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## REPORT

To: Robert Sutherland, Keystone Law Ltd, Solicitors;  
Martin Gaughan

27 Feb 17

### **This report is prepared for the Watkins Folly Licensing Review.**

The report sets out my experience, the terms of reference, methodology, findings, opinion, recommendations and conclusion

### **Experience to Conduct Review**

I have 32 years of policing experience with the Royal Military Police (1984-88) and Metropolitan Police (1989-2017). I retired in January 2016 as Detective Chief Inspector with an Exemplary Service certificate. I was commended twice for “courage” and several times for investigative skills and detective ability. My policing expertise can be summarised as follows:

- Extensive experience regarding the of investigating serious crime, including giving evidence at the Central Criminal Court and many other courts throughout London.
- Extensive experience in investigating public order crimes, including, Senior Investigating Officer Fox Hunting demonstration in Parliament Square.
- Senior officer in charge of identification of suspects from London Riots 2011.
- Supervision of Lambeth Licensing Unit whilst a Detective Inspector at Brixton
- Advisor to major enquiries in UK and abroad, including Cologne sex attacks, Hillsborough Enquiry and Alice Gross murder.
- Expert on catching criminals with CCTV & other images.

I understand my duty in providing my expert professional opinion for the licensing committee. This report has been prepared in compliance with that duty. All matters relevant to the issues on which my expert evidence is given have been included in this report. I believe the facts I state in the report are honest and true and that the opinions I have expressed are correct to the best of my judgement.

### **References**

- A - London Borough of Brent Premises Licence dated 16 Jun 16
- B - Application for a Review of Premises Licence dated 9 Jan 17
- C - Watkin’s Folly Policies – License Objectives (not dated)

## 1. Terms of Reference

Watkins Folly is a well-known bar and restaurant situated at Empire House, Empire Way, Wembley HA9 0EW. The premises are licensed to sell alcohol 1000-0200hrs.

On 9<sup>th</sup> January 2017, the Metropolitan Police applied for the review of the premises licence regarding three licensing objectives:

1. Prevention of crime and disorder
2. Public safety
3. Prevention of public nuisance

I have been requested by Mr Martin Gaughan, the licensee, to:

- Assess the policies and procedures used at Watkins Folly Bar, and to state whether his premises is run in a professional manner and in accordance with Reference A.
- Consider the police application for review in light of my experience
- Make recommendations as to any actions or changes that may improve the operation at Watkins Folly

## 2. Method

I have used the following methods of research to prepare this report:

- Assessment of incidents noted by the police (Ref B)
- Visit on 24 Feb 17 to assess policies and procedures (Ref C)
- Visit on 26 Feb 17 to see the premises during a major event (EFL Cup Final)
- Internet research

## 4. Assessment of Application for a Review of Premises Licence

Having read PC Whitcomb's reasons for requesting a review of the licence (Ref B), I was struck by the LACK of convictions from incidents occurring at the venue. In twelve months, for all the incidents noted by the officer, only one person has been sent to court – for the minor offence of Section 5 Public Order Act 1986. Six other matters were dealt with by cautions or PNDs. It is unclear if the person charged was ever convicted. During the same twelve-month period, nearly 80,000 people have visited the bar, which is within the site of Wembley Stadium and therefore attracts vast numbers of football fans. I also note that in the London Borough of Brent, there are nearly 10,000 violent crimes reported annually:

[http://www.met.police.uk/crimefigures/boroughs/qk\\_month%20-%20mps.htm](http://www.met.police.uk/crimefigures/boroughs/qk_month%20-%20mps.htm)

## 5. Internet Review

An extensive search of Google resulted in no adverse reports being found regarding the premises. Trip Advisor had 41 reviews, with 32 being “excellent or very good” and only three being “poor / terrible”. It appears to be a popular venue.

## **6. Policies & Procedures**

I have reviewed Ref C (“Watkin’s Folly Policies – License Objectives”) and found it to be a detailed guide to the manner in which all employees should act. Having attended the bar on an extremely busy day, I can state that these guidelines are complied with. There are also up to date records at the premises – the Door Supervisor Log book, Incident book and Accident Report book.

## **7. Security Team & Entry Procedure**

During my visit, I noted that the four Security Team members were visibly dressed, professional and respectful to customers. All those entering the premises were subjected to a search, which was conducted in a firm, but polite manner by the two door staff in the main entrance. Numbers within the building are recorded by the use of a counting “clicker”. Once capacity was achieved, the door staff held other potential customers outside, allowing them in, only once others had left. This was done in an efficient manner. The queue outside the premises did not interfere with passers-by, as well-positioned barriers were in place. Numerous signs clearly stated “*Manchester Utd fans only!!*” – complying with the police request to segregate the local bars. Another member of security staff managed the smoking / food area and a fourth patrolled the bar area and toilets. All staff had the relevant SIA licence. I was also shown the ID Scan, which is used for night events. This is an expensive piece of equipment, but enables the staff to quickly identify persons barred from Watkin’s Folly and other premises. The bar is also creating a new role “Designated Floor Supervisor”, who will proactively speak to customers to assess mood, atmosphere and behaviour to prevent minor incident escalating.

## **8. CCTV**

The premises has a functioning CCTV system and footage can be downloaded via a USB stick. It can also be viewed on the licensee’s mobile phone. To combat drug use, a camera has been installed to view the (non-intimate) area within the male toilet. Footage is of reasonable quality and could be used in court – the system, however, could be further improved.

## **9. Drunken Customers**

During my two visits, I observed no drunken customers. The bar has experienced staff – with several having been employed for five years. They are aware of “Challenge 25” and identification of drunkenness are part of the induction training. If a drunken customer is observed, staff have instructions to refuse to serve alcohol, but offer water. (See also Para. 10). The premises have an agreement with AAA Express to provide cabs, where needed.

## **10. Description of Customers**

On my first visit, on a Friday afternoon, a large group of around ten middle-aged Brent council employees were enjoying a quiet drink and other office workers. Before the EFL Cup Final, the venue was full of raucous Manchester Utd fans. This included families. All were in good humour and a live band had been booked to calm



down the fans' singing and chanting – this worked. The band sang songs and changed the lyrics to include references to Manchester Utd. No football was shown on the bar TV screens. All staff, including the empty (plastic) glass collector, appeared to be pro-actively engaged in maintaining this atmosphere (and watching for drunkenness). I visited the smoking area and rear garden on a number of occasions – it was the calmest part of the venue. Customers queued in an orderly fashion for the food. The security team member was present throughout.

## **11. Closure Procedure**

One hour before the kick-off of the cup final, the bar promptly stopped serving drinks. The fans accepted the rules and were allowed a wind-down period to finish their drinks. The staff managed the emptying of the premises in a quiet and professional manner. There was no pushing people out – this method being used to prevent antagonising the fans. I observed that fans left in a reasonable and orderly fashion.

## **12. Watkin's Folly Employees**

As noted above, the premises have a well-established and professional team. The employees reflect the diversity of the area – I spoke with staff, whose origins are in UK, Ireland, Romania and India. The bar provides good employment for local people – any reduction in hours will impact on them. PC Whitcomb (see Page 5, Ref B) has insisted that the current Designated Premises Supervisor, Claudia Maursan, is changed. This is due to her allegedly working day shifts. The licensee has records, which will prove that she works all manner of shifts.

## **13. Recommendations**

- Ensure Designated Floor Supervisor is recruited and trained as soon as practicable.
- Removal of standard glass from lowest panels (head height outside) and replaced with plastic panels or safety glass. This will reduce the danger from broken windows.
- Further upgrade CCTV to ensure all areas are covered by high quality footage.
- The Licensee to liaise with the police to establish a police-led partnership meetings for licensees – there seems to be none in place at present.
- Bar staff confident that they can seek police help, without fear that calling 999 will immediately create licensing issues and a further review of the premises.

## **14. Conclusion**

As retired senior officer, I am surprised at police time being spent reviewing this premises. Wherever alcohol is served, there will always incidents involving drunkenness, but, in my view, this bar has the right policies, procedures and staff to minimise such. If the premises was in need of further controls or reduced hours, there must be more evidence than one charge of a minor matter in a twelve-month period.

A handwritten signature in black ink, appearing to be 'M Neville', enclosed within a large, loopy circular flourish.

**Michael Neville**



# WATKIN'S FOLLY

1 EMPIRE HOUSE EMPIRE WAY HA90EW

000006

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## **POLICIES**

### **License Objectives:**

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- |          |                                       |
|----------|---------------------------------------|
| <b>1</b> | The Prevention of Crime and Disorder. |
| <b>2</b> | Public safety.                        |
| <b>3</b> | The prevention of public Nuisance.    |
| <b>4</b> | The protection of Children from Harm. |
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## **Compliance policy Documents Purpose.**

The Licensing Act 2003 (The Act) focuses on the promotion of four statutory licensing objectives which must be addressed always on licensed premises.

The aim of this Policy document is to ensure that Watkins Folly are promoting good practice for compliance with the four licensing objectives which are paramount considerations always. The policies comply with the Home Office guidance issued under section 182 of the Act.

The policies outline risks associated with the licensed premises and its responsibility to minimize the risks by making a proactive commitment to prevent problems occurring at the licensed premises.

Risks associated with licensed premises can vary dependent upon the time of the event being held, the type of event and the patrons likely to attend the event. This policy identifies many of the possible risks associated with the sale of alcohol and the provision of entertainment or late night refreshment and sets out good practice measures to mitigate those risks. It provides a key mechanism for the promotion of the licensing objectives, for a well-run premise and a responsible approach to the provision of alcohol, entertainment and late night refreshment.

The policies cannot anticipate every possible risk, problem or circumstance that may arise from the sale of alcohol in a licensed premise. Neither does the code set out in the policies intend to restrict the license holder from promoting the licensing objectives through alternative means.

