

Croydon Council

REPORT TO:	LICENSING SUB-COMMITTEE 23 March 2015
AGENDA ITEM:	6
SUBJECT:	LICENSING ACT 2003 - REVIEW OF PREMISES LICENCE
LEAD OFFICER:	Executive Director, Development & Environment Department
CABINET MEMBER:	Councillor Mark Watson, Cabinet Member for Safety & Justice
WARDS:	Coulsdon West
CORPORATE PRIORITY/POLICY CONTEXT: This report is specific to this application and has no implications on the Council's Corporate Policies.	
FINANCIAL SUMMARY: This application is being processed as part of normal duties carried out by the Department with no additional costs involved.	
FORWARD PLAN KEY DECISION REFERENCE NO.: N/A	

For general release

1. RECOMMENDATIONS

1.1 The Sub-Committee is asked to consider the application for a review of the premises licence at Mango Bar, 208-210 Brighton Road, Coulsdon, Surrey, CR5 2NF and whether to take such of the following steps as it considers necessary for the promotion of the licensing objectives:

- To modify the conditions of the licence
- To exclude a licensable activity from the scope of the licence
- To remove the designated premises supervisor
- To suspend the licence for a period not exceeding 3 months
- To revoke the licence

For this purpose, the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

2. EXECUTIVE SUMMARY

- 2.1 The purpose of this report is to advise the Sub-Committee that an application has been received for a review of a premises licence under the Licensing Act 2003 (“the Act”). This application is made by the Police, as a responsible authority under the Act and the Council’s Licensing Sub-Committee is required to hear the application.

3. DETAIL

- 3.1 A Protocol for Licensing Hearings and a Procedure for Licensing Sub-Committee Hearings has previously been agreed by the Licensing Committee (minute A/24/05 refers). The protocol has been subsequently amended by the licensing committee (minutes A/32/06, A/40/07 and A/07/12 refer).
- 3.2 The premises licence holder, the applicant and those who have made representations have been notified of the hearing in accordance with the Licensing Act 2003 (Hearings) Regulations 2005 and Licensing Act 2003 (Hearings) (Amendment) Regulations 2005 “the Regulations”. Information to accompany the notice of hearing was provided to the licence holder, the applicant and those who have made representations in accordance with “the Regulations”.
- 3.3 Appendix A to this report provides details of the review.

4. CONSULTATION

- 4.1 The review was advertised accordingly as per the relevant regulations.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

1. Revenue and Capital consequences of report recommendations

There are no direct financial implications associated with this report, subject to the risks at 5.2 & 5.3. This application is being processed as part of normal duties and therefore the work associated with it is contained within the departmental budget.

2 The effect of the decision

The decision of the Sub-Committee may be subject to appeal and/or Judicial Review.

3. Risks

An appeal against a decision of the Sub-Committee or a Judicial Review of the application process may present financial risks to the Council with regard to any award of costs against it.

4. Options

The options available are as detailed in the recommendations at paragraph 1 above.

5. Future savings/efficiencies

None identified.

(Approved by: Dianne Ellender, Head of Finance and Deputy S151 Officer – Chief Executive's Department)

6. COMMENTS OF THE COUNCIL SECRETARY AND SOLICITOR

6.1.1 The Solicitor to the Council comments that the Sub-Committee must determine the review, taking into account relevant representations, the Licensing Act 2003, statutory guidance and the Council's own licensing policy.

6.2 The power to modify the licence conditions includes the alteration or omission of existing conditions or the addition of any new condition.

(Approved by: Gabriel MacGregor, Head of Corporate Law on behalf of the Solicitor to the Council).

7. HUMAN RESOURCES IMPACT

7.1 The Human Resources impact of supporting the Licensing Hearings will be contained within the budgeted establishments of the Democratic and Legal Services and Licensing Teams.

7.2 (Approved by: Adrian Prescod, HR Business Partner, for and on behalf of Director of Human Resources, Chief Executive's Department)

8. CUSTOMER IMPACT

8.1 Apart from the powers available to the sub committee, there are no specific customer services issues relating to this matter.

9. EQUALITIES IMPACT ASSESSMENT (EIA)

9.1 The arrangements for the Licensing Hearings seek to ensure that all applicants, licence/certificate holders and other interested parties receive a fair hearing and that the process is accessible to all groups within the community.

10. ENVIRONMENTAL AND DESIGN IMPACT

10.1 The effective implementation of the Licensing Act 2003 will contribute to an improved environment for local residents and other stakeholders.

11. CRIME AND DISORDER REDUCTION IMPACT

11.1 One of the licensing objectives is the prevention of crime and disorder and the police, as a responsible authority, have the opportunity to make representations in this matter if they so wish.

12. HUMAN RIGHTS IMPACT

12.1 The Human Rights 1998 (HRA) requires public bodies to ensure everything they do is compatible with Convention Rights and makes it unlawful for a public authority to act incompatibly with those Rights. **Article 6 (A6)** of the European Convention on Human Rights (ECHR) is the right to a fair trial. The key elements of this include

- The right to a *fair* hearing;
- The right to a *public* hearing;
- The right to a hearing before an *independent and impartial tribunal*;
- The right to a hearing *within a reasonable time*.

12.2 When hearing an application, the proceedings of a non-judicial body such as the Licensing Sub-Committee, as opposed to an actual Court, need not meet the full requirements of A6 where there is a right of appeal from the Licensing Sub-Committee to a Court that does meet the full A6 standards and can consider all aspects of the case (even if that does not include a full re-hearing of the facts).

12.3 So, while it is good practice to make a hearing before the Licensing Sub-Committee as A6 compliant as possible, it will not be a breach of the HRA if it is not. Further, the hearing of all applications is subject to the principles of Natural Justice and the requirement for decisions to be 'Wednesbury reasonable'.

13. FREEDOM OF INFORMATION/DATA PROTECTION CONSIDERATIONS

13.1 Protocols agreed in relation to Licensing Hearings are within the Council's Constitution and will be accessible as part of the Council's Publication Scheme maintained under the Freedom of Information Act.

CONTACT OFFICER: Michael Goddard, Licensing Manager, Development & Environment Department, ext. 61838.

BACKGROUND DOCUMENTS: Application Forms, Licensing Hearings Protocol and Procedure.

APPENDIX A

1. The Application

- 1.1 This report concerns an application for a review of the premises licence held by The Mango Bar Ltd. in respect of Mango Bar, 208-210 Brighton Road, Coulsdon, Surrey. The application is made by the Police.
- 1.2 The premises licence was granted to The Mango Bar Ltd., by way of transfer, in December 2013.
- 1.3 This application is made under section 51 of the Licensing Act 2003 which states that, where a premises licence has effect, an interested party or responsible authority may apply to the licensing authority for a review of the licence.
- 1.4 The applicant has applied for a review of the premises licence on the grounds of all four of the licensing objectives in the Act. A copy of the review application is attached at Appendix A1. In addition to the paperwork enclosed, the applicant has also supplied a disc containing CCTV footage. This disc forms part of the application.
- 1.5 A copy of the premises licence is attached at Appendix A2.
- 1.6 Would the Sub-Committee please note that, following discussions with the Council health & safety officer, acting as a responsible authority under the Act, the applicant has agreed to have the following condition added to their licence, as part of the review application process –

‘That the authority within the premises licence cannot be used until such time as the Local Authority Safety Officer and Local Authority Licensing Officer have sufficient time to inspect the premises, those certificates and documents required under legislation to ensure the safe operation of these premises.’

2. Promotion of Licensing Objectives

- 2.1 There are four licensing objectives that underpin the Licensing Act 2003 and section 4 of the Act states that a licensing authority must carry out its functions with a view to promoting those licensing objectives, which are:
 - The prevention of crime and disorder
 - Public safety
 - The prevention of public nuisance and
 - The protection of children from harm.

3. **Relevant representations**

- 3.1 Representations have been made on the application. Copies are attached at Appendix A3.
- 3.2 The premises licence holder has been provided with copies of the review application (including the disc) and the representations made.

4. **Policy Considerations**

4.1 Under the terms of the Act, the Council has published a Statement of Licensing Policy. This is available on the Council website at www.croydon.gov.uk . Hard copies are also available from the Council's Development & Environment Department and copies of the policy will also be available at the Licensing Sub-Committee hearing. The following paragraphs from the Statement are considered particularly relevant with regard to this application.

4.1 Nothing in the 'Statement of Policy' will:

- undermine the rights of any person to apply under the 2003 Act for a variety of permissions and have each application considered on its individual merits, or,
- override the right of any person to make representations on any application or seek a review of a licence or certificate where they are permitted to do so under the 2003 Act

4.4 In considering all licence applications, the Council will take into account the character of the surrounding area, the impact of the licence on that area and the nature and character of the operation.

4.7 Licensing is about the control of licensed premises, qualifying clubs and temporary events within the terms of the 2003 Act, and conditions are likely to be attached to licences, certificates and permissions that will cover matters which are within the control of individual licensees.

4.8 However, the Council acknowledges that it can only impose conditions where relevant representations have been received to an application and that such conditions must be considered necessary for the promotion of the licensing objectives raised by the representations.

4.9 When considering these conditions, the Council will primarily focus on the direct impact of the activities taking place at licensed premises on members of the public living, working or engaged in normal activity in the area concerned.

4.10 The Council will not take 'need' into account when considering an application, as this concerns 'commercial demand' and is a matter for the planning process and the market.

