV.UK](mailto:Jayne.Tear@SOUTHWARK.GOV.UK)>; Earis, Richard <[Richard.Earis@southwark.gov.uk](mailto:Richard.Earis@southwark.gov.uk)>; Maria.V.O'Mahoney@met.pnn.police.uk  
**Subject:** RE: Application for a premises licence - Venue Lab Ltd, Unit 1, Canada Water Retail Park, Surrey Quays Road, SE16 2XU (our ref: L1U 866359)

Dear All,

Thank you for setting up the meeting and also to Wes for these minutes. We thought it was very useful in understanding the localised concerns and we hope we gave you assurances as to how the premises will operate, the type of events, lack of intention to compete with the Printworks and most importantly our ability to promote the licensing objectives.

As discussed in the meeting we can confirm that we would like to amend the application in the following terms to meet those concerns raised by the statutory authorities.

1. Pull sale of alcohol back by 30 minutes for each night of the week keeping the hours for licensable activities and closure of the premises the same as they currently are.

This gives the buffer that was wanted in relation to a cooling down period.

2. Offer the following conditions:

The premises licence holder will not operate any DJ or live music led events. All bookings will have a food component (either seated waitress service or buffet). A DJ or live band will be used as ancillary entertainment at some of these events, but not all.

The premises licence holder will employ specialist noise consultants who will assess all live music in the venue. Acoustic readings will be taken throughout these events and made available for request to Council and Police Officers.

No customer will be permitted to leave the premises with alcohol except for promotional events, when sealed bottles of alcohol may be part of a gift for people attending the event and customers will be allowed to leave with those sealed containers.

3. I now have the dispersal policy and I have attached this.

If there are any other issues that you would want me to cover off then please come back to me as if we could reach agreement to avoid a hearing it saves everyone's time.

We are more than happy for the resident representor to receive the operating schedule and the offered additional conditions.

[REDACTED]  
[REDACTED]

**From:** Earis, Richard

**Sent:** Tuesday, February 12, 2019 12:08 PM

**To:** 'Paddy Whur'; McArthur, Wesley; Simon Tracey; 'Keith.Dempster@met.pnn.police.uk'; [REDACTED]; Tear, Jayne; Maria.V.O'Mahoney@met.pnn.police.uk

**Subject:** RE: Application for a premises licence - Venue Lab Ltd, Unit 1, Canada Water Retail Park, Surrey Quays Road, SE16 2XU (our ref: L1U 866359)

Dear Paddy,

Thank you for your email. This goes some way towards resolving my concerns however some of what we discussed has been partially covered or not covered at all.

Specifically:

1. The condition regarding an acoustic consultant needs to apply to live music and recorded music where a DJ is present. I accept it is not necessary for background music \ sound effects but at the moment it would exclude, for example, an ancillary DJ\dance to a corporate event which has a very similar risk of causing nuisance as live music. Would the following wording be acceptable to you? If not I welcome your suggestion as to how to adequately cover this point.

*The premises licence holder will employ specialist noise consultants who will assess:*

- *All live music in the venue*
- *All featured ancillary recorded music which is not merely background music or sound effects (for example a DJ playing to a dancefloor)*

*Acoustic readings will be taken throughout these events and these readings shall be made immediately available on request to Council and Police Officers*

2. You have not offered reduced hours for the period Sundays to Wednesdays as discussed. This is key for me as it reduces the number of possible late openings significantly. Sunday to Wednesday should be amended to cease supply of alcohol at 23:00 and allow a 30 mins drinking up time with a 23:30 close. This still allows use for many types of events on those days but balances residents' interests by reducing late opening beyond policy hours for other drinking establishments.
3. I would also wish to see the following conditions to provide sufficient clarity and enforceability:
  - *All external doors to the premises shall be kept closed at all times when events are taking place, except to allow access to and egress from the venue*
  - *Premises management shall regularly monitor outside the premises to ensure that the volume and bass level of any music or licensed entertainment is kept at a level that does not cause nuisance at the closest or most exposed noise-sensitive facade*
  - *A maximum of 20 persons at any one time shall be allowed to use the external smoking area and this area shall be observed and controlled by a staff member at all times*
  - *No drinks shall be allowed into the external smoking area at any time*
  - *Premises management shall regularly monitor outside the premises and take all necessary steps to ensure that noise from patrons does not cause disturbance or public nuisance*

- *Amplified music, song or speech shall not be broadcast in external areas at any time*
- *External waste handling, collections, deliveries and the cleaning of external areas shall only occur between the hours of 08.00hrs and 20.00hrs*

Kind Regards,

Richard

**Richard Earis**

Principal Environmental Protection Officer

**Environmental Protection Team**

**020 7525 2469**

Postal address: Southwark Council | Environmental Protection Team | Regulatory Services | 3rd Floor Hub 1 | PO Box 64529 | London | SE1P 5LX.

Office address (By appointment only): Southwark Council | Environmental Protection Team | Regulatory Services | 3rd Floor Hub 1 | 160 Tooley Street | London | SE1 2QH

[www.southwark.gov.uk](http://www.southwark.gov.uk)

visit: <http://www.southwark.gov.uk/air-quality>

**From:** [REDACTED]  
**Sent:** Wednesday, February 13, 2019 2:26 PM  
**To:** Earis, Richard  
**Cc:** Paddy Whur  
**Subject:** RE: Application for a premises licence - Venue Lab Ltd, Unit 1, Canada Water Retail Park, Surrey Quays Road, SE16 2XU (our ref: L1U 866359)

**Sent on behalf of Paddy Whur**

Dear Richard,

Thank you very much for your email of 12th February 2019 in relation to our offer to amend our application.

I have now had an opportunity to discuss all of this with Simon. We are very keen to meet the concerns that you expressed at our meeting. If it would help then Simon is more than happy to meet you again to clear up any issues over frequency/type of events.

In relation to your specific points:

1. We understand what you wish to achieve here, however there needs to be an element of avoidance of duplication from our perspective and would ask you to consider the following re-worded condition:

“The premises licence holder will employ where appropriate, specialist external noise consultants and/or internal staff who will assess:

- All live music in the venue
- For all featured ancillary recorded music which is not merely background music or sound effects (for example a DJ playing to a dancefloor) acoustic settings will be made for these events, and where risk assessed, acoustic readings will be taken during the events with readings made immediately available on request to Council and police officers.”

We envisage that a system will be put in a place to set ancillary music levels for events and these limits will then be adhered to. It would be prohibitively expensive to employ external noise consultants for each of these events and therefore disproportionate in Licensing Act terms. We are more than happy to include your input into the setting of these systems of events were the music offer is part of, but not the primary reason for people to attend.

2. Our client wishes to have the flexibility to market the premises for corporate events through the week, where the demand arises. Could we retain the hours but cap the number of events at a maximum of 40 events to take place on Sunday to Tuesday each year? As Simon explained the corporate events market is strong on a Wednesday and Thursday night.
3. The additional conditions are agreed.

Our clients are keen to meet your concerns with conditions which would be appropriate and proportionate to promote the licensing objectives.

I look forward to hearing from you.