The substantial aim of this guide is to cover the basic laws and responsibilities required of staff serving alcohol. Selling alcohol requires many skills and involves legal responsibilities - that is, the things we must do as part of our job to comply with the laws. The policies aim to further address the social responsibilities - that is, the things we should do to run a good business and have a positive impact on our community.

The policy information attempts to blend useful skills: legal and social responsibilities and best practices to achieve a responsible service of alcohol within the licensed premises. Staff will be acquainted with the knowledge of the law and their legal responsibilities to further promote alcohol and social awareness within their communities in which they operate and support best practices within their professions. All members of staff within the licensed premises will learn to appreciate and understand their responsibilities relating to alcohol, know how alcohol affects the body and be aware of the benefits and risks associated with alcohol consumption. These policies are an initial step on the path to training, learning and good practices. The training that coincides with the policies equips staff to help them understand their important role in ensuring the responsible service of alcohol.

## **Prevention of crime and disorder:**

This section provides information on good practices that are taken for the prevention of crime and disorder within the premises. Any potential causes of crime and disorder within the premises have been addressed, ranging from inadequate security provisions, poor design and layout, the type of event being promoted, overcrowding and customers being drunk or under the influence of drugs. This can result in theft, conflict, violence and anti-social behavior. Watkins Folly intend to enforce a proactive approach to prevent and manage the risk of crime and disorder.

## **Measure taken to ensure Adequate security provisions:**

- (a) Alarm security measures have been installed in and around the premises to protect the Premises when closed or empty.
- (b) Any staff or private areas and cellars should be kept locked and secured whilst the premises are open to the public.

## **CCTV**

1. CCTV is installed to the satisfaction of the police. This is judged in relation to the advice available in the Home Office Scientific Development Branch. (HOSDB) document "CCTV Operational Requirement Manual 28/09" with special emphasis on the provisions of "identification Quality" images of people entering or leaving the premises through any doorway.
2. Watkins Folly have engaged the services of Neville Forensic Recognition Limited to review the current system regarding the Home Office guidance. Any recommendations made have been incorporated into the current system.
3. The system provides general views of the interior of the premises and exterior areas where relevant.
4. The system consists of [12] internal and [4] external cameras. All cameras are capable of recording in all light levels experienced at the premises. The hard drive is kept in a lockable cabinet, secured by a password and access is limited to the management?
5. The system records and stores images for 31 days and records between 6 to 12 frames per second. It can instantly download recorded images onto a readable format (CD or DVD or Memory stick) at the time of request. I.E to prevent any need to seize the hard drive thus rendering the system inoperative.
6. If the CCTV equipment is inoperative, or is otherwise not working properly for a period of more than 24 hours, written notice will be given to the Police and Licensing Authority, and the area of the premises affected will not be used for licensable activities without prior agreement from the police.
7. Operation of the CCTV equipment shall be checked at least every seven days by the management and a written log recording this must be kept and made available for inspection.
8. CCTV images will be made available for playback within the premises to Police or Council Licensing Officers at any time the premises are open
9. CCTV images along with a software player to enable viewing will be provided to the Police or Council Licensing Officers within 24 hours of request.

10. Notices are displayed at the entrance to the premises and in prominent positions throughout the premises advising that CCTV is in operation.
11. The CCTV system records all entrances and exits to the premises always. It also records the outside of the premises, capturing images of delivery persons and vehicles used.
12. For the purposes of these CCTV conditions “the Police” refers to the licensing partnership office of Brent Police Station and the “Licensing Authority” refers to the Licensing Authority of the London Borough of Brent

## **Security Role**

1. Monitor and authorize admission and departure of employees, patrons, and other persons to promote and protect the licensing objectives.
2. Any person performing the role of a door supervisor is licensed with the Security Industry Authority (SIA) and SIA badges must be clearly displayed whilst working.
3. Door staff are easily identifiable by wearing a uniform, high visibility jackets or arm bands.
4. Every occasion a door security person is on duty before commencing their role they will sign into a register detailing their full SIA license number, their name, contact details and the time and date their duty commenced and at the end of their shift they will set out in the register the time it concluded.

## **Security Policies**

1. Effective security policies are enforced on a risk assessments basis to protect the premises, staff and customers from threats, conflict or violence.
2. Security policies have been formulated in consultation with a police crime prevention officer. All staff are aware of the premises security policy and a record is kept of the date and name of person trained.
3. Premises are searched inside and out for suspect packages before, during and after opening hours. Security and Staff are trained to remain vigilant during opening hours and report any suspicious activity to the Police.

## **Security Door management**

1. The numbers of door security at any one trading period are risk assessed. Such risk assessments are carried out from time to time and in any event, will be reviewed as a minimum every 6 months.
2. Days and times –
  - a. Friday- Saturday- 8pm- 2.00am 4 door staff Two staff on the entrance, 1 controlling the smoking area and 1 patrolling the main floor.
  - b. One female Door supervisor is used.

## **Door admissions policy**

1. The ID scanner is in use from 7pm till close on Thursday-Saturday.
2. The ID scanner may also operate on TEN days, not necessarily Football days but certainly days as like St Patrick's/concert days.

3. When the ID scanner is in operation all persons will be required to produce an acceptable form of id. Failure to produce an acceptable form of id will result in the person being refused admission.
4. Acceptable forms of ID include; Passport, Driving License and PASS identification.
5. If the id scan indicates the person has been barred from the premises or other premises in the area they will be refused admission. This information is shared with all premises using the scanning system.
6. Admission requirements Includes informing the customers of our ID scanner, age restrictions, expected dress standards, non-intoxicated persons and the screening of hand bags/pat down searches. The admission requirements is publicized on the main entrance.
7. On occasions when there is a queue to enter the premises security will align persons in an orderly queue and ask patrons to have ID ready to be scanned upon entry. Security will also observe patrons in the queue for intoxication and anti-social behavior. Any person refusing to behave appropriately in the queue will be removed from the queue and refused entry.
8. On Event Days Security produce interlocking steel barriers for crowd control and public safety.
9. A maximum capacity of 300 has been set for the safety of customers in accordance with the size and area of the venue. This number is not exceeded and customers will not be admitted until the numbers have decreased to enable their admission without exceeding the maximum capacity.
10. The ID scanner keeps a digital account of all persons entering the building.
11. In addition, clickers are used to record the number of patrons inside the premises.
12. All persons refused admission to the premises will have their description and reason for refusal, date and time recorded in the refused admissions log.

### **Promoted Events at Wembley Stadium Policy Security and Events:**

1. Promoted events attract larger than usual crowds and events sometimes have violent or aggressive followers, rival gangs or other crime and disorder associated with them.
2. Such events have a comprehensive risk assessment undertaken by Myself the license holder and the Metropolitan police:
  - Maximum 300 capacity
  - Alternatives to glass (Plastics) to prevent glassware being used as an assault weapon, particularly during promoted events also for staff handling.
  - Stop serving 1 hour prior to the start of the event and will not commence serving again until 15 minutes after the start of the Event. The Premises is cleaned and cleared of any rubbish and potential hazards before re opening.
  - Adequate number of staff- usually 7 or more based on risk assessment
  - Four security guards
  - Searches before entering the premises
  - £5 Entrance fee & A free burger.
3. Customers are not allowed to congregate outside the premises.



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4. The DPS will be working closely with the police and they may be required by the Police to act at short notice. If that occurs, it is important that all staff listen to the DPS and respond appropriately

Briefings about the type of event, what team we will be hosting for and to watch for underage drinking (Parents/Guardians purchasing alcohol for the consumption by a child) drunkenness and anti-social behavior is communicated to all members of staff before the premises is opened.

### **Door Supervisor and Glass Policy:**

When events are being held at Wembley Stadium and that policy is in operation at the premises we operate a no glass policy. All drinks are decanted into plastic or polycarbonate containers.

At all other times a robust glass collection policy is in place. This includes a regular collection of glassware by staff and security. Security are encouraged to collect glasses where appropriate and to further observe behavior of patrons and to report back to staff/management.

1. Our glass collection policy includes provisions for regular collection of glassware by staff and security. Excessive glassware on the floor is prevented as our risk assessment identified an accumulation of glasses causes obstructions and dangers.
2. Throughout the day, Perimeter checks are made outside the premises for any glass or bottles.
3. At the close of business, a bottle bin is placed inside the exit and customers are asked not to take bottles away from the premises and are asked to place them in the bottle bin. A further perimeter check is made to collect any glassware or bottles immediately outside the premises and on the pavement or
4. All staff are aware of the glass policy and their responsibility for the task.
5. Spillages and broken glass is cleaned up immediately to prevent floors becoming slippery and unsafe.
6. Bottle bins are kept behind the bar and secure always, away from public areas.

### **Dispersal Procedure**

The Dispersal Procedure is not to be confused with The Evacuation Procedure, any design standard, any other operational policies or any agreed/enforced rules or guidelines. This procedure document is specific to this venue and its locality.

The Dispersal Procedure is dedicated to make the maximum contribution by exercising pro-active measures, during and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbors, both residential and business, and to make the minimum impact upon the neighborhood in relation to potential nuisance, antisocial behavior and crime.

The relevance of the time of closure is recognized as meriting this special attention and concern, however, with a wind down period within the venue, the need to control a surge of people exiting the venue at a specific time is eliminated. The creation of a slowdown period by closing the doors to customers prior to the close of the premises and the gradual raising of the lights and the slowing of the pace of the music assist in the managed gradual dispersal of customers.

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We close the entrance at 12.30am. Persons are not admitted to the premises after this time unless there is a good reason and permission is given by the manager. E.g. they are collecting someone in the premises.

The bar closes with the last sales of alcohol at 1.30am.

## **Wind Down Period**

We operate a wind down period. We use volume levels, the type of music played and lighting levels to encourage the gradual dispersal of patrons during the last part of trading. Music volume levels are turned down gradually from 1:30am. Lighting is raised from this time. Lights will be fully **on by 1.45am**

DJ announcements will be used to both encourage a gradual dispersal and to remind customers of consideration for neighbors.