- 5.2.1 Croydon Council is committed to reducing crime and disorder within the Borough and creating an environment where people feel safe.
- 5.2.2 In addition to the requirements under the 2003 Act for the Council to promote the licensing objective of preventing crime and disorder, it also has a duty under Section 17 of the Crime and Disorder Act 1998 to do all it reasonable can to prevent crime and disorder in the Borough.
- 5.2.3 Licensed premises, especially those offering late night/early morning entertainment, alcohol and refreshment for large numbers of people, can be a source of crime and disorder problems.
- 5.2.4 The Council considers that the promotion of the Licensing Objective to prevent crime and disorder also places a responsibility on licence holders to work in partnership to achieve this Objective.
- 5.2.5 The Council will expect applicants to demonstrate in their Operating Schedule that suitable and sufficient measures have been identified and will be implemented and maintained so as to minimise or prevent crime and disorder in and around the vicinity of their premises and events.

5.29 Where relevant representations have been made, the Council will consider attaching Conditions to licences and permissions to deter and prevent crime and disorder both inside and immediately outside the premises, and these may include Conditions drawn from the Model Pool of Conditions relating to Crime and Disorder contained in the Statutory Guidance to the Act and the following examples of conditions specifically with regard to 'significant events':

1. The licensee shall undertake a risk assessment of any significant promotion or event (as defined below) using the MPS Promotion/Event Risk Assessment (Form 696) or an equivalent and provide a copy* to the Metropolitan Police Service and the licensing authority not less than 14 days before the event is due to take place.
2. Where an 'event' has taken place, the licensee shall complete an MPS After Promotion/Event Debrief Risk Assessment (Form 696A) and submit this* to the Metropolitan Police and the Licensing Authority, within 14 days of the conclusion of the event.

*submission of electronic documents by e-mail is preferred.

5.3.1 The Council is committed to ensuring that the safety of any person visiting or working in licensed premises is not compromised. To this end, applicants will be expected to demonstrate in their Operating Schedule that suitable and sufficient measures have been identified and will be implemented and maintained to ensure public safety, relevant to the individual style and characteristics of their premises and events.

- 5.3.2 The 2003 Act covers a wide range of premises that require licensing, including, cinemas, concert halls, theatres, nightclubs, public houses, cafes/restaurants and fast food outlets/takeaways.
- 5.3.3 Each of these types of premises present a mixture of different risks, with many common to most premises and others unique to specific operations. These will range from fire safety, including fire precautionary and means of escape arrangements in all types of premises, to the use of scenery and pyrotechnics in theatres and special lighting effects in night clubs.
- 5.3.4 It is essential that premises are constructed or adapted and operated so as to acknowledge and safeguard occupants against these risks.
- 5.3.7 Additionally, when preparing their Operating Schedules, applicants are recommended to seek advice from the Council's Health and Safety Officers and the London Fire and Emergency Planning Authority.
- 5.3.8 The Council will consider attaching Conditions to licences and permissions to promote safety, and these may include Conditions drawn from the Model Pool of Conditions relating to 'Public Safety' and 'Cinemas and Fire Safety' contained in the Statutory Guidance to the Act.
- 5.4.1 The Council recognises the need to protect the amenities of people living, visiting and working in the vicinity of the licensed premises, while balancing the rights of businesses to develop.
- 5.4.2 Licensed premises, especially those operating late at night and in the early hours of the morning, can give rise to a range of public nuisances which may impact adversely on local communities.
- 5.4.3 These concerns mainly relate to noise and disturbance, light pollution, noxious smells, litter and anti-social behaviour and due regard will be taken on the impact these may have.
- 5.4.4 The Council will generally deal with the issue of licensing hours having due regard to the individual merits of each application, considering the potential for nuisance associated with the style, characteristics and activities of the business and examining any steps that might reduce the risk of nuisance.
- 5.4.5 The Council recognises that longer licensing hours for the sale of alcohol will avoid concentrations of people leaving premises at the same time, necessary to reduce the friction at late night fast food outlets, taxi ranks/minicab offices and other sources of transport that can lead to disorder and disturbance.
- 5.4.6 The Council will not set fixed trading hours within designated areas ("zoning") as it recognises this could lead to significant movements of people across boundaries at particular times seeking premises opening later and would lead to the peaks of disorder and disturbance the Council

is trying to avoid. Additionally, this would seemingly treat residents in one area less favourably than those in another.

- 5.4.7 However, although the Council will treat each case on its individual merits, generally it will not grant opening hours beyond 23.30 hours on Sundays to Thursdays and Midnight on Fridays and Saturdays in respect of public houses situated in areas having denser residential accommodation. The Council would expect good reasons to be given to support any application for extensions beyond these hours, including addressing possible disturbance to residents and local parking. Additionally, in these areas, consideration will be given to imposing stricter conditions in respect of noise control.
- 5.4.8 There will be a presumption that the Council will generally consider licensing shops, stores and supermarkets to sell alcohol for consumption off the premises at any times they are open for trading.
- 5.4.9 However, the Council may consider there are very good reasons for restricting hours for licensable activities, for example where representations are made by the police and/or local residents as interested parties in respect of shops in residential areas or shops which are known to be the focus of disorder and nuisance because young people gather there. Although the Council will treat each case on its individual merits, generally in such cases the Council will not grant permission for licensable activities beyond 2330 hours on Sunday to Thursdays and midnight on Friday and Saturday.
- 5.4.10 The Council will expect applicants to demonstrate in their Operating Schedule that they have identified satisfactory measures and will implement and maintain these so as to prevent public nuisance, having due regard to the style, characteristics and activities of their particular premises and events.
- 5.4.13 Additionally, when preparing their Operating Schedules applicants are recommended to seek advice from Council Pollution Enforcement Officers.
- 5.4.14 The Council will consider attaching Conditions to licences and permissions to prevent public nuisance, and these may include Conditions drawn from the Model Pool of Conditions relating to 'Public Nuisance'.
- 5.5.1 The wide range of premises that require licensing means that children can be expected to visit many of these, often on their own, to buy food and/or for entertainment.
- 5.5.2 Although the 2003 Act details certain age and/or time limitations on the admission of accompanied or unaccompanied children to certain types of licensed premises, the Council recognises that additional limitations may have to be considered where it appears necessary to protect them from physical, moral or psychological harm.

- 5.5.3 The Council will consider the merits of each application before deciding whether to impose conditions limiting the access of children to individual premises.
- 5.5.7 The Council will not impose conditions on licences or certificates requiring that children be admitted to any premises and, where no limitation is imposed, this will be left to the discretion of the individual licensee. However, where applicants volunteer prohibitions and limitations in their operating schedules and no relevant representations have been made to the Council, these will become conditions attached to the licence/certificate conditions and will be enforceable as such.

The Home Office has produced Statutory Guidance under Section 182 of the Licensing Act 2003. The following paragraphs are reproduced below to assist:

The review process

- 11.1 The proceedings set out in the 2003 Act for reviewing premises licences and club premises certificates represent a key protection for the community where problems associated with the licensing objectives occur after the grant or variation of a premises licence or club premises certificate.
- 11.2 At any stage, following the grant of a premises licence or club premises certificate, a responsible authority, or any other person, may ask the licensing authority to review the licence or certificate because of a matter arising at the premises in connection with any of the four licensing objectives.
- 11.7 In every case, any application for a review must relate to particular premises in respect of which there is a premises licence or club premises certificate and must be relevant to the promotion of one or more of the licensing objectives. Following the grant or variation of a licence or certificate, a complaint regarding a general issue in the local area relating to the licensing objectives, such as a general (crime and disorder) situation in a town centre, should generally not be regarded as a relevant representation unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time, could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 11.9 Representations must be made in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing. Representations may be made electronically, provided the licensing authority agrees and the applicant submits a subsequent written representation. The licensing

authority may also agree in advance that the representation need not be given in writing.

- 11.11 If the application for a review has been made by a person other than a responsible authority (for example, a local resident, residents' association, local business or trade association), before taking action the licensing authority must first consider whether the complaint being made is relevant, frivolous, vexatious or repetitious. Further guidance on determining whether a representation is frivolous or vexatious can be found in Chapter 9 of this Guidance (paragraphs 9.4 to 9.10).
- 11.15 When a licensing authority receives an application for a review from a responsible authority or any other person, or in accordance with the closure procedures described in Part 8 of the 2003 Act (for example, closure orders), it must arrange a hearing. The arrangements for the hearing must follow the provisions set out in regulations. These regulations are published on the Government's legislation website (www.legislation.gov.uk). It is particularly important that the premises licence holder is made fully aware of any representations made in respect of the premises, any evidence supporting the representations and that the holder or the holder's legal representative has therefore been able to prepare a response.

Powers of a licensing authority on the determination of a review

- 11.16 The 2003 Act provides a range of powers for the licensing authority which it may exercise on determining a review where it considers them appropriate for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that the review does not require it to take any further steps appropriate to promote the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such informal warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the licence holder.
- 11.18 However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate.
- 11.19 Where the licensing authority considers that action under its statutory powers is appropriate, it may take any of the following steps:

- modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
- exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption);
- remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
- suspend the licence for a period not exceeding three months;
- revoke the licence.

11.20 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns that the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than an appropriate and proportionate response.

11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.

11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

- 4.2 All relevant parties have been made aware of the date, time and location of the Sub-Committee meeting.
- 4.3 An ordinance survey extract map of the area with the application premises shown at the centre is attached at Appendix A4.