During the last hour of trading staff will be reallocated to the service points and certain staff will be re-allocated to collecting glasses or offering customer service to assist a smooth customer departure.

Door staff are positioned outside the main entrance at the end of the evening to ensure customers leave the area quickly and quietly. Any person making too much noise is reminded to keep the volume down

The venue closes at 2am with the only customers remaining on site at that time being those waiting for transport. All other customers will have been asked to leave and will have been reminded by staff and security to leave the area quickly and quietly so as not to disturb the residents.

We encourage customers to progress to the exit throughout the wind down period;

We draw the attention of customers exiting to the notices in the foyer and ask them to be considerate;

We ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one. A bottle skip will be positioned just inside the venue by the door to the foyer to collect glasses/bottles;

We provide Jugs of water and Plastic Glasses to encourage customers to consume water on departure

We actively encourage customers not to assemble outside the venue;

We direct customers to the nearest taxi ranks or other transportation away from the area.

We Call Taxis for customers with our local taxi service.

## **Signage**

In line with company policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their property.

Additional notices to staff are displayed at the rear exits to the premises as well. This staged process enables customers to leave in an orderly manner and staff to manage

the dispersal in a more relaxed atmosphere. Any customers who do not leave in a quiet manner and who refuse to quieten down when asked will be barred from the premises.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified to establish a permanent reduction or elimination of them.

### **NOISE MANAGEMENT POLICY**

We operate a considerate business. We will manage all noise from our premises so we do not disturb people resting and sleeping in their homes. There are other licensed premises in the area and these may create noise but this is no reason why our operation should not be rigorously controlled so that any noise we or us patrons make is kept to a minimum. We therefore have a comprehensive approach to managing noise from our premises and from the area outside our premises. The following points are critical to our noise management policy and are used in conjunction with our end of evening Dispersal Policy:

1. We will ensure that noise emanating from our premises will not cause a nuisance at the nearest residential properties.
2. Arrangements are in place to ensure that, whenever practicable, deliveries will only take place between the hours of 09:00-19:00, Monday- Sunday.
3. Empty bottles will be placed into storage receptacles inside the building and then taken to the refuse storage area.
4. We will ensure that waste is correctly packaged and that refuse can be removed quickly and efficiently with the minimum noise.
5. Live and recorded music will not be played at a level to cause nuisance to our neighbours. When live music or recorded music is played, a manager will patrol around the external perimeter of the premises to review the noise levels and ensure noise nuisance is not caused to the neighbours.
6. Our sound system will be set in co-operation with council officers so that it cannot operate beyond a fixed maximum level.
7. The outside areas will be carefully supervised by us to ensure our customers do not cause a nuisance.
8. Smokers will be directed to the garden which is supervised and appropriate signage is placed up to ensure customers do not cause excessive noise.
9. We will constantly review our Noise Management Policy and respond quickly to:
  - The needs of our neighbours.
  - Log book - there will be a noise log book kept inside venue. The management will record any noise that is above the normal level on Empire Way. This will be carried out on evening shifts if there are sufficient numbers of staff on shift to do so.
  - Rubbish Patrol
  - Staff: Consideration is given to procedures for staff departures. See noise abatement policy
  - Training: Training at all levels will be conducted to ensure understanding and implementation of this unit specific Dispersal Procedure.

The venue is requesting that all personnel associated with the premises continue to adhere to our "noise management plan"

## **Prevention of public Nuisance**

1. Consideration has been given to the structure and layout of the premises and equipment both internally and externally, to ensure that the premises are fit for purpose.
2. We have no Residents.
3. We reduce any potential excessive queue lines with a well-managed and efficient door policy
4. Long queues are avoided and any queues are directed away from residential properties
5. Queues are actively managed by door staff, especially later in the evening, to keep noise to a minimum. Rowdy behavior from people in the queue to get in, is not tolerated. Door staff refuse entry to anyone behaving in an anti-social way.
6. Live music events – We have no local residents and have never experienced a noise nuisance complaint.
7. Recorded music –We have no local residents and have never experienced noise nuisance complaint.
8. There is no admittance for customers to the premises after 12.30am
9. Our customer dispersal policy works to minimize noise disturbance to residents from customers leaving the premises. Our policy sets out measures to avoid a mass exit at the end of the evening.
10. A gradual change in music style and reduction in volume towards the end of an evening and increasing light levels help us to reduce the potential for rowdy behavior.
11. Sufficient staff are available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.
12. The DJ reminds customers to respect the needs of our neighbours and there is signage positioned around the venue and at the exit. Door staff are positioned outside the main entrance at the end of the evening to ensure customers leave the area quickly and quietly. Any person making too much noise is reminded to keep the volume down
13. The venue does send out a 'Rubbish Patrol' following closure. Any glass or bottles in the immediate vicinity of the premises will be cleared from street furniture, walls, pavements and gutters then safely disposed of. Bottles and glasses may not originate from our premises but we still make every effort to keep the area tidy and safe.
14. We are proud of our building and the area we work in. We will endeavor to keep the area clean and attractive for our patrons and our neighbours. This means dealing with debris outside our frontage that may have nothing to do with us, but in the interests of making this a better area we will still clear it up.
15. We have an arrangement with a Local Taxi Firm to collect patrons from outside the Venue. Customers are either provided with the Taxi Number or staff call the taxis on behalf of the customer. The taxi service requires information about the number of patrons who require the taxi service and their desired location. The taxi drivers often enter the Premises to collect the customers. Depending on their vulnerability

the event being held and the time. We also provide business cards for other available local taxi services.

**Rules for the cabs for parking when collecting customers are as follows:**

1. Absolutely no double/parallel parking
2. There will be no blocking of the street
3. When arriving at the venue to collect a fare, vehicles will pull to the curb completely, avoiding the blocking of any traffic
4. When stopping at the front of the bar to pick up fares, there will be absolutely no slamming of car door or sounding of car horns

We will dissuade our customers and staff from utilizing any un-licensed taxis, if they are not a nominated supplier. We will continue to take pictures of suspected un-licensed drivers and photographically / written record their car number plate. In addition, inform them that we forward this data to the police and Brent Council.

Any outside furniture shall be secured externally or taken inside. Any rope holders must be carried inside. We will not drag them.

Rubbish shall be disposed of as part of each daily shift set up.

Staff will leave the venue quietly at the end of the evening shift. We demand a zero-noise tolerance towards our staff.

**Guidelines for the removal of customers from the premises.**

Should it be necessary to ask a customer to leave the premises the following guidelines will be adhered to:

1. The duty manager will be informed of the situation prior to action being taken by door supervisors and will attend the scene to inform the customer why he is being asked to leave.
2. The customer will then be asked to leave and will be invited to make their way out of the premises. They should be followed to the street entrance by the door supervisor to ensure that they leave the building.
3. If the customer refuses to leave they should again be informed why they have to leave and asked if there is any reason why they will not leave as requested. If they refuse to leave with no good reason they will be informed that force may be used to remove them and that police may be called on to assist if necessary.
4. If the customer again refuses to leave the door supervisor will ensure that he has sufficient support from colleagues to remove the individual safely from the premises before acting. The safety of the individual, the door supervisors and other customers and staff is paramount. If there is any doubt about the ability to safely remove the customer police should be requested and have a duty to assist the licensee.

5. Only the minimum force required to affect the removal may be used. If it is necessary to use force a door supervisor should take each arm and the customer should be walked from the club using the most direct route and ensuring that they are monitored by CCTV. They should be supervised by the manager.
6. Any use of force must be documented as soon as practicable after the incident and in any event before the door supervisors go off duty. The CCTV should be downloaded and all documentation checked and signed by the manger before being stored for future reference.

### **Measures to preserve a crime scene:**

1. Measures to preserve a crime scene until police arrival, following an outbreak of disorder or any other crime.
2. All staff receive training on the policy with a record kept of the date and name of person trained.
3. Staff training sometimes occurs informally after an incident, whereby the police have been called to deal with a violent issue. Discussion with the staff about what had happened and what potential risk we can reduce for the future. Increases staff confidence about how to deal with difficult situations and reduce crime and disorder at the premises.
4. Official Training also covers dealing with, logging and reporting incidents if they occur.

### **Drugs and Weapons policy:**

**WATKINS FOLLY has a zero-tolerance policy towards the possession or use of illegal drugs within the premises by any customer or member of staff.**

**Watkins Folly has a zero-tolerance policy towards the possession of any weapon on the premises**

Everyone entering or being on the premises is liable to be searched. Failure to agree to such a search when requested by a member of the management or a door supervisor will result in the individual being refused entry or required to leave the premises immediately.

### **Staff**

1. ALL members of staff must agree to being searched as a condition of entering or being on the premises.
2. All searches will be conducted on CCTV
3. Any member of staff found in possession of any substance believed to be illegal drugs will have the substance confiscated and will be subject to disciplinary proceedings.

- 
4. A record will be kept and the police notified.

### **Customers.**

1. There is a random search policy operated at WATKINS FOLLY. Agreeing to be searched on request is a condition of entry, anyone who refuses to be searched will not be admitted to the premises.
2. Notices setting out our zero-tolerance policy towards drugs are positioned around the premises
3. On Friday and Saturday after 20:00 hours until last admission every person will be searched before entering the premises
4. Customers are liable to be searched at any time whilst on the premises. Any customer who refuses to be searched when requested by a member of management or door supervisor will be required to leave the premises immediately.
5. Any customer found in possession of illegal drugs or illegal items including weapons will have the substance or item confiscated and will be required to leave the premises immediately.
6. A record will be made of the person's name or description and the item seized together with the date and time of the seizure.
7. All illegal items seized will be dealt with in line with the search and seizure policy
8. The police will be called to anyone found to be supplying drugs on these premises. Where practicable, the individual will be detained pending the police arrival.
9. Supervision of the toilet area is covered by CCTV and security guard throughout the evening. Any customers behaving suspiciously will be approached and searched. The toilet areas will be checked at regular intervals
10. All staff are trained on search policies with a record kept of the date and name of person trained.

### **Search and Seizure Policy**

1. On finding any illegal item or suspected illegal item the Head Door Supervisor and the duty manager will be informed immediately.
2. The substance will be seized and placed in a drugs bag. This will be signed by the door supervisor finding the drugs and the manager.
3. In respect of illegal items including weapons the item will be placed in a secure location, either safe or locked room
4. The door supervisor will make an entry in the incident book with the bag number or description of item
5. The manager will then enter the bag number in the drugs log and lock the bag in the drug safe.
6. Police will be contacted to collect the drugs or illegal item in accordance with local agreement. A record will be kept of the police officer number and name collecting the item, the date and time

### **Theft from the premises/Lost Property Policy:**

---



#### Bag hooks (Chelsea clips)

1. Are provided under the bar to prevent bag snatching.
2. Clear signage is displayed throughout the premises about crime prevention and to warn customers of the potential for pickpockets and bag/laptop snatchers.
3. A lost and found policy is in place in relation to lost/found property at the premises. The policy includes logging and disposal of property and any valuable property.
4. Passports and any other ID found are handed in to any police station.
  - a. Carefully positioning of alcohol in the premises is kept behind the bar to reduce theft from the premises.
5. The display of alcohol is captured by CCTV.

#### **Public Safety**

- This section outlines variations that have been made to the license to promote public safety, which has been achieved by a premises risk assessment.
- Preventive measures have been factored during the planning and reevaluation stages. Consideration has been given to the design and layout of the premises to achieve the highest possible standard of safety.

#### **General safety of staff and customers**

1. First aid boxes are available at the premises and maintained with sufficient in date stock. The first aid boxes are reviewed regularly to ensure they are maintained ready to use
2. A recognized qualification in first aid is held by at least one member of staff who is on duty at all times the premises license is in use.
3. Other staff have been trained to a basic first aid standard with records kept of the date and name of person trained.
4. Temperature levels and humidity in our venue is controlled for the comfort and safety of customers. Premises are adequately heated and ventilated to avoid this. This is achieved through use of air conditioning systems and natural ventilation.

#### **Accident or other Emergency incidents on the premises**

1. A written policy to deal with all types of accidents & emergency incidents is kept in place at the premises.
2. The policy is based on risk assessments and include matters such as emergency management, contingency planning and evacuation procedures in the event of fire, bomb threats or suspect packages and when to contact emergency services.
3. Evacuation responsibilities and roles has/is communicated with staff, routes and exits should be well defined and evacuation plans exercised regularly.
4. A copy of the fire risk assessment is kept at the premises and made available for inspection by the fire authority and licensing authority.
5. A fire detection system is in place at the premises and is fully functional at all times. The system is tested regularly with records kept and made available for inspection.
6. Means of escape in case of any emergency is visible, unobstructed and well maintained including our outside area and exits leading to a place of ultimate safety such as the street. Checks are carried out before opening each day to ensure that exits are unlocked and unobstructed.



7. Equipment is checked and maintained regularly with a record kept of the date and findings of the checks.
8. Staff training in fire safety and any premises safety policy is provided to all staff to give them the knowledge and confidence to deal with emergency situations, including location of equipment, utilities, services and layout of premises. Training also includes how to use fire extinguishers.

### **Smoking on the premises:**

The Health Act 2006 came into effect on the 1<sup>st</sup> July 2007. Chapter 1 of Part 1 of the Act makes provision for enclosed and substantially enclosed public places and shared workplaces to be smoke-free. Chapter 1 of Part 1 also states that NO exemptions can be made for premises operating under a premises licence or club premises certificate (as specified in the Licensing Act 2003).

Under the Health Act 2006 it is an offence to allow anyone to smoke in an area that is more than 50% enclosed, there are NO exceptions to this.

It is the duty of any person who controls or is concerned in the management of a smoke-free premises to cause a person smoking there to stop smoking. It is also the duty of any person employed at Watkins Folly to take reasonable action to prevent smoking and to ensure there is adequate signage in accordance with the Act.

Smoking refers to smoking tobacco, anything that contains tobacco or any other substance. This includes being in possession of lit tobacco, anything that contains tobacco or any other lit substance that can be smoked.

### **The premises licence holder shall ensure that:**

- 1) Patrons and staff are not permitted to smoke inside the premises
- 2) All patrons will be directed to the smoking area in the rear beer garden.
- 3) Once the venue is closed to the public, the premises remain a smoke free premises so staff will not be permitted to smoke inside the premises.
- 4) Only **TWO** members of staff shall be permitted to smoke immediately outside the premises at any one time.
- 5) Any customers refusing to comply with these requests will be removed from the premises.
- 6) The smoking area is covered by CCTV and will be monitored by a member of staff
- 7) The smoking area will be cleaned of litter as and when required.
- 8) Customers will be reminded to keep the noise down and to respect the residents in the area.

### **Protection of children from harm**

#### **AGE VERIFICATION POLICY**

#### **Challenge 25:**

1. The premises license holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. This shall, as a minimum, require individuals who appear to the responsible person to be under the age of 25 years of age to produce on request, before being served alcohol, identification bearing their

photograph, date of birth, and a holographic or ultraviolet mark. Acceptable ID is limited to:

- A UK photo card driving license
- A passport
- A proof of age card bearing the holographic or ultraviolet mark

2. For the purposes of this policy the following are considered to be responsible persons:

- the holder of the premises license;
- the designated premises supervisor;
- a member of staff who is authorised to sell or supply alcohol to a customer;

3. If the customer does not have an acceptable form of identification they may be refused entry and any sale of alcohol will be refused.

4. Where the responsible person believes that the sale of alcohol may be consumed by someone who is under 18 the sale will also be refused unless the customer is able to show that the person who will be consuming the alcohol is over 18.

*Where the responsible person believes that the sale of alcohol may be consumed by someone who is under 18 the sale will also be refused unless the customer can show that the person who will be consuming the alcohol is over 18.*

**It is not illegal for someone over 18 to buy a child over 16 beer, wine or cider if they are eating a table meal together in licensed premises. However, you are advised to refuse the sale if you have any doubt about whether the alcohol is intended for someone under 16 even if they will be eating a table meal. Identification evidence to prove the ages of the children may be required. Again, if there is any doubt the sale will be refused.**

5. On Fridays and Saturdays from 20:00 hours an id scan system will be in operation requiring all persons entering the premises to produce their identification document for scanning prior to being admitted to the premises. Failure to produce acceptable forms of id at such times will result in admission being refused

I have read the age verification policy and I understand that if the customer looks under 25 I must ask for identification. If I am not satisfied a person is over 18 I must refuse the sale. I understand that if I do not comply with this policy I may commit a criminal offence for which I may be prosecuted and, in any event I will be subject to disciplinary action.

Print name

Signed

Date

Note: This policy is a requirement of the mandatory conditions attached to the premises license and must be available for inspection by an authorized officer.



<b>Job Title:</b>	Designated Floor Supervisor	<b>Job Category:</b>	Venue Supervisor
<b>Department/Group:</b>	Supervision	<b>Job Code/ Req#:</b>	DFS
<b>Location:</b>	Premises Area	<b>Position type:</b>	Full time ( Emphasis on weekends and event days)
<b>HR Contact:</b>	Security/Management	<b>Date Posted:</b>	01/02/2017
<b>Will Train Applicant(s):</b>	Licensing compliance training. Customer care risks and Hazard training.	<b>Posting Expires:</b>	N/A

**Applications Accepted By:      MANAGEMENT**

**Job Description**

**ROLE AND RESPONSIBILITIES**

- Provide excellent customer service at all times with the key aim of ensuring customers are safe 'Customer Care'.
- To Maintain high standards of Health and Safety.
- To be trained in the risk associated with floor space and safe conditions.
- To ensure customers belongings are kept in a safe place and not causing a hazard.
- To Observe the floors for spillages, slips, smashed glasses etc.
- To Make certain the floors are free of boxes, equipment and any other trip hazards.
- Observation of the space and layout in the venue in relation to the type of event being held (Lunch/Friday Night/Private function/Football day)
- Be aware of any special table/chair arrangements.
- Ensure there is disability access at all times. (Toilets and Outside Areas)
- To be aware of the risks associated with the sale and consumption of alcohol and to be diligent to ensure compliance with licensing objectives.
- To be trained and competent to recognize 'drunkenness'.
- To be attentive of our intoxication policies for the removal of intoxicated customers.
- To be vigilant for customers who will be requiring a Taxi Home.
- To be vigilant for anti-social behavior and customers becoming rowdy.
- To work closely with security to keep them updated with your observations throughout the evening.

The above Roles and Responsibilities are documented into a check list for the Designated Floor Supervisor to fill in

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	

Hazard/Customer Care	YES/NO	COMMENTS	ACTION TAKEN
Space and Layout			
Is there Enough space for customers to move around safely?			
Is there too many tables and chairs for the capacity of persons and event being held?			
Is there enough tables and chairs for customers to sit?			
Have Tables been removed from the stage area for live Entertainment?			
Is there any special table/chair arrangements for the event being held?			
Are there any disabled/venerable Customers that are in need of special seating arrangements?			
Floor Area			
Are the floors in a safe condition?			
Are the floors free of slips, dropped glasses, smashed glasses, spillages			
Are the floors free of boxes, equipment and other trip hazards?			
Handbags, Coats, Shoes and any other customer belongings?			
Ventilation			
Is there enough fresh air, without draughts?			
Is the area warm/too warm for customers?			
Customer Care/Intoxication			
Are customers seemingly Happy?			
Are there any customers who seem intoxicated?			
Have you communicated with the customer that they will be refused alcohol due to their intoxication?			