MANGO BAR REPS

INDEX

1. APPLICATION FOR REVIEW
2. POLICE REPRESENTATIONS
3. COPY OF PREMISES LICENCE
4. COPIES OF LETTERS FROM POLICE
5. COPIES OF SECTION 19 NOTICES
6. COPIES OF LETTERS SENT TO THE COUNCIL RE ORIGINAL VARIATION
7. COPY OF VISIT REPORT PS COOPER



**METROPOLITAN
POLICE**

TOTAL POLICING

Application for the Review of a Premises Licence or Club Premises Certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

- Before completing this form please read the guidance notes at the end of the form.
- If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
- You may wish to keep a copy of the completed form for your records.

I **DARREN RHODES PC194ZD**

apply for the review of a premises licence under Section 51 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises or club premises details

Postal address of premises or club premises, or if none, ordnance survey map reference or description:

MANGO BAR,208-210 BRIGHTON ROAD

Post town: COULSDON

Post code: CR5 2NF
(if known)

Name of premises licence holder or club holding club premises certificate (if known):

THE MANGO BAR LTD (AZEM NURCJA)

Number of premises licence or club premises certificate (if known):

05/00731/LIPREM

Part 2 – Applicant details

I am:

Please tick Yes

- | | | |
|---|---|-------------------------------------|
| 1 | an individual, body or business which is not a responsible authority
(please read guidance note 1 and complete (A) or (B) below) | <input type="checkbox"/> |
| 2 | a responsible authority (please complete (C) below) | <input checked="" type="checkbox"/> |
| 3 | a member of the club to which this application relates (please complete section (A) below) | <input type="checkbox"/> |

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Mr Mrs Miss Ms Any other title (e.g. Rev.)

Surname: _____ First Names: _____

I am 18 years old or over

Current postal address if different from premises address:

Post town: _____ Post code: _____

Daytime Tel. No.: _____ Email: (optional) _____

(B) DETAILS OF OTHER APPLICANT (fill in as applicable)

Name and Address:

Telephone Number (if any):

Email address: (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT (fill in as applicable)

Name and Address:

METROPOLITAN POLICE, CROYDON POLICE STATION, 71 PARK LANE, CR9 1BP

Telephone Number (if any): 020 8649 0167

Email address: (optional) darren.rhodes@met.police.uk

This application to review relates to the following licensing objective(s)

- | | |
|--|-------------------------------------|
| | Please tick one or more boxes |
| 1 The prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2 Public safety | <input checked="" type="checkbox"/> |
| 3 The prevention of public nuisance | <input checked="" type="checkbox"/> |
| 4 The protection of children from harm | <input checked="" type="checkbox"/> |

Please state the ground(s) for review: (please read guidance note 2)

This premises was the scene of recent serious disorder following a private party at the premises on 20th December 2014. I requested CCTV of the incident and it shows a number of males fighting both inside and out. People helping themselves to drinks behind the bar during the fight and a complete loss of control of the venue. This has caused door supervisors from neighbouring venues to attend. Calls were received from neighbours about the large scale disorder and several police units were despatched to the scene. When viewing the CCTV the camera coverage outside is unsatisfactory and there is no head and shoulders to identification standard as per condition 1(D) of the premises licence

The owner and DPS Mr Nureja is was not compliant with a number of premises licence conditions and was issued with a Section 19 Closure Notice on 31.12.14 as well as being served with a letter stating that until substantial and sustained improvements occurred at the premises the Metropolitan Police would not support any application to vary the premises licence which would increase the permitted licensable activity.

Please provide as much information as possible to support the application: (please read guidance note 3)

On 2nd January 2015 police attended the premises following intelligence about a private party. Officers witnessed a male aged 17yrs drinking at the premises. Another male was spoken to who showed ID which had a photograph of when he was a child. When challenged the bar staff claimed to have previously check both ID's. Later that night a drunken customer from the premises caused criminal damage to a local food outlet and ran back to the bar. He was detained by police and arrested.

On 14th January 2015 police were contacted by concerned neighbours about noise and activity coming from the premises. Upon attending police found that once again Mr Nurcja was conducting licensable activity in breach of his premises licence. When questioned he lied to officers about what was taking place. This was a private wedding reception which the bride and groom confirmed to police that they were paying up to £1000 for the hire of the venue, food and alcohol. Mr Nurcja had failed yet again to take the copies of documentation required as per condition 10 of the premises licence.

On 16th January 2015 an agent employed by Mr Nurcja contacted the police to state he was ready to submit an application to vary the premises licence despite written advice from the police.

Have you made an application for review relating to this premises before?

(Please tick yes)

Day Month Year

If yes, please state the date of that application:

If you have made representations before relating to this premises please state what they were and when you made them:

PROTECTIVE MARKING

Please tick Yes

I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate.

I understand that if I do not comply with the above requirements my application will be rejected.

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature: *D Rhodes 19/4/20* Date: *16/1/2015*
Capacity: *APPLICANT*

Contact name (where not previously given) and postal address for correspondence associated with this application: (please read guidance note 6)

Post town:

Post code:

Telephone Number (if any):

If you would prefer us to correspond with you using an e-mail address, your e-mail address (optional):

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details, for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example, solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.



**METROPOLITAN
POLICE**

TOTAL POLICING

TERRITORIAL POLICING

**Representations On Behalf Of The Commissioner For The Metropolitan
Police**

**Mango Bar
208-210 Brighton Road
Coulston
CR5 2NF**

05/00731/LIPREM

**Premises License Holder
The Mango Bar Limited**

**Designated Premises Supervisor
Mr Azem Nurcja**

**Prevention of Crime and Disorder
Public Safety
Prevention of Public Nuisance
Protection of Children from Harm**

HISTORY

02/12/2013 - Application received to transfer the premises licence to Azem Nurcja

18/12/2013 - Application received to vary the premises licence to increase licensable activity at the premises namely

- a) Recorded music till 0200hrs
- b) Sale of alcohol Sunday - Thursday until 2330hrs
Friday - Saturday until 0130hrs

Current premises licence conditions Annex 2 attached as part of this application.

There were numerous issues around the quality of the CCTV and this took some time to get it to a reasonable standard

Representations were submitted from local residents in relation to this application

CRIME AND DISORDER

05/04/2014 - female dragged to the floor and kicked inside the premises

29/04/2014 - letter of complaint sent to the council about people leaving the premises causing a noise nuisance and relieving themselves in the street

02/06/2014 - DPS is victim of serious assault and is stabbed in the head

09/07/2014 - Drunk male is aggressive to door supervisor and female partner

24/10/2014 - Phone stolen from jacket pocket

13/12/2014 - DPS has his car set on fire

20/12/2014 - Large fight inside the premises which spilled out onto the street. Neighbours called the police about the disorder and door supervisors from premises nearby have to attend.

14/01/2015 - Complaints of loud music coming from the premises made to the police

17/01/2015 - Three customers are assaulted as they leave the premises by another customer. This followed an exchange of words on the dance floor and happens at 1.30am. The suspect is arrested and is found in possession of cocaine. He tests positive for cocaine and is later charged with 3 assaults and possession of drugs.

POLICE VISITS

There were several visits and phone calls in relation to CCTV following the application to vary the premises licence. This primarily was dealt with by PC Rose from the licensing unit.

04/06/2014 Pc Rhodes and Sgt Cooper attended and conducted a compliance check. The following shortcomings were identified

1. No age challenge posters on display
2. White powder was found on the cistern in the ladies toilet
3. Incident register not comprehensive
4. No search/drugs policy
5. No age verification policy

Mr Nurcja was given a verbal warning in relation to the breaches of premises licence conditions but it was also noted that management systems and processes were patch and the DPS was short on detailed knowledge of Premises Licence conditions. Sgt Cooper requested that missing documents were sent to the station but were never received

30/12/2014 Pc Rhodes and Sgt Emery attend and conduct a compliance check following disorder on 20/12/2014. DPS not compliant with conditions 3,4,5,8,9(b) and had failed to comply with condition 10 in relation to the birthday party on 20/12/14.

It was also pointed out that checks on the venues own social media page advertised a promoted event for Halloween involving a number of DJ's. The Metropolitan Police were not given advanced notice of this event. Mr Nurcja had previously given police assurances that only his resident DJ would every play at the venue.

CCTV was requested for the incident 20/12/14.

31/12/2014 DPS attend Croydon Police Station and is given a letter outlining police concerns. He is also served with Section 19 Closure Notice from visit the previous day. Information had come to light via social media that a private birthday party was taking place at the premises on 02/01/15 and that licensable activity would take place long after permitted hours. Mr Nurcja stated he knew nothing about it and that his failings in relation compliance with premises licence conditions were as a result of the injuries he received when he was attacked on 02/06/14.

02/01/2015 Sgt Williams visited the premises following concerns about the private party. When he enters the premises he recognises a male who he has previously dealt with and is 17yrs of age. The male puts down a pint glass and leaves on seeing Sgt Williams. The glass is recovered and DPS and bar staff are spoken to. They confirm that it is alcohol and the 17yrs old disappears once outside.

02/01/2015 Sgt Williams is returning to the venue at 0100hrs to make sure it is closed when police are called to a local food outlet where a window has been broken. The person responsible is drunk and runs back into the Mango Bar. The male is arrested.

14/01/2015 Police receive complaints about loud music coming from the premises. When officers attend they find that the shutters are down at the front. At the rear of the premises the back door is open, people are outside smoking and there is loud amplified music coming from inside. There is smoke coming out of the door from the kitchen. The back of the premises leads directly into the neighboring residential premises. Pc Rhodes finds the DPS outside and asks him what is taking place at the premises. Mr Nurcja tells the officer that it is a family gathering for a meal. Pc Rhodes enters the premises and sees that it is in fact a wedding reception. He speaks to the bride and groom who confirm that they hired the premises 2 weeks ago and are paying up to £1000 for the hire, food and alcohol which are being supplied by the venue. The price for the event is dependant on how much how much alcohol is consumed by the guests. During this conversation Mr Nurcja constantly interrupts the groom telling him that he has not hired the venue and its just friendly people having a meal. The groom insists that payment is to be made. Staff are on duty serving guests food and alcohol. There are several young children running about
Mr Nurcja was asked for copies of the documents required in compliance with condition 10 of the premises licence. He had not done what was required and then started asking the bride and groom for their identification. Also of note was that the front door was locked and access for guests was out of the back door past the already extremely smoky kitchen. Had the kitchen caught fire then there could easily have been fatalities.

16/01/2015

Sgt Emery and Pc Rose attend the premises and issues another Section 19 Closure Notice for non compliance with Condition 1(D). Following a review of the CCTV supplied by the premises of the incident on 20/12/2014 there is no head and shoulders image on entry to identification standard

CONCLUSION

The DPS and owner of the premises has been told repeatedly about compliance with Premises License conditions. It is of particular concern that he seems to have scant regard for condition 10. This was highlighted in the letter served on him on 31st December 2014, yet he disregarded the warning by not complying with the very same condition required for the event on 14th January 2015.

Condition 10 is there to support and promote the prevention of crime and disorder licensing objective. It is intended to hold people to account should disorder break out, and provide the police or local authority with a point of contact should a follow up investigation take place.

It is there to prevent other events which may have been cancelled at premises on other boroughs due to concerns over crime and disorder, from taking place at short notice.

I spoke with Mr Nurcja in person when he was applying to vary the premises license in December 2013. He assured me that he would always abide by the law and that he would be running a good bar which would benefit the local community.

In my opinion the late night operation of the Mango Bar does not benefit the local community and is not supporting the licensing objectives. There is crime and disorder and I submit the CCTV of the incident on the 20th December in support of that. There are serious concerns around public safety when the front door is locked and a fire could easily have broken out whilst small children were running around inside. The premises are causing a public nuisance both from music levels emanating from inside and customers leaving. The protection of children from harm licensing objective is not being supported when police officers attend and see a 17yr old drinking alcohol inside and the ID checks are poor at best.

RECOMENDATION

The attraction for the private hire of this venue is causing problems. The late hours for alcohol and regulated entertainment seem to be the source of most of the problems at Mango Bar. The attraction for the premises is the large fee which can be commandeered for the hire, however disregard for premises licence conditions cannot be justified for financial gain. The licensing objectives cannot be compromised. There has been a stepped approach in relation to this venue from verbal warnings and letters to closure notices, all without effect. Some of these issues were raised by local residents and businesses when the application to vary the premises licence was submitted.

The Metropolitan Police therefore request that consideration be given to the following restrictions to the premises licence at Mango Bar.

- 1) The removal of the provision for regulated entertainment
- 2) The reduction of the sale by retail of alcohol to 2300hrs Monday to Sunday
- 3) That the premises be closed to the public at 2330hrs daily
- 4) Change of DPS

In support of this application I will be submitting CCTV evidence of the disorder which took place on 20/12/2014.

I reserve the right to submit further evidence which may become relevant prior to this matter being heard by the licensing sub committee

Darren Rhodes PC194ZD
Licensing Officer
Croydon Police Station

VISIT 16/01/15

no. 128

A1

PREMISES LICENCE

Premises licence number

05/00731/LIPREM

Part 1 – Premises details

Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code	
208-210 Brighton Road Coulston CR5 2NF	
Telephone number	020 8660 3554

Where the licence is time limited the dates
N/a

Licensable activities authorised by the licence
The sale by retail of alcohol – On and Off the premises.
The provision of regulated entertainment namely live music, recorded music and anything of a similar description to live or recorded music.
The provision of late night refreshment – For non residents for consumption on the premises.

The times the licence authorises the carrying out of licensable activities

The sale by retail of alcohol –
Monday to Thursday 1200 hours until 2330 hours
Friday and Saturday 1200 hours (noon) until 0100 hours on the following days
Sunday 1200 hours until 2300 hours
Christmas Eve & New Year's Eve 1200 hours until 0200 hours on the following days

The provision of regulated entertainment –
Live music and anything of a similar description to live music
Friday and Saturday 2000 hours until 0030 hours on the following days
Christmas Eve & New Year's Eve 2000 hours until 0100 hours on the following days

Recorded music
Friday & Saturday 2000 hours until 0200 hours on the following days

The provision of late night refreshment (for non residents) –
Monday to Saturday 2300 hours until 2330 hours
*There are no restrictions upon the provision of food to residents of the premises.

The opening hours of the premises

Monday to Thursday 1200 hours until 0000 hours (midnight)
Friday and Saturday 1200 hours (noon) until 0200 hours on the following days
Sunday 1200 hours until 2330 hours
Christmas Eve & New Year's Eve 1200 hours until 0200 hours on the following days.

Where the licence authorises supplies of alcohol whether these are on and/or off supplies

On and Off

Part 2

Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence

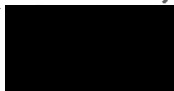
The Mango Bar Ltd.
208-210 Brighton Road
Coulston
CR5 2NF

**Registered number of holder, for example company number, charity number
(where applicable)**

08729229

**Name, address and telephone number of designated premises supervisor
where the premises licence authorises the supply of alcohol**

Mr Azem Nurcja



**Personal licence number and issuing authority of personal licence held by
designated premises supervisor where the premises licence authorises the
supply of alcohol**

Personal Licence No.: EEBC/13/00188/LAPER

Licensing Authority: Epsom & Ewell Borough Council

Date Original Licence Granted: 16.07.2005

Date this licence valid from: 12.03.2014

**Trading Standards and Licensing Manager
Development & Environment Department**

Annex 1 - Mandatory conditions

This licence is granted subject to the terms of the Licensing Act 2003. In addition, the effects of all restrictions embedded in the Licensing Act 1964, some of which are reproduced below, are preserved as conditions attached to this licence.

1. No supply of alcohol may be made under the premises licence a) at a time when there is no designated premises supervisor in respect of the premises licence, or b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
3. With regard to the sale of alcohol, the above restrictions do not prohibit:
 - (a) during the first thirty minutes after the above hours, the consumption of the alcohol on the premises;
 - (b) during the first thirty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
 - (c) during the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking meals there if the alcohol was supplied for consumption as ancillary to the meal;
 - (d) consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises
 - (e) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
 - (f) the sale of alcohol to a trader or club for the purposes of the trade or club;
 - (g) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
 - (h) the taking of alcohol from the premises by a person residing there; or
 - (i) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
 - (j) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of alcohol so supplied, if the alcohol is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.
4. Children
No person under fourteen shall be in the bar during the permitted hours unless one of the following applies:
 - (1) He is the child of the holder of the premises licence.
 - (2) He resides in the premises, but is not employed there.
 - (3) He is in the bar solely for the purpose of passing to or from some part of the premises which is not a bar and to or from which there is no other convenient means of access or egress.
 - (4) The bar is in premises constructed, fitted and intended to be used bona fide for any purpose to which the holding of the licence is ancillary.

In this condition "bar" includes any place exclusively or mainly used for the consumption of alcohol. But an area is not a bar when it is usual for it to be, and it is, set apart for the service of table meals and alcohol is only sold or supplied to persons as an ancillary to their table meals.

5. Unless otherwise specified on this licence no regulated entertainment shall take place at the premises with the exception of pre-booked private events limited to the provision of music and dancing or any other entertainment of the like kind, for pre-invited guests.
6. (1) The responsible person* shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
- (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children –
- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to–
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;
 - (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–
 - (i) the outcome of a race, competition or other event or process, or
 - (ii) the likelihood of anything occurring or not occurring;
 - (e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise antisocial behaviour or to refer to the effects of drunkenness in any favourable manner.
7. The responsible person* shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
8. The responsible person* shall ensure that free tap water is provided on request to customers where it is reasonably available.

*Responsible person is defined in the Licensing Act 2003 as 'the holder of a premises licence, designated premises supervisor, a person aged 18 or over who is authorised to allow the sale or supply of alcohol by an under 18 or a member or

officer of a club present on the club premises who can oversee the supply of alcohol'.

9. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.
10. The responsible person shall ensure that-
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures -
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml; and
 - (b) customers are made aware of the availability of these measures.

Annex 2 - Conditions consistent with the Operating Schedule

The Premises Licence Holder shall -

1. Closed Circuit Television System

A] Carry out a needs assessment, as detailed in the Home Office Guidance for CCTV systems (2009) within 7 days of the grant of the premises licence.

B] Install and maintain a CCTV system compliant with Home Office requirements and the above needs assessment within 21 days of the grant of the premises licence.

C] Ensure that the CCTV system covers the entrance, all internal and external areas and retain images for a minimum of 28 days and deliver CCTV images in DVD format to Police or Council Officers, in useable form within 2 hours of request.

D] In particular, CCTV cameras shall be installed at the entrance doors to enable head and shoulders images to identification standard, of each person entering, to be captured as they enter the premises.