Have you offered the customer some water?			
Have you informed management/security that you have refused alcohol sale?			
Have you informed any/all of the intoxicated persons friends that to purchase alcohol for the person refused will result in security escorting persons off the premises?			
Has the customer become abusive?			
Customer care service			
Do customers require somewhere to put their jackets/bags?			
Is there any customers sitting alone?			
Is there customers who seem to have been left alone?			
Is there customers who seem unhappy for any reasons?			
Is there any customers requiring a taxi?			
Is there customers who seem to be getting irritated?			
Lost/Stolen Property			
Has the customer misplaced/lost their property? <i>E.g Handbag, jacket, phone, wallet, umbrella</i>			
Has a customer made you aware that they have lost their valuable property?			
Have you informed security?			
Are you able to ask the entertainment/DJ to shout out on the microphone to hand in any property found?			
Are you able to call the phone or to activate the 'find my phone app'?			
People with disabilities			
Is there access for people with impaired mobility?			
Is there access to disabled toilets within a reasonable distance?			
Is there available access to persons with limited mobility to the outside area?			
Outside Environment			

Are windows in a clean and safe condition?			
Are blinds fitted to reduce the glare?			
Is the lighting adequate in all areas? (In working order, clean and free of flickering and or glare)			
Is the smoking area clean and free of debris?			
Toilet and hand washing facilities.			
Are the toilets clean? Do the toilet require a mop, sweep, wipe down, re filling (Soap tissue)			
Do all toilets have sufficient toilet roll?			
Is there any blockages?			
Have the bins been emptied?			
Is there two or more customers attempting to enter the toilet together.			



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

Miller-Johnson, Lavine &lt;Lavine.Miller-Johnson@brent.gov.uk&gt;

12 January 2017 at 15:51

To: "Watkins Folly (watkinsfollypub@gmail.com)" &lt;watkinsfollypub@gmail.com&gt;

Cc: "Patel, Yogini" &lt;Yogini.Patel@brent.gov.uk&gt;, "Paul Whitcomb (Paul.Whitcomb@met.pnn.police.uk)" &lt;Paul.Whitcomb@met.pnn.police.uk&gt;, Business Licence &lt;business.licence@brent.gov.uk&gt;, "Chan, Esther" &lt;Esther.Chan@brent.gov.uk&gt;

Dear Martin,

The plan that was sent to you was the incorrect one. Can you send back the licence along with the old plan and we will attach the correct copy.

It has also been brought to our attention that the outside area that is shown on the plan does not refer to anything at all and it is not reflected in the written variation submission. It is just referred to as 'outside area'. The variation that was submitted was for the following:

- Remove condition number 5.
- Change condition number 14
- Change condition number 13
- Change condition number 17
- Add live music to licensable activities

On the initial premises licence submitted in 2009, the outside area was not included on the plan. It was referred to as 'Emergency Exit, disabled access and service area'. Although you included the red line around the outside area on the updated plan, there is no indication that this area is to be used as a beer garden as suggested in the Police review application.

If you wish to use the outside area as a beer garden, a further variation is required.

Regards

Lavine Miller-Johnson

Licensing Officer

Planning, Transportation &amp; Licensing

Brent Council

0208 937 5536

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



1/15/2017

Gmail - Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332

*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

**From:** Watkins Folly [mailto:watkinsfollypub@gmail.com]

**Sent:** 06 January 2017 18:14

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

6 January 2017 at 18:13

To: "Miller-Johnson, Lavine" &lt;Lavine.Miller-Johnson@brent.gov.uk&gt;

**Hi Lavine,**

**In relation to the application to the variation of our premises licence that was granted i noticed that the attached plan/map on the Licence is the old version and not the new one we submitted. Can you update this to the New premises licence.**

**Kind Regards****Martin****\*\*\*WATKIN'S FOLLY\*\*\***

Mellowridge Ltd.

1 Empire Way

HA9 0EW

Middlesex

**T:** 0208 902 9944**W:** [www.watkinsfolly.co.uk](http://www.watkinsfolly.co.uk)

[Quoted text hidden]



REGENERATION AND GROWTH  
BRENT CIVIC CENTRE  
ENGINEERS WAY  
WEMBLEY  
HA9 0FJ

TEL: 020 8937 5359  
EMAIL: [business.licence@brent.gov.uk](mailto:business.licence@brent.gov.uk)

Contact: Gillian Murray  
Tel: 020 8937 5359  
Our Ref: 223595332  
Your Ref:  
Date: 14 December 2016

Mr Martin Gaughan  
Watkins Folly Bar  
Empire House  
Empire Way  
Wembley  
HA9 0EW

Dear Mr Gaughan

**LICENSING ACT 2003**

Variation Application - Licence Number 679917 - WATKINS FOLLY BAR, Empire House, Empire Way, Wembley, HA9 0EW

Brent Council as the licensing authority, received an application for a premises licence from Gaughan, Mr Martin in respect of the above premises. The Council have determined to grant the licence (subject to the conditions attached) as no relevant representations were received within the prescribed period.

The Premises licence and a summary are enclosed. Please ensure that the summary is displayed in a prominent position on the premises where it can easily be read by patrons and visitors. A police officer or an authorised officer (e.g. a Council licensing officer) may require such person who has custody of the premises licence (i.e. the holder of the premises licence or such other nominated person) to produce the licence for examination.

The holder of a premises licence commits an offence if they fail to comply with the above requirements relating to a premises licence and/or premises licence summary.

If you consider there is a mistake in the premises licence or the premises licence summary, the Licensing Authority will correct anything which it accepts as being a clerical mistake. If you believe there is such a clerical mistake, please contact us. This does not affect your right of appeal.

An annual fee is payable on the anniversary of the grant of the licence, unless the premises is exempt. We will send you a reminder for the payment of the annual fee and advise you of the sum payable. The fees are set by government and may be subject to change.

May I remind you that you must have the correct planning consent in place for the hours of operation granted on this licence. If the hours are longer than those granted by Planning, then the Planning restriction applies and it is advised that you obtain planning consent for any extended hours in line with those on your premises licence.

*An appeal against this licence decision may be made by the applicant, a person who made relevant representations or the Chief Officer of Police as applicable, to the magistrates'*



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

**Withdrawal of \*Police representation\* for Variation of PL - Watkins Folly, Wembley**  
**Ref: 223595332**

1 message

**Paul.Whitcomb@met.pnn.police.uk** <Paul.Whitcomb@met.pnn.police.uk>

15 June 2016 at 14:15

To: watkinsfollypub@gmail.com

Cc: business.licence@brent.gov.uk, yogini.patel@brent.gov.uk, linda.legister@brent.gov.uk

Hi Martin,

Thank you for confirming that you agree to all proposed conditions as stated in the letter. I now [withdraw my representation](#).

Kind Regards,

**Paul Whitcomb PC 782QK**

Brent Police Licensing Officer

Brent Civic Centre

5th Floor

Engineers Way

Wembley

Middlesex HA9 0FJ

Tel: 0208 733 3206

Mobile: 07500 993899

Email: paul.whitcomb@met.police.uk

---

**From:** Folly [mailto:watkinsfollypub@gmail.com]**Sent:** 15 June 2016 14:02**To:** Whitcomb Paul - QK**Subject:** Re: Letter of \*Police representation\* for Variation of PL - Watkins Folly

Hi paul

We agree to all proposed conditions

Thanking you for your help

Regards

Martin

Sent from my iPhone

On 15 Jun 2016, at 13:06, <Paul.Whitcomb@met.pnn.police.uk> <Paul.Whitcomb@met.pnn.police.uk> wrote:

Hi Martin,

With regards to your application for a variation to your premises licence, the consultation date ended on the 9th June 2016. As yet, I have not heard back from you as to whether or not you agree with the proposed conditions set out in my letter of police representation. If you agree, could you kindly let me know by return email? If not, could I also ask that you reply to this email setting out any issues?

I look forward to hearing from you.

Kind Regards,



**Paul Whitcomb PC 782QK**  
Brent Police Licensing Officer  
Brent Civic Centre  
5th Floor  
Engineers Way  
Wembley  
Middlesex HA9 0FJ  
Tel: 0208 733 3206  
Mobile: 07500 993899  
Email: paul.whitcomb@met.police.uk

---

**From:** Folly [mailto:watkinsfollypub@gmail.com]  
**Sent:** 26 May 2016 12:29  
**To:** Whitcomb Paul - QK  
**Subject:** Re: Letter of \*Police representation\* for Variation of PL - Watkins Folly

Hi Paul

I can confirm receipt of this

Regards

Martin

Sent from my iPhone

On 26 May 2016, at 12:13, <Paul.Whitcomb@met.pnn.police.uk>  
<Paul.Whitcomb@met.pnn.police.uk> wrote:

Dear Martin,

My records show that we have not yet had a response from you regarding the letter of police representation in respect of your variation which was recently submitted. Can you please confirm that you are in receipt of this letter?

Kind Regards,

**Paul Whitcomb PC 782QK**  
Brent Police Licensing Officer  
Brent Civic Centre  
5th Floor  
Engineers Way  
Wembley  
Middlesex HA9 0FJ  
Tel: 0208 733 3206  
Mobile: 07500 993899  
Email: paul.whitcomb@met.police.uk

---

**From:** Whitcomb Paul - QK  
**Sent:** 17 May 2016 14:20  
**To:** 'watkinsfollypub@gmail.com'  
**Cc:** 'Business Licence'; (yogini.patel@brent.gov.uk); 'Legister, Linda'  
**Subject:** Letter of \*Police representation\* for Variation of PL - Watkins Folly  
**Importance:** High

Dear Martin,

As the consultation period in respect of your application to vary your premises licence was suspended (albeit now re-started). I am required to re-send my letter of representation, which you will find attached.

<< File: Rep Letter - Watkins Folly variation.doc >>

If the above is agreed, I shall withdraw my representation.

Yours Sincerely,

**Paul Whitcomb PC 782QK**  
Brent Police Licensing Officer  
Brent Civic Centre  
5th Floor  
Engineers Way  
Wembley  
Middlesex HA9 0FJ  
Tel: 0208 733 3206  
Mobile: 07500 993899  
Email: paul.whitcomb@met.police.uk

---

**From:** Whitcomb Paul - QK  
**Sent:** 12 May 2016 12:07  
**To:** 'watkinsfollypub@gmail.com'  
**Cc:** 'Business Licence'; 'Legister, Linda';  
(yogini.patel@brent.gov.uk); Mortimer Nick - QK  
**Subject:** Letter of \*Police representation\* for Variation of PL  
- Watkins Folly

Dear Martin,

Please find attached letter of police representation in respect of your recent application to vary the premises licence of The Watkins Folly. Please read the attached letter carefully and contact me if you have any issues. I look forward to hearing back from you.

Yours Sincerely,

**Paul Whitcomb PC 782QK**  
Brent Police Licensing Officer  
Brent Civic Centre  
5th Floor  
Engineers Way  
Wembley  
Middlesex HA9 0FJ  
Tel: 0208 733 3206  
Mobile: 07500 993899  
Email: paul.whitcomb@met.police.uk

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**TERRITORIAL POLICING**

The Licensing Officer  
Health, Safety and Licensing  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 7FJ

**Your ref: N/A**

**Our ref: 01QK/257/16/782QK**

**Brent Borough Licensing Unit  
Brent Civic Centre  
Fifth Floor  
Engineers Way  
Wembley  
HA9 7FJ**

**Tel: 020 8733 3206**

**Mob: 07500 993899**

**Email: paul.whitcomb@met.police.uk**

**Web: www.met.police.uk**

**Date: Thursday 12th May 2016**

**Police representation to the application for a variation of Premises Licence for Watkins Folly Bar, Empire House, Empire Way, Wembley Middlesex, HA9 0EW.**

**I certify that I have considered the application shown above and I wish to make representations that the likely effect of the grant of the application is detrimental to the licensing objectives for the reasons indicated below.**

**If conditions suggested below were accepted in full I would withdraw my representation.**

**Officer: Paul Whitcomb PC 782QK  
Brent Borough Police Licensing Constable**

An officer of the Metropolitan Police, in whose area the premises are situated, who is authorised for the purposes of exercising its statutory function as a 'Responsible Authority' under the Licensing Act 2003.

The application has been made for a variation of premises licence under section 34 of the act. The Police representations are primarily concerned with the prevention of crime and disorder, and the prevention of public nuisance.

The applicant has made five (5) proposed requests in the application for variation. I shall deal with each request one by one for ease of reading and to ensure each individual area is properly addressed.

**1. The removal of current condition number five (5)**

Current condition number five (5) reads; '*Door supervisors shall wear clothing that can be clearly identified on CCTV.*' This particular condition appears to have already



been covered within current condition number four (4) which reads, 'Door supervisors shall wear clothing that can be clearly and easily identified on CCTV.' In which case, there should not be any adverse affect upon the licensing objectives and I am happy that current condition number five (5) be removed.

2. The re-wording of current condition number fourteen (14)

Current condition number fourteen reads, 'A 'Challenge 21 policy shall be adopted and adhered to'. The applicant has requested that the condition is re-worded to the updated 'Challenge 25' age verification policy. Police request that condition fourteen is re-worded to:

***A challenge 25 policy shall be adopted and adhered to at all times.***

3. The re-wording of current condition number thirteen (13)

Current condition number thirteen reads; 'Substantial food and non-intoxicating beverages (including free drinking water) shall be available during the whole of licensed hours in all parts of the premises where intoxicants are provided'. The applicant has requested that this condition be re-worded so that it is only enforceable up until 21:30 hours. Although it is not stated in the application, I shall assume that the applicant would wish for the re-worded condition to apply seven days a week. Police request that current condition number thirteen (13) is re-worded to:

***Substantial food and non-intoxicating beverage shall be available until 21:30 hours in all parts of the premises where intoxicants are provided.***

I have removed (including free drinking tap water) from the condition as this is already a mandatory condition on this licence as per the requirements of the Licensing Act 2003 (Mandatory Licensing Conditions) Order of 2010.

4. To change the current operation of the premise to primarily a pub on event days and to a restaurant on concert days in relation to current condition number seventeen (17).

Current condition number seventeen (17) reads, 'On major football days at Wembley Stadium the premises shall operate primarily as a restaurant and shall stop serving alcohol one hour before the designated kick off time and may resume once the match has started.'

My understanding is that the applicant has 'inherited' this condition from the previous licence holder, where the premise was run primarily as a restaurant. The premise is now primarily a pub. Police feel that the licensing objectives, particularly in terms of the prevention of crime, disorder and nuisance on ALL event days, can be more effectively promoted with 'Event day conditions'. This would also allow the applicant to operate in the way that he has requested.

Watkins Folly is one of the more popular event day licensed premises and falls well within the Wembley National Stadium event day policing foot print. It is an extremely busy venue on event days, particularly football events. With this in mind police feel that condition number seventeen (17) would be better re-worded to read:

On **ALL** major event days at **Wembley Stadium** the following shall apply:

A) Customers shall not be allowed to congregate outside the premises.

B) No drinks shall be served in glass containers but decanted into plastic or polycarbonate drinking vessels.

C) The DPS shall work in partnership with the Police and if necessary comply with any direction given by the most senior Police Officer on duty at the event.

**On Major Event days at Wembley Stadium involving a football match:**

A) Alcoholic beverages shall not be sold or supplied one (1) hour before the designated kick off time and will not resume until 15 minutes after the match has started.

5. To add Live Music to the licence as an additional licensable activity from 2000-0100 Thursday to Sunday.

Police have no objection to this particular proposal.

Yours Sincerely,

**Paul Whitcomb PC 782QK**  
Licensing Constable  
Brent Borough Police



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

---

**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

---

**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>  
To: Watkins Folly <watkinsfollypub@gmail.com>  
Cc: "Chan, Esther" <Esther.Chan@brent.gov.uk>

17 May 2016 at 13:51

Dear Martin,

Thank you for your email.

Please be advised that the consultation end date is now **9<sup>th</sup> June 2016**.

Should you require any further assistance, please do not hesitate to contact me.

Kind regards

Lavine Miller-Johnson  
Licensing Officer  
Planning, Transportation & Licensing  
Brent Council  
0208 937 5536  
[www.brent.gov.uk](http://www.brent.gov.uk)

*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

**From:** Watkins Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]  
**Sent:** 17 May 2016 12:35

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]



Watkins Folly <watkinsfollypub@gmail.com>

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

---

Watkins Folly <watkinsfollypub@gmail.com>

17 May 2016 at 12:35

To: "Miller-Johnson, Lavine" <Lavine.Miller-Johnson@brent.gov.uk>

**Hi Lavine,**

**Please find attached as requested,**

**Regards**

**Martin**

**\*\*\*WATKIN'S FOLLY\*\*\***

Mellowridge Ltd.  
1 Empire Way  
HA9 0EW  
Middlesex  
T: 0208 902 9944  
W: [www.watkinsfolly.co.uk](http://www.watkinsfolly.co.uk)

[Quoted text hidden]

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**2 attachments**



**IMG\_2512.JPG**  
1036K



**IMG\_2513.JPG**  
2084K



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

---

**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>  
To: Watkins Folly <watkinsfollypub@gmail.com>  
Cc: "Chan, Esther" <Esther.Chan@brent.gov.uk>

16 May 2016 at 09:53

Dear Martin,

Please can you send the image of the blue notice as soon as possible so that we can restart the consultation.

Kind regards

Lavine Miller-Johnson  
Licensing Officer  
Planning, Transportation & Licensing  
Brent Council  
0208 937 5536  
[www.brent.gov.uk](http://www.brent.gov.uk)

*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

**From:** Watkins Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]  
**Sent:** 13 May 2016 12:07

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]





Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

---

**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>  
To: Watkins Folly <watkinsfollypub@gmail.com>

13 May 2016 at 13:53

Once the notice has been displayed and you have sent them to me I will start the consultation. Please ensure that you have the current date on the blue notice.

Regards

Lavine Miller-Johnson

Licensing Officer

Planning, Transportation & Licensing

Brent Council

0208 937 5536

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

*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

**From:** Watkins Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]

**Sent:** 13 May 2016 12:07

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>

13 May 2016 at 13:50

To: Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

Dear Martin,

Thank you for your email.

You will need to say that you are removing condition but don't have to go into detail about what conditions. You will only need to list live music variation with the start and end times.

I hope this helps

Regards

Lavine Miller-Johnson

Licensing Officer

Planning, Transportation & Licensing

Brent Council

0208 937 5536

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

*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

**From:** Watkins Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]

**Sent:** 13 May 2016 12:07

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

13 May 2016 at 12:06

To: "Miller-Johnson, Lavine" &lt;Lavine.Miller-Johnson@brent.gov.uk&gt;

**Hi Lavine,**

**Please find attached as requested. Also in regards to the blue prints, is it just the Live Music variation we put on it or is it all the listed changes such as the change from challenge 21 to challenge 25?**

**Regards****Martin****\*\*\*WATKIN'S FOLLY\*\*\***

Mellowridge Ltd.