2. Ensure that the CCTV system is operating and recording 24 hours every day. (Motion sensitive equipment is acceptable to reduce storage of images).
3. Operate an anti-drugs policy in conjunction with a search and seizure policy, with appropriate signage inside and outside the premises.
4. Ensure that all staff will be given regular training, supervised by the DPS, in relation to the Licensing Act 2003 and conflict management. Training records will be kept at the premises and refresher training will be given to all staff every six months.
5. Ensure that a comprehensive incident register is maintained, at the premises. The DPS shall ensure that details of incidents shall be added to the register within 24hrs of any incident and countersigned as correct. The following details shall be recorded:
 - a. Date
 - b. Time

- c. Location
 - d. Persons concerned
 - e. Summary of incident
 - f. Identification of any Emergency Services Personnel who attended.
6. Ensure that suitable and sufficient lighting is installed and maintained both inside and outside the premises for the Prevention of Crime and disorder.
7. **International Football screening.**
 Ensure that when International football matches are being screened at the premises involving the home nations in international tournaments (The World Cup or the European Championships) no sale of alcohol shall take place unless:
 A) Non-glass drinking vessels are used and all bottles decanted from 3 hours before the start of the game until 3 hours after the finish of the game.
 B) A risk assessment relating to the risk of Crime and Disorder is carried out by the DPS in consultation with the Metropolitan Police and that the Metropolitan Police is provided with a copy of this document at least 7 days in advance of the start of the tournament.
8. **Door Supervisors**
General
 Ensure that a suitable and sufficient number of SIA registered door-supervisors are deployed at the premises based on risk as agreed, from time to time, in writing, with the Metropolitan Police.
In particular
 A) Ensure that at least two Security Industry Authority door-supervisors are deployed on Friday and Saturday evening from 2100hrs until the premises closes the following morning.
 B) Ensure that if Regulated Entertainment is provided before 2100hrs that at least two Security Industry Authority door-supervisors are deployed from the time that the Regulated Entertainment commences.
 C) Ensure that records shall be kept by the DPS, at the premises, of the following details of any door-supervisor employed at the premises: -
 Name and date of birth and home address
 Full 16 digit SIA badge number
Dates and times employed
 Signature
 D) Ensure that door-supervisor records shall be made available, in useable form, to the Metropolitan Police, authorised officers of the London Borough of Croydon or authorised officers of the Security Industry Authority upon request.
9. Comply with any reasonable request made by the Metropolitan Police that is consistent with the Prevention of Crime and Disorder in relation to:-
 A) Any other international or domestic football matches which are screened on television at the premises.
 B) Any event involving DJs or MCs at the premises, which is promoted or advertised in any way in advance.
10. Ensure that all private functions taking place in the venue after 1900hrs, where alcohol is to be served, are booked at least 5 days in advance of the event, AND that a copy of the document specified at A or B below is taken from the individual booking the event and retained by the venue management
 A) A valid UK driving licence, OR
 B) A valid, relevant national passport together with proof of residential address.

Annex 3 - Conditions attached after a hearing by the licensing authority

1. No alcoholic drinks shall be taken outside the premises after 2000 hours
2. Notices shall be placed outside the premises requesting patrons to be mindful of nuisance to residents

Annex 4 – Plans

Attached



**METROPOLITAN
POLICE**

Working together for a safer London

TERRITORIAL POLICING

**Croydon Borough
Licensing Office**

Azem Nurcja

Mango Bar
208-210 Brighton Road
Coulston
CR5 2NF

Croydon Police Station
71 Park Lane
Croydon
CR9 1BP

Telephone: 0208 649 0172
Facsimile: 0208 649 0186

Email:
Darren.rhodes@met.police.uk

31st December 2014

- **Prevention of Crime and Disorder**

(05/00731/LIPREM)

RE- MANGO BAR

Dear Mr Nurcja

It has come to my attention that on 20th December 2014 there was a large disturbance at your premises involving over 25 people. Reports were received to the police that people were fighting in the street and that bottles were being thrown. One of the callers was in fact you and you asked for help because the security was unable to deal with the situation.

When several police units did arrive on scene the people involved in the fight ran away. Those that remained and were spoken to did not want to make any allegations to the officers.

When I visited your premises on 30th December to discuss this incident I was very disappointed to discover that it was a private 18th birthday celebration and that the measures required to be taken under condition 10 of your premises had not been adhered to. I find this unacceptable due to the fact that you recently came

to the police station and asked me a number of questions about this and I fully explained what you needed to do.

When I then went through your premises licence I found that this was not the only condition for which you were not compliant.

1. Condition 3 - You were unable to show me a written anti drugs policy. Putting signs up is insufficient
2. Condition 4 - Your staff training records are 3 months out of date
3. Condition 5 - The entry in your incident register for the events of the 20th are inaccurate, unsigned and not comprehensive
4. Condition 8 - Not all the details of door supervisors are recorded as per the terms of your premises licence.
5. Condition 9(b) - On your own facebook page a promoted event was advertised for the 1st November listing 6 dj's. I have spoken to you on more than one occasion and explained that if anyone other than your house dj is either playing or is advertised to play then you must complete form 696 (Metropolitan Police Risk Assessment).

I am in receipt of information which suggests that a birthday party is taking place at your premises on Friday 2nd January and that guarantee's have been given to the organisers that there will be a 'lock in' until 4.30am.

Let me make this very clear. I am extremely unhappy at the way the Mango Bar is being run at the moment. You are not supporting and promoting the Prevention of Crime and Disorder licensing objective. You are also committing offences under the Licensing Act 2003 by breaching the terms and conditions of the premises licence issued to you.

Lastly, under Condition 9 of your premises licence I now require you to comply with the following form 696 measures. This is with immediate effect and includes your current dj and anyone who is either playing or is advertised to play to the public in the future. Please be aware that this request will not appear on your premises licence but you should treat it as though it is.

Significant Events

A "significant event" for the purposes of this condition will be any occasion in these licensed premises where there will be a live performer or performers (meaning musicians, DJs, MCs or other artists) which is promoted in some form by either the premises or an outside promoter regardless of whether the entry is free, by invitation or ticket, or payment on entrance. When a significant event is held the premises will:

- a) **Consult with the Metropolitan Police to clarify whether the proposed event is a significant event**
- b) **Undertake a risk assessment using the MPS Promotion/Event Risk Assessment form (Form 696) or an equivalent and provide a copy by email to the Metropolitan Police and the Licensing Authority not less than 14 days before the event is due to take place (or such shorter notice that may be accepted by the Police and Licensing Authority).**
- c) **In the event of any issue arising during the significant event, complete an MPS After Promotion/Event Debrief Risk Assessment (Form 696A) and submit this to the Metropolitan Police and Licensing Authority within 14 days of the conclusion of the event (or such other period as shall be accepted by the Police and Licensing Authority).**

Today I am issuing you with a closure notice made under Section 19 of the Criminal Justice and Police Act of 2001 for the breach of conditions listed 1 - 5 above. Furthermore I will ensure that officers attend your premises on 2nd January 2015 and should this party be taking place or be going after the permitted hours for licensable activity then enforcement action will be taken.

I am aware that you have instructed an agent to prepare an application to vary the premises licence to increase licensable activities at the Mango Bar. I hereby give you notice that until you are compliant with the current conditions of your premises licence and I have seen a significant and sustained improvement in the running of your premises, the Metropolitan Police will not support any variation at this time.

I will be forwarding a copy of this letter along with the closure notice to the local licensing authority.

The Metropolitan Police as a Responsible Authority under the Licensing Act 2003 reserves the right to initiate a Review of your Premises License and take enforcement action with reference to the commission of offences under the 'Act'

Darren Rhodes PC194ZD
Licensing Officer
Croydon Police Station
07920 233883
020 8649 0172



Working together for a safer London

TERRITORIAL POLICING

A Police Force

**Closure Notice Made under
Section 19 of the Criminal
Justice and Police Act 2001**

Date and Time of the Closure Notice

31/12/14 1.37 pm.

Person Making the Notice:

Darren Rhodes PC19420

Signature:

Name (if applicable) and Address of the affected premises

MANZO BAR
208-210 BRIGHTON ROAD
LONDON
CR5 2NF

Alleged unauthorised use of the premises

NON COMPLIANT
CONDITIONS
3 5 9(b)
4 8

Steps which may be taken to end the alleged unauthorised use of the premises or to prevent it re-occurring

COMPLY WITH PREMISES
LICENSE CONDITIONS

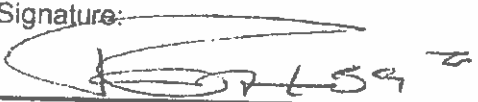
The person (if applicable) on whom the closure notice has been served

Name: AZEM NURCISA

Signature: X

TERRITORIAL POLICING
A Police Force
Closure Notice Made under
Section 19 of the Criminal
Justice and Police Act 2001


Date and Time of the Closure Notice
16/01/2015 17.00

Person Making the Notice:
PC TONY ROSE 459²⁰
Signature: 

Name (if applicable) and Address of the affected premises
MANGO BAR
208-210 BRIGHTON RD
COVEGTON
CR5 2NF

Alleged unauthorised use of the premises
NON COMPLIANCE CCTV
COND 1, D ANNEX 2.

Steps which may be taken to end the alleged unauthorised use of the premises or to prevent it re-occurring
MAKE IMPROVEMENTS TO
EXISTING CCTV
SYSTEM AS ADVISED
H2S SNOT-

The person (if applicable) on whom the closure notice has been served
Name: AZEM NURCJA
Signature: 

From: [REDACTED] [mailto:[REDACTED]]
Sent: 14 January 2014 16:42
To: LICENSING
Subject: 208-210 Brighton Road, Coulsdon CR5 2NF

A1

I am writing to object to premises licence that has been submitted for the above address. I live very nearby to this venue and have to put up with the noise and disturbance that comes from that bar.

People stand outside drinking all day long with various cars pulling up all the time.

I walk my children home from school and have to pass by the front of the building where I have to walk through groups of men swearing and drinking and smoking on the pavement. It is quite intimidating at times and sometimes I re plan my route so to avoid this. I don't really want to re route the school journey in the morning too as can imagine the outside seating for the morning can only be to the front/pavement and at certain times could get quite busy.

The noise late at night can often be disturbing, as people drink outside the front of the building and then they are returning to their cars late at night which are parked near to my home.

The hours they have already seem to be late enough into the night and there always seem to be people coming and going at all hours!!

I suggest you look into the location of these premises in more detail before agreeing to such long hours as there are homes surrounding the whole building back and front and isnt really the place or clientele for an almost 24 hour drinking venue.

Thank you for your time

Kind Regards

[REDACTED]
[REDACTED]
Coulsdon
Surrey
[REDACTED]

113

A1

From: [redacted] [mailto:[redacted]]
Sent: 16 January 2014 11:30
To: LICENSING
Subject: Objection to Wine Bar Brighton road

I email to object to the variation of licence for 208-210 Brighton Road Coulsdon. I have lived in Coulsdon many years and this bar has always had large groups of men hanging around outside it. Not very nice to walk past and hear jeering and swearing as I walk with my children.

I cannot see how increasing the hours to this venue will help with 'tidying up' Coulsdon's image and making it a safe environment for our children to grow up in.

I hope you consider carefully the residents concerns as the long term consequences could be damaging to us.

Look forward to hearing your response on this matter.

Kind Regards

[redacted]

[redacted]

Coulsdon
Surrey

[redacted]



THE GOULSDON BRANCH

Comrades of The Great War Club Ltd.

Registered No. 8728 R. SURREY

Founded: A.D. 1919

Comrades Hall, 194 Brighton Road, Coulsdon, Surrey, CR5 2NF

Telephone: 020 8560 0472

Email: coulsdoncomrades@aol.com

Website: www.coulsdoncomrades.co.uk

President: E W A Bolingbroke

Treasurer: J Lingham

Secretary: Mrs S M Leyland

Vice President: M Newland

The Licensing Team

6th February 2014

London Borough of Croydon

Floor 10 (Zone B)

Bernard Wetherill House

8 Mint Walk

Croydon

CR0 1EA

Re: The Mango Bar, Coulsdon application re Premises Licence Number 05/00731/LIPREM

Dear Sirs

We write re the application above and strongly object to the opening hours from 7am until 02.00 hours on a Friday and Saturday. Also the times of Opening on a Christmas Eve and New Year's Eve from 7am until 3am. This will bring people in from outside the area not local use. Also this is getting more of a residential area now with more flats being built.

Already we have frames open until 2am and there is noise from that if both places are turning out at the same time it will be horrendous. When they have music with the doors open it can be heard all down the street

Yours faithfully

S M Leyland (Mrs)

Secretary

A1

RESTRICTED

METROPOLITAN POLICE

Form 695

TOTAL POLICING

Licensing Act 2003 - Record of Visit to Licensed Premises

Details	
Name of Premises:	MANGO
Address of Premises:	208-210 BRIMMION RAD COULSDON CR5 2NF
Premises Type / Event:	BAR / CLUB (LATE NIGHT)
Date of Visit:	4 th JUNE 2014
Time Of Visit:	1320 hrs

Officers in Attendance	
1. PS1920	CAD Reference:
2. PS19420	CRIS Reference: [REDACTED] 14
3.	CRIMINIT Reference:
4.	

Premises Details	
Is the Premises Licence Summary displayed and correct?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Is the Designated Premises Supervisor (DPS) present?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Record details of DPS personal Licence (include full name, issuing authority and lic No.)	Azem NURCOA persL EPSOM ENELL [REDACTED] EXP [REDACTED]
DPS Contact No.:	[REDACTED]
If No DPS is present provide details of person in charge:	N/A
Record details of personal Licence (include full name, issuing authority and lic No.)	↑
Is the full premises Licence or an endorsed copy available?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
What is the capacity of the premises if shown on premises licence?	NO
How many persons present (rough headcount)?	2
What process is used to record customer numbers (clicker, tickets head count etc)?	Clicker and paper record - door book.

Details of Door Staff

Are Door Staff required by licence conditions? Yes No

Number of Door staff on duty Male: NIL Female:

Name of Security company SECURITY

Full Name	D.O.B.	SIA Badge	Full Badge Number	Comments
		Yes <input type="checkbox"/> No <input type="checkbox"/>		DAYTIME VISIT
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
Register of Door Supervisors complete and correct		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<u>SECURITY</u>	
Incident log kept and complete		Yes <input type="checkbox"/> No <input type="checkbox"/>		

Operation of Premises

Is CCTV required by the licence? Yes No

If no is CCTV installed? Yes No

Is there a member of staff trained and available to operate the CCTV system? Yes No

Is CCTV operating correctly and in accordance with any licence conditions?
If no detail defects Yes No

CID complimented quality of CCTV

Are customers searched prior to entry? What is the procedure?
DPS not clear - seems to be about bags etc.

Is the search area covered by CCTV?

Is there a system for recording or verifying customer details and age, what is the system? (Passport, driving licence PASS card or use of ID scan, entry scan, or other biometric screening systems)

Does the venue operate any drinks promotions? Yes No

If yes provide details
HAPPY HOUR MONDAY - THURSDAY 12 - 5pm PINTS £3
SAT/SUN 6p - 7p SPIRITS Double + mixes £5

Details of the Premises age verification policy (e.g. challenge 21/25)
No signage

RESTRICTED

Toilets and public areas

Toilets

Are the toilets regularly checked by staff? Yes No

Is there a Toilet attendant? Yes No

Are the toilets covered by CCTV? Yes No

Are the toilets and environs well maintained? Yes No

Is there any evidence of drugs use in this area?
If yes detail evidence (drugs paraphernalia, or evidence obtained from drugs swipes or drugs itemiser)
 white powder on toilet system - gent's toilet

Yes No

Smoking area:

Is there a designated smoking area? Yes No

Is it covered by CCTV? Yes No

Is it controlled by staff? Visible Yes No

Is there a re-entry search policy? Yes No

Public areas:

Is the ambient lighting in public areas adequate? Yes No

Is there a VIP area? Yes No

Does CCTV cover public areas and dancefloor? Yes No

Do staff regularly clear glassware? Yes No

Does the premises use plastic drinkware? YES No
ppm. Used Fri/Sat etc

Is there a cloakroom? Yes No

Does the premises have a Medical facility/room? Yes No

What percentage of the premises is given over to seating and tables? CHANGES RT W/GR 40 %

Premises Staff

How many staff are on duty?

How many Personal Licence Holders on site? 2 staff DRS

Are staff training records available? Yes No

Is there a trained first aider on duty? Yes No

General attitude of staff

Helpful Unhelpful Obstructive Other

Actions

Have any breaches in licensing conditions been identified? Yes No

Details of breaches
 INCIDENT REGISTER IS NOT COMPLIANT WITH PL CONDITIONS.
 NO SEARCH POLICY / DRUG POLICY
 MAN - AVE V. POLICY
 NO FOOTBALL RA

Section 19 (Police and Criminal Justice Act 2001) Closure notice issued? Yes No

Is an action plan required as a result of this visit? Yes No

Is a warning letter required as a result of this visit? Yes No

Detail grounds for action plan and or warning letter?
 Breach of PL conditions. VERBAL WARNING GIVEN.
 Await receipt of relevant documents.

Are there other offences or issues relevant to partner agencies (ie fire, environmental health, HM Customs and Excise, Etc). NO

Appropriate Agency:

Details:

Details of whom referral passed to
 WC Football - showing WC
 - Not compliant re Football RA conditions - will supply today.

Does the premises require a further visit? Yes No

By what date should this visit be completed 30/6/2014.

General Notes
 Visit as following to CRBH W/E or DPS / PLH.
 Management systems & processes are patchy - DPS is
 short on detailed knowledge PL COND + COS. ~~CP~~ B7924

Further action by Licensing Office
 Re visit for 14/6/2014.
 PC Rhodes give to representative of PLH re PL conditions ~~CP~~ B7924.

PREMISES LICENCE

Premises licence number

05/00731/LIPREM

Part 1 – Premises details

Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code

208-210 Brighton Road
Coulsdon
CR5 2NF

Telephone number 020 8660 3554

Where the licence is time limited the dates

N/a

Licensable activities authorised by the licence

The sale by retail of alcohol – On and Off the premises.

The provision of regulated entertainment namely live music, recorded music and anything of a similar description to live or recorded music.

The provision of late night refreshment – For non residents for consumption on the premises.

The times the licence authorises the carrying out of licensable activities

The sale by retail of alcohol –

Monday to Thursday 1200 hours until 2330 hours

Friday and Saturday 1200 hours (noon) until 0100 hours on the following days

Sunday 1200 hours until 2300 hours

Christmas Eve & New Year's Eve 1200 hours until 0200 hours on the following days

The provision of regulated entertainment –

Live music and anything of a similar description to live music

Friday and Saturday 2000 hours until 0030 hours on the following days

Christmas Eve & New Year's Eve 2000 hours until 0100 hours on the following days

Recorded music

Friday & Saturday 2000 hours until 0200 hours on the following days

The provision of late night refreshment (for non residents) –

Monday to Saturday 2300 hours until 2330 hours

*There are no restrictions upon the provision of food to residents of the premises.