1 Empire Way

HA9 0EW

Middlesex

**T:** 0208 902 9944**W:** [www.watkinsfolly.co.uk](http://www.watkinsfolly.co.uk)

[Quoted text hidden]

**WF DRAW PLAN (3).jpg**  
1927K





Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

13 May 2016 at 12:06

To: "Miller-Johnson, Lavine" &lt;Lavine.Miller-Johnson@brent.gov.uk&gt;

**Hi Lavine,**

**Please find attached as requested. Also in regards to the blue prints, is it just the Live Music variation we put on it or is it all the listed changes such as the change from challenge 21 to challenge 25?**

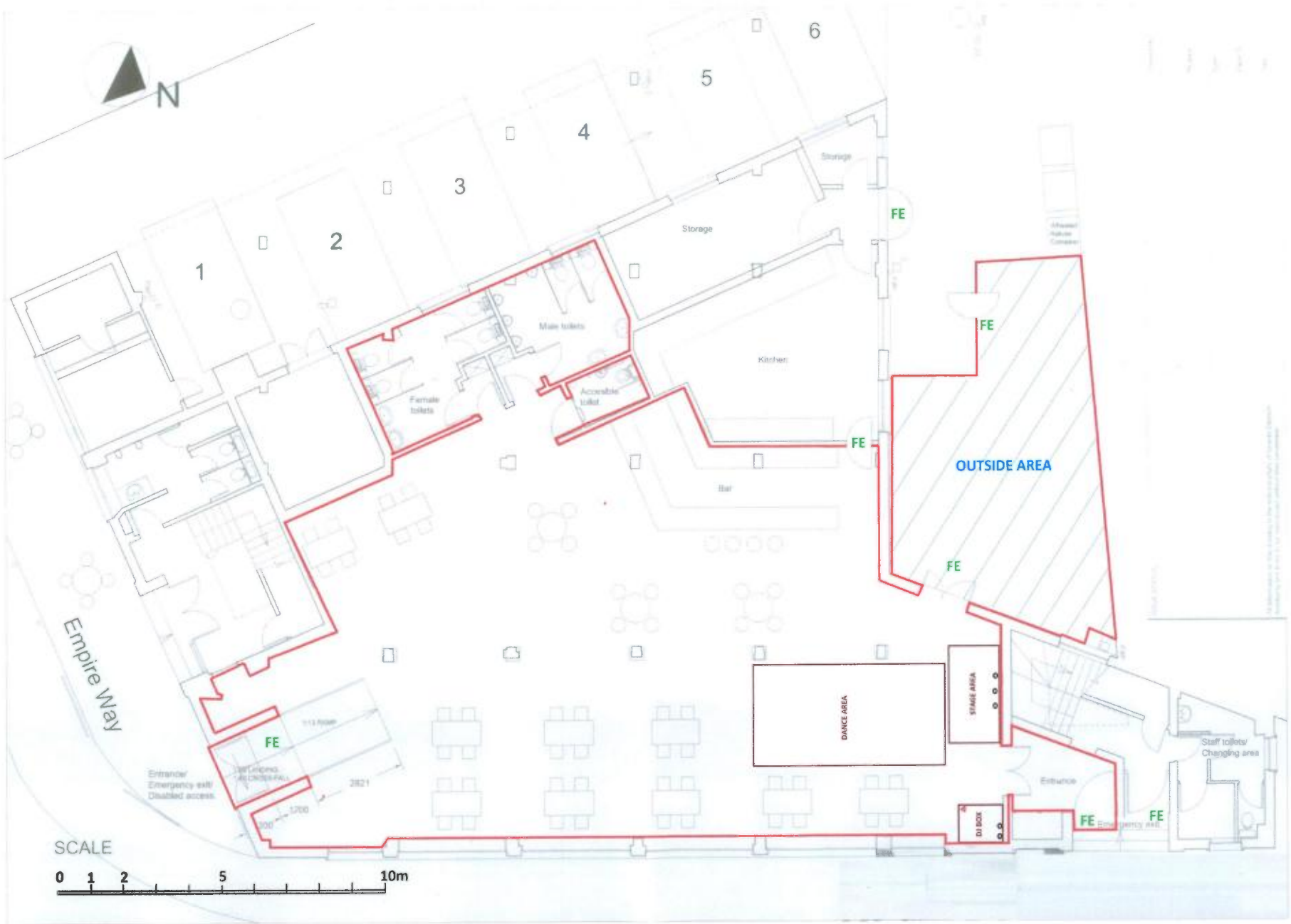
**Regards****Martin****\*\*\*WATKIN'S FOLLY\*\*\***

Mellowridge Ltd.  
1 Empire Way  
HA9 0EW  
Middlesex  
T: 0208 902 9944  
W: [www.watkinsfolly.co.uk](http://www.watkinsfolly.co.uk)

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**WF DRAW PLAN (3).jpg**  
1927K



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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>  
To: Watkins Folly <watkinsfollypub@gmail.com>

12 May 2016 at 16:23

Dear Martin,

Just one more thing I have noticed on the plan is that you haven't labelled the outside garden area. Please can you label this and any other area and resubmit. Once this has been submitted I will restart the consultation. If you can get it back to me today I will restart the consultation for tomorrow.

Regards

Lavine Miller-Johnson

Licensing Officer

Planning, Transportation & Licensing

Brent Council

0208 937 5536

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

*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

**From:** Watkins Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]

**Sent:** 12 May 2016 14:05

**To:** Miller-Johnson, Lavine

**Subject:** Re: Consult - Variation - Watkins Folly, Empire House - 223595332

[Quoted text hidden]

[Quoted text hidden]



Watkins Folly <watkinsfollypub@gmail.com>

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**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>  
To: Watkins Folly <watkinsfollypub@gmail.com>

12 May 2016 at 16:25

Can you also label the fire exits (FE) and the let us know what scale this plan has been drawn to. If should be 1:100.

Many thanks

Lavine

**From:** Watkins Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]  
**Sent:** 12 May 2016 14:05  
**To:** Miller-Johnson, Lavine  
**Subject:** Re: Consult - Variation - Watkins Folly, Empire House - 223595332

[Quoted text hidden]  
[Quoted text hidden]



SCALE  
0 1 2 5 10m

Empire Way



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and is not to be reproduced without their permission.

---

**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

---

Watkins Folly <watkinsfollypub@gmail.com>

12 May 2016 at 14:05

To: "Miller-Johnson, Lavine" <Lavine.Miller-Johnson@brent.gov.uk>

**Hi Lavine,**

**Please find attached the outlined plan of the premises as requested.**

**Regards**

**Martin**

**\*\*\*WATKIN'S FOLLY\*\*\***

Mellowridge Ltd.

1 Empire Way

HA9 0EW

Middlesex

T: 0208 902 9944

W: [www.watkinsfolly.co.uk](http://www.watkinsfolly.co.uk)

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**WF DRAW PLAN (2).jpg**  
1819K





Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332****Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>

10 May 2016 at 11:42

To: "watkinsfollypub@gmail.com" &lt;watkinsfollypub@gmail.com&gt;

Cc: Business Licence &lt;business.licence@brent.gov.uk&gt;, "Chan, Esther" &lt;Esther.Chan@brent.gov.uk&gt;, "Legister, Linda" &lt;Linda.Legister@brent.gov.uk&gt;

Dear Martin,

Following a inspection this morning, it has been noted that the blue public notice which should be displayed for the duration of the 28 day consultation was not present.

I am therefore suspending the consultation until I have been notified that it has been displayed with the correct restarted date. Please send images of the blue notices displayed close up and at a distance and send these to me via email. The consultation will restart the day after you have notified me that it is displayed.

Please note that as your premises is on a corner you will need to ensure that the notice is in a prominent place. I would advise to display a blue notice at the entrance of the premise and in the window at the side of the building.

I would also like to remind you that you must display a notice in the local newspaper within 10 days of the application.

Kind regards  
Lavine Miller-Johnson  
Licensing Officer  
Regulatory Services  
Brent Council  
0208 937 5356

Begin forwarded message:

**From:** "Business Licence" <business.licence@brent.gov.uk>  
**To:** "Alexander, Sarah" <Sarah.Alexander@brent.gov.uk>, "Chan, Esther" <Esther.Chan@brent.gov.uk>, "Cheema, Amrit" <Amrit.Cheema@brent.gov.uk>, "ENS Noise Team" <ens.noiseteam@brent.gov.uk>, "ENS Public Safety" <ens.publicsafety@brent.gov.uk>, "ENV Trading Standards Brent & Harrow" <TradingStandardsBrent&Harrow@brent.gov.uk>, "Figueiredo, Susana" <Susana.Figueiredo@brent.gov.uk>, "Fire Brigade" <brentgroup@london-fire.gov.uk>, "Geer, Ricky" <Ricky.Geer@brent.gov.uk>, "Miller-Johnson, Lavine" <Lavine.Miller-Johnson@brent.gov.uk>, "Planning North Team" <planningnorth@brent.gov.uk>, "Planning South Team" <planningsouth@brent.gov.uk>, "Police" <licensing-qk@met.pnn.police.uk>  
**Subject:** Consult - Variation - Watkins Folly, Empire House - 223595332

LICENSING ACT 2003  
Licence: Variation Application  
Reference: 223595332


Dear Sir/Madam,

Applicant: Mr Martin Gaughan  
Premises: WATKINS FOLLY BAR, Empire House, Empire Way, Wembley, HA9 0EW

An application was made to Brent Council under the Licensing Act 2003 by the above-named applicant. If you would like to make a representation please respond by return. Representations must specify in detail the grounds of opposition and must relate to the promotion of the licensing objectives.

In order that consideration of the application may not be delayed, it will be appreciated if a reply can be sent to us by 31 May 2016.

Kind regards

 **Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**  
 Folly.watkinsfolly@bt.com  
 To: 'Mickie Brown, Chair' <Mickie.Brown@bt.com>  
 Hi Mickie,  
 Thank you for your email in regards to the variation. Please find below pictures of the blue notices. One inside the shop and the other outside. The notice for the shop will be in the bottom photo.  
 Mickie









Watkins Folly <watkinsfollypub@gmail.com>

---

**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

---

Folly <watkinsfollypub@gmail.com>

11 May 2016 at 15:27

To: "Miller-Johnson, Lavine" <Lavine.Miller-Johnson@brent.gov.uk>

Hi Lavine

I will have that sent out to you straight away

Regards

Martin

Sent from my iPhone

[Quoted text hidden]



Watkins Folly &lt;watkinsfollypub@gmail.com&gt;

---

**Fwd: Consult - Variation - Watkins Folly, Empire House - 223595332**

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**Miller-Johnson, Lavine** <Lavine.Miller-Johnson@brent.gov.uk>

11 May 2016 at 14:49

To: "watkinsfollypub@gmail.com" &lt;watkinsfollypub@gmail.com&gt;

Cc: Business Licence &lt;business.licence@brent.gov.uk&gt;, "Chan, Esther" &lt;Esther.Chan@brent.gov.uk&gt;, "Legister, Linda" &lt;Linda.Legister@brent.gov.uk&gt;

Dear Martin,

The blue notices have been sent out to you and should be with you in the next few days.