The opening hours of the premises

Monday to Thursday 1200 hours until 0000 hours (midnight)

Friday and Saturday 1200 hours (noon) until 0200 hours on the following days

Sunday 1200 hours until 2330 hours

Christmas Eve & New Year's Eve 1200 hours until 0200 hours on the following days.

Where the licence authorises supplies of alcohol whether these are on and/or off supplies

On and Off

Part 2**Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence**

The Mango Bar Ltd.
208-210 Brighton Road
Coulston
CR5 2NF

Registered number of holder, for example company number, charity number (where applicable)

08729229

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Mr Azem Nurcia



Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol

Personal Licence No.: EEBC/13/00188/LAPER

Licensing Authority: Epsom & Ewell Borough Council

Date Original Licence Granted: 16.07.2005

Date this licence valid from: 12.03.2014

A handwritten signature in black ink, appearing to read 'M. Edwards'.

**Trading Standards and Licensing Manager
Development & Environment Department**

Annex 1 - Mandatory conditions

This licence is granted subject to the terms of the Licensing Act 2003. In addition, the effects of all restrictions embedded in the Licensing Act 1964, some of which are reproduced below, are preserved as conditions attached to this licence.

1. No supply of alcohol may be made under the premises licence a) at a time when there is no designated premises supervisor in respect of the premises licence, or b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

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

3. With regard to the sale of alcohol, the above restrictions do not prohibit:

(a) during the first thirty minutes after the above hours, the consumption of the alcohol on the premises;

(b) during the first thirty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;

(c) during the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking meals there if the alcohol was supplied for consumption as ancillary to the meal;

(d) consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises

(e) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;

(f) the sale of alcohol to a trader or club for the purposes of the trade or club;

(g) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;

(h) the taking of alcohol from the premises by a person residing there; or

(i) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or

(j) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of alcohol so supplied, if the alcohol is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

4. Children

No person under fourteen shall be in the bar during the permitted hours unless one of the following applies:

(1) He is the child of the holder of the premises licence.

(2) He resides in the premises, but is not employed there.

(3) He is in the bar solely for the purpose of passing to or from some part of the premises which is not a bar and to or from which there is no other convenient means of access or egress.

(4) The bar is in premises constructed, fitted and intended to be used bona fide for any purpose to which the holding of the licence is ancillary.

In this condition "bar" includes any place exclusively or mainly used for the consumption of alcohol. But an area is not a bar when it is usual for it to be, and it is, set apart for the service of table meals and alcohol is only sold or supplied to persons as an ancillary to their table meals.

5. Unless otherwise specified on this licence no regulated entertainment shall take place at the premises with the exception of pre-booked private events limited to the provision of music and dancing or any other entertainment of the like kind, for pre-invited guests.

6. (1) The responsible person* shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children –

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to–

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–

(i) the outcome of a race, competition or other event or process, or

(ii) the likelihood of anything occurring or not occurring;

(e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise antisocial behaviour or to refer to the effects of drunkenness in any favourable manner.

7. The responsible person* shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

8. The responsible person* shall ensure that free tap water is provided on request to customers where it is reasonably available.

*Responsible person is defined in the Licensing Act 2003 as 'the holder of a premises licence, designated premises supervisor, a person aged 18 or over who is authorised to allow the sale or supply of alcohol by an under 18 or a member or

officer of a club present on the club premises who can oversee the supply of alcohol'.

9. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
 (2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.
10. The responsible person shall ensure that—
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures –
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml; and
 - (b) customers are made aware of the availability of these measures.

Annex 2 - Conditions consistent with the Operating Schedule

The Premises Licence Holder shall –

1. Closed Circuit Television System

A] Carry out a needs assessment, as detailed in the Home Office Guidance for CCTV systems (2009) within 7 days of the grant of the premises licence.

B] Install and maintain a CCTV system compliant with Home Office requirements and the above needs assessment within 21 days of the grant of the premises licence.

C] Ensure that the CCTV system covers the entrance, all internal and external areas and retain images for a minimum of 28 days and deliver CCTV images in DVD format to Police or Council Officers, in useable form within 2 hours of request.

D] In particular, CCTV cameras shall be installed at the entrance doors to enable head and shoulders images to identification standard, of each person entering, to be captured as they enter the premises.

2. Ensure that the CCTV system is operating and recording 24 hours every day. (Motion sensitive equipment is acceptable to reduce storage of images).
3. Operate an anti-drugs policy in conjunction with a search and seizure policy, with appropriate signage inside and outside the premises.
4. Ensure that all staff will be given regular training, supervised by the DPS, in relation to the Licensing Act 2003 and conflict management. Training records will be kept at the premises and refresher training will be given to all staff every six months.
5. Ensure that a comprehensive incident register is maintained, at the premises. The DPS shall ensure that details of incidents shall be added to the register within 24hrs of any incident and countersigned as correct. The following details shall be recorded:
 - a. Date
 - b. Time

- c. Location
 - d. Persons concerned
 - e. Summary of incident
 - f. Identification of any Emergency Services Personnel who attended.
6. Ensure that suitable and sufficient lighting is installed and maintained both inside and outside the premises for the Prevention of Crime and disorder.
- 7. International Football screening.**
 Ensure that when International football matches are being screened at the premises involving the home nations in international tournaments (The World Cup or the European Championships) no sale of alcohol shall take place unless:
 A] Non-glass drinking vessels are used and all bottles decanted from 3 hours before the start of the game until 3 hours after the finish of the game.
 B] A risk assessment relating to the risk of Crime and Disorder is carried out by the DPS in consultation with the Metropolitan Police and that the Metropolitan Police is provided with a copy of this document at least 7 days in advance of the start of the tournament.
- 8. Door Supervisors**
General
 Ensure that a suitable and sufficient number of SIA registered door-supervisors are deployed at the premises based on risk as agreed, from time to time, in writing, with the Metropolitan Police.
In particular
 A] Ensure that at least two Security Industry Authority door-supervisors are deployed on Friday and Saturday evening from 2100hrs until the premises closes the following morning.
 B] Ensure that if Regulated Entertainment is provided before 2100hrs that at least two Security Industry Authority door-supervisors are deployed from the time that the Regulated Entertainment commences.
 C] Ensure that records shall be kept by the DPS, at the premises, of the following details of any door-supervisor employed at the premises: -
 Name and date of birth and home address
 Full 16 digit SIA badge number
Dates and times employed
 Signature
 D] Ensure that door-supervisor records shall be made available, in useable form, to the Metropolitan Police, authorised officers of the London Borough of Croydon or authorised officers of the Security Industry Authority upon request.
9. Comply with any reasonable request made by the Metropolitan Police that is consistent with the Prevention of Crime and Disorder in relation to:-
 A] Any other international or domestic football matches which are screened on television at the premises.
 B] Any event involving DJs or MCs at the premises, which is promoted or advertised in any way in advance.
10. Ensure that all private functions taking place in the venue after 1900hrs, where alcohol is to be served, are booked at least 5 days in advance of the event, AND that a copy of the document specified at A or B below is taken from the individual booking the event and retained by the venue management
 A] A valid UK driving licence, OR
 B] A valid, relevant national passport together with proof of residential address.

Annex 3 - Conditions attached after a hearing by the licensing authority

1. No alcoholic drinks shall be taken outside the premises after 2000 hours
2. Notices shall be placed outside the premises requesting patrons to be mindful of nuisance to residents

Annex 4 – Plans

Attached

From: coulsdoncomrades@aol.com [coulsdoncomrades@aol.com]
Sent: 31 January 2015 11:00
To: Creatura, Mario
Subject: Re the Mango Bar Coulsdon

We would like to support the police application re the above Bar.

We objected to the hours when they applied for a late licence and the hours were reduced.

There is always trouble on a Friday and Saturday evening even though they have security on the door, There are fights shouting and swearing at 2 and 3am. One evening there was 3 police cars outside.

We know they serve after hours because we have seen them come out of the bar at 2-3am.

I expect you have heard it before but Coulsdon is not the place for a Night Club venue as they go to the ar after the Pembroke close andf also come to the Bar from outside the are.

They urinate in our alley they still smoke out side in the front after 8pm of an evening

regards

Shirley Leyland
Secretary
Comrades Club

From: Creatura, Mario
Sent: 07 February 2015 11:35
To: LICENSING
Cc: Goddard, Michael; Bains, Jeet; Clancy, Luke; adosland@hotmail.co.uk
Subject: Mango Bar, Coulsdon, 05/00731/LIPREM

On behalf of the three Coulsdon West Councillors I would like to write in support of the police report on the Mango Bar, 208-210 Brighton Road, Coulsdon (05/00731/LIPREM).

We have been contacted by a number of residents and local organisations all concerned about the current operation of the bar.

The prevention of crime and disorder

We fully support the Application for the Review of a Premises Licence or Club Premises Certificate under the Licensing Act 2003 for the Mango Bar, Coulsdon, as submitted by Darren Rhodes (PC194ZD) and have nothing further to add to his detailed report.

The prevention of public nuisance

I have received comments from residents at 190 Brighton Road that the noise from the patrons of the Mango Bar when they leave of an evening usually continues until 2am and is intolerable. The current licence stipulates the bar should cease operation at 1am.

The management of the Comrades Club (194 Brighton Road, Coulsdon) allege that patrons regularly use the alley by the bar to urinate. They also corroborate many of the cases referenced in the police report about regular instances of abuse and violence outside the Mango Bar.

The Coulsdon West Residents' Association have also informed me that their committee is also largely opposed to this licensing application.

Public safety

As well as the evidence and recommendations contained within the police report, it is worth highlighting that many users of nearby pubs have an earlier closing time, and so those patrons often move to the Mango Bar to carry on their evening. This increase in customers, together with the already well documented lack of security control seemingly lacking from the Mango Bar, is a likely contributory factor in the prevalence of local violence regularly occurring outside the bar.

The police report highlights the bar managements flagrant disregard for the Prevention of Crime and Disorder licensing objective, as referred to in its letter to Mr Nurcja of 31st December 2014.

The suggestion from PC Darren Rhodes that the Mango Bar's license be reviewed down so that the sale of alcohol should be restricted to 11.30pm Monday to Sunday and that the premises should be closed to the public at 11.30pm daily therefore has our full support.

Kind Regards,

Cllr Mario Creatura
London Borough of Croydon | Coulsdon West Tel : 020 86884078 Email :
mario.creatura@croydon.gov.uk

Mango Bar**208-210 Brighton Road, Coulsdon CR5 2NF****Representations on behalf of the Premises Licence Holder, The Mango Bar Ltd**

1. The premises has undertaken a complete review of its policies, management systems and processes following the review to ensure that the licensing objectives are promoted at all times.
2. Prior to the incident on 20th December 2014 the DPS held positive discussions with the police in relation to a possible extension of hours. The premises licence holder recognised that following the fight on 20th December the police changed their view on whether an extension of hours was appropriate. Unfortunately the agent appointed by the premises appears to have acted without instructions in pressing ahead with an application for an extension of hours in the face of a police concern. That agent has been dismissed and no longer acts for the premises. The agent's actions appears to have antagonised the police into bringing this application for a review.
3. The following steps have been implemented in response to the review.
 - a. Review of CCTV to ensure it fully complies with police requirements and the licence conditions. (The CCTV was previously complimented for its quality during a visit on 4th June 2014.)
 - b. Review and updating of all policies, including anti-drugs policy.
 - c. Review of staff training processes
 - d. DPS booked to undergo further management related training (details will be provided at the review hearing).

Comments on Police allegations of Crime and Disorder**5th April 2014**

4. This was an isolated incident that occurred without warning and was dealt with promptly by the premises staff.

29 April 2014

5. Every complaint of noise nuisance is regrettable; this was during the early part of the operation of these premises by current management. The problem was addressed and no further complaints have been received.

2 June 2014

6. The DPS was a victim of a serious unprovoked assault during the daytime; the attacker was sentenced to 12 years in prison. He had been barred from the premises prior to the attack.

9 July 2014

7. This was unacceptable behaviour towards a door supervisor which was dealt with appropriately by the premises.

24 October 2014

8. This appears to be an isolated theft/loss of a mobile phone.

13 December 2014

9. The DPS' car was set on fire during the night when the premises was closed; the arsonist is unknown; the DPS was in bed at the time; he did not set his own car on fire and it is not known why this is suggested by the police.

Incident on 20th December

10. This was a private party which had passed peacefully until the fight broke out without warning. SIA registered door supervisors were on hand to remove the participants, but others joined in so that it took some time. The police were called but staff were able to bring the matter under control without the intervention of the police and the police did not attempt to enter the premises. It is suggested that "people [were] helping themselves to drinks behind the bar during the fight"; this is not apparent on the CCTV and it is not clear where this allegation originates from.
11. Regrettably the person booking the event on this evening did not bring the documents required with him on the day of the event.

2nd January 2015

12. The police attended the premises following intelligence that a private party was booked for that evening. This intelligence was incorrect, possibly malicious, and the police were able to verify that there was no private party booked; only 5-10 people were present in the premises when the police attended at approximately 21:30. The police officers present recognised an individual known to them.
13. It is very regrettable that later that evening a man who had visited the premises caused criminal damage to a local food outlet some distance from the premises after

leaving the premises (it is understood he broke a window). He did not appear intoxicated when he left the premises and gave no indication of his intentions. He was chased by a number of people following the incident and took refuge for his protection in the premises. At the time the premises were unaware of what he had done. He was detained by police and arrested.

14th January 2015

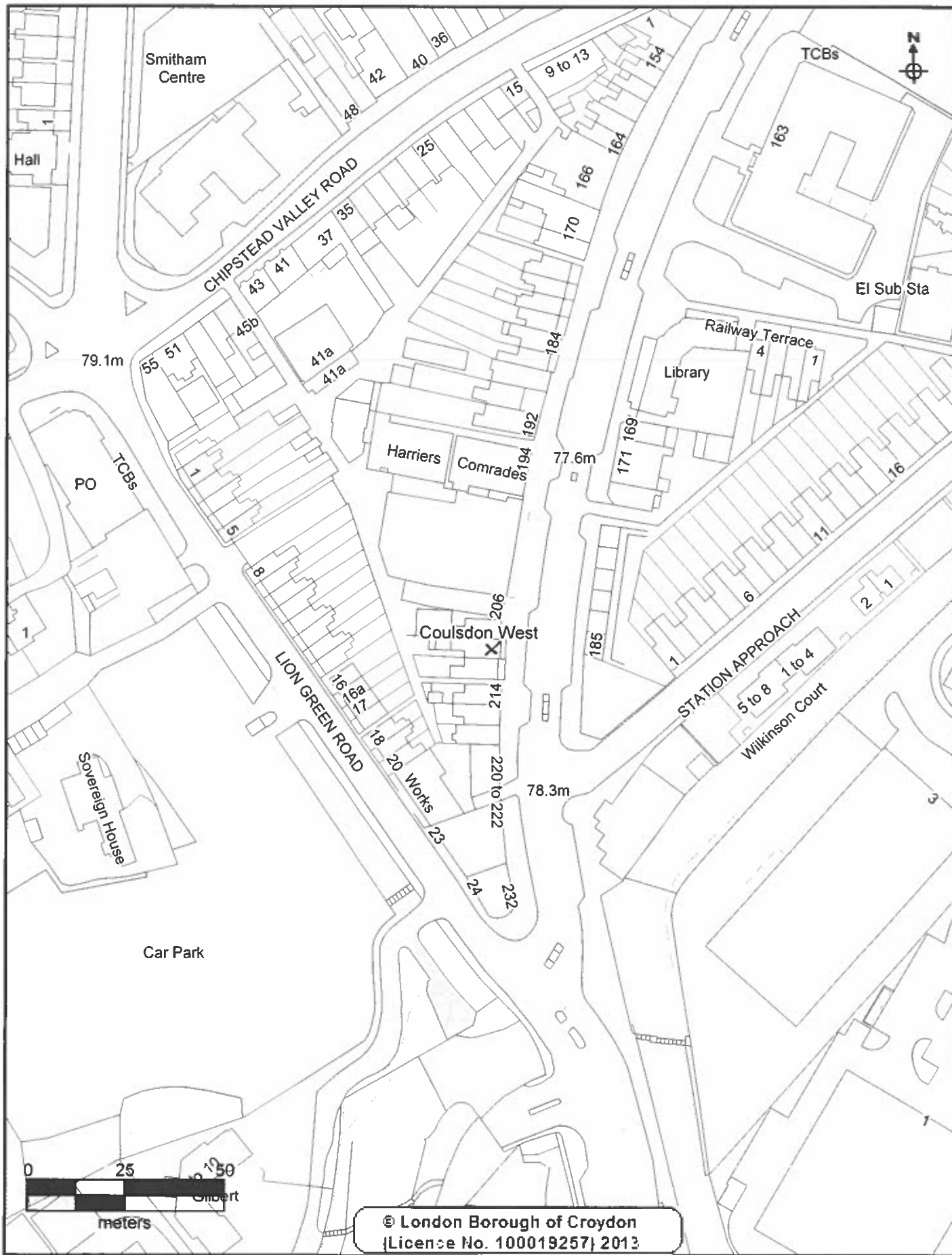
14. This event was a private dinner for friends and family following the wedding of the cousin of the DPS. The event began at approximately 4:30pm and concluded at 8pm. Guests were not charged for attendance or the food and drink they received. The bridegroom had agreed to pay the cost of food and drink consumed, which was not known until the end of the party; this explains the different figures for costs given to the police; it is understood the bridegroom said £300 and the bride said "up to £1000". The bridegroom was responsible for arranging the event and was better informed than the bride. The DPS did not lie to the police; he was given to understand that this event met the definition of a private event because he was only being reimbursed for the cost of food and drink and that therefore the terms of his licence did not apply. He now understands that this was incorrect and apologises for the misunderstanding. In any event he knows the groom well as he is his cousin and has retained copies of identification documents for him as required by Condition 10.

17th January 2015

It is believed this assault took place well after the premises had closed and customers had dispersed. The premises were not previously notified by the police of this incident and the premises is seeking clarification from the police how it is connected to the running of these premises.

Promotion of Licensing Objectives

15. The restrictions suggested by the police are draconian, and would result inevitably in the closure of the premises. The location of these premises are not suited to a venue that closes at 23:30 hours and it would not attract sufficient custom to be viable.
16. Under previous ownership there were complaints of large groups of men hanging around outside the premises. This has been eliminated under the present management, and until the incident on 20th December the premises had operated for 9 months with relatively few problems for a premises of this style, size and location. It has demonstrated that it can be run in a way that promotes the licensing objectives, and this review has been taken as an opportunity to ensure that all processes are in place to ensure the licensing authority can have confidence that it does so in future.



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Scale 1:1250

13-Mar-2015

X = MANSO BAR