Whilst looking at the plan, it has also been noted that you have not indicated the licensable area. Please can you amend the plan by marking the boundaries of the licenced area with a **red line**. Once this has been sent it will be verified.

Please ensure that you do not display the blue notice until the plan has been checked and verified. You must also make sure that the blue notice is filled in correctly, showing the current date and the licensable activities that you are varying.

Please do not hesitate to contact me should you require any further assistance.

Kind regards

Lavine Miller-Johnson

Licensing Officer

Planning, Tranporation &amp; Licensing

Brent Council

0208 937 5536

[www.brent.gov.uk](http://www.brent.gov.uk)*Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ*

---

**From:** Miller-Johnson, Lavine**Sent:** 10 May 2016 11:43**To:** [watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)



Watkin's Folly &lt;watkinsfollypub@gmail.com&gt;

---

## Reference as requested

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**karen douglas**

31 January 2017 at 17:25

To: watkinsfollypub@gmail.com

Hi

We had drinks at Watkins Folly after our conference at Wembley in Sept last year. This was on the recommendation of a friend who works for Brent Council and goes to the pub often and I'd been there a couple of times before too. The venue is a good size and near the station and so we felt it was a perfect fit for us.

We had a fantastic evening, the staff could not do enough to make us feel welcome. There were approx 50/ 60 people in the party and they laid on food for us free of charge. We had a fabulous evening, I cant praise the staff there enough, they were friendly, helpful, and genuinely wanted us to have a great evening.

The people in our party had a good time, they weren't rowdy or causing trouble in anyway. I'd feel very sad if the pubs licence is reduced, it's not often these days that you can find pubs like this where professional people can relax and enjoy an evening out!

Happy to discuss further if you'd like to.

Karen Douglas

Sent from my iPhone



Watkin's Folly &lt;watkinsfollypub@gmail.com&gt;

---

## Watkins Folly

---

Nita Thapar &lt;Nita.Thapar@

1 February 2017 at 00:29

To: "watkinsfollypub@gmail.com" &lt;watkinsfollypub@gmail.com&gt;

Dear Sir / Madam

Watkins Folly is an Amazing place to unwind after a long day at work & is also an Amazing place for families including children.

We absolutely love the place.

Keep it going as Wembley would not be the same without you !

Long Live Watkins Folly !

Regards

Nita

**Nita Thapar**

Local Director







Watkin's Folly &lt;watkinsfollypub@gmail.com&gt;

---

**Fwd:****geraldine gardner** <geri.gardner@

31 January 2017 at 21:48

To: "watkinsfollypub@gmail.com" &lt;watkinsfollypub@gmail.com&gt;

To whom it may concern,

I am writing to inform you of my experiences with The Watkins Folly, Wembley.

in the past the Watkins Folly have hosted my 2 charity nights, I fundraise for Mount Vernon Hospital, where I am currently undergoing treatment for terminal cancer.

Martin and staff at The Watkins Folly were brilliant support, We raised £7400 on the first night in July 2013 and raised £8420 was raised on my second night in February 2016, both an amazing amount of money for Mount Vernon Hospital, which they were very grateful for. Martin and a staff member also did a charity skydive which contributed to the second charity night fund total.

As well as the charity nights, I live locally and I have been a frequent visitor to the folly along with my friends and family, they host brilliant nights, where there has always been a good atmosphere and have great entertainment. They offer excellent hospitality at all times, I have never had a bad experience in the folly.

I am eternally grateful for all their help and support and their business deserves to thrive to the highest limits.

Ms G Gardner

---



Watkin's Folly &lt;watkinsfollypub@gmail.com&gt;

---

## Watkins Folly review

---

Jade Wright <missjadewright@

30 January 2017 at 12:16

To: "watkinsfollypub@gmail.com" <watkinsfollypub@gmail.com>

As a Guest Relations Manager of a local hotel, it is often part of my job to source local establishments for my guests as recommendations. Due to many of our guests coming to stay due to events at Wembley Stadium, Watkins Folly is the venue in that area that I can recommend in the knowing that our mutual customers will enjoy. Often, football matches, concerts and the many other events at Wembley often end quite late, and if Watkins Folly's late licence is revoked, it may cause me to have to send our guests elsewhere and that would be a real shame.

I myself have had many a fantastic night out at Watkins Folly, dancing into the early hours in a fun and safe environment.

I hope this can continue.

Regards,

J.Wright



Watkin's Folly &lt;watkinsfollypub@gmail.com&gt;

---

**FOLLY FACTOR**

---

**Olivia Devyea** <Olivia.Devyea@  
To: Folly <watkinsfollypub@gmail.com>

15 December 2016 at 10:33

Hi Martin,

Just though I'd drop you a message to say THANK YOU for everything.

You were a massive part of the X Factor Live Shows for so many years and it's an end of an era to no longer be across the road from you. Hopefully the team will be back for the final however and you haven't seen the last of us!

Thanks again, I hope you all have a lovely Christmas and New Year. xx



Part of FremantleMedia UK

**Olivia Devyea** | Production Secretary | Entertainment

**Thames**

A: 1 Stephen St London W1T 1AL  
T: +4420 7691  
M: +4478 080  
E: [Olivia.Devy](mailto:Olivia.Devy)  
W: [www.thames.tv](http://www.thames.tv)

FremantleMedia Ltd | Registered Address: 1 Stephen Street London W1T 1AL UK | Registered in England Number: 276928

Please consider the environment before printing this email message.

---

**From:** Folly [mailto:[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)]  
**Sent:** 12 December 2016 22:00  
**To:** Jodie Lockwood; Olivia Devyea  
**Subject:** Re: FOLLY FACTOR

[Quoted text hidden]

[Quoted text hidden]





Watkin's Folly <watkinsfollypub@gmail.com>

---

## Thank You

---

**Carol Copeman** <carolc1966@

2 February 2017 at 11:14

To: "watkinsfollypub@gmail.com" <watkinsfollypub@gmail.com>

To All at Watkins Folly

I just wanted to say thank you for letting me have my birthday celebration and my team Christmas party at the Folly. And for the extra effort you always put in on our special occasions.

Everyone has commented on what a great time they had. They were particularly impressed on the friendliness of the staff, the entertainment and being able to find all of that under one roof.

I have since been approached by friends of friends asking for your details, as they are interested in using Watkins Folly to host similar celebrations.

You're probably one of the few establishments in the area that can accommodate late night opening, offer great entertainment and not charge your customers over the top prices for the pleasure.

As you know I've enjoyed many great nights with you at Watkins, and hope to enjoy many more.

Fond regards

Carol Copeman



Watkin's Folly &lt;watkinsfollypub@gmail.com&gt;

---

## Re. Thank you

---

**Sheila Dixon** <sheila\_dixon@  
To: watkinsfollypub@gmail.com>

1 February 2017 at 13:33

Hi

Just wanted to say thank you for always looking after my team and I for post work drinks.

It means a lot for us all to have somewhere safe and hospitable to go when work finishes late in the evening.

You guys run a great bar making sure everyone feels safe and comfortable.

Kind regards

Sheila Dixon.

**WARSHAW, David (CENTRAL AND NORTH WEST LONDON NHS FOUNDATION**

Hi Sarah.

From my perspective this would be a real pity if your licence was revoked.

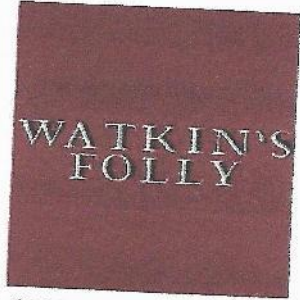
I feel that your venue provided us with a great Xmas party over the last two years and we I would support you to the hilt.

Kind regards,

David Warshaw



# Watkins Folly under Review for its late night license.



We the Watkins Folly represent the local community and would like to inform our customers that we are Under REVIEW by BRENT LICENSING COUNCIL to reduce the hours of our license. Some of the concerning issues are drunkenness and anti-social behaviour on the weekends within our permitted licensing hours between 12am-2am.

Can you please give your General opinion on our establishment in relation to public safety, crime and disorder and public nuisance? More so can you please express your opinion about the management of the folly and how these proposed changes will affect your future experience in the Folly and to the local community? Kind regards management.

Name	Telephone number	Email address
Linda McCartney	07500	Lindamcc
I have been coming to Watkins Folly for 2 years now and never seen any trouble here at all.		
Most of my visits have been for a good old knees up and sometimes for special occasions. these visits have taken place at the weekends and i've stayed late.		
Everyone enjoys themselves immensely. we have great food and brilliant music.		
these special nights out have made me feel that I want to recommend this establishment to others.		
the staff are always welcoming and the people who regularly come here are very friendly.		
our local community would feel the loss of late licence as there are not so many places here in Wembley with this kind of atmosphere and what this great place has to offer. IT'S a crying shame to be penalised because of the (small) few people that may cause trouble. You find this in many establishments, but Watkins is just being picked on.		

## Robert Sutherland

---

**Subject:** FW: POSITIVE REVIEW

----- Forwarded message -----

**From:** Louise Curran <  
**Date:** 10 February 2017  
**Subject:** POSITIVE REVIEW  
**To:** [watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)

Good Morning,

I just said I'd leave a quick email to let you know how happy I was with my few nights out in the Watkin's folly.

I am a Irish girl from Kerry and friends of mine &I visited on a Friday and again on Saturday night when they visited me from Ireland.

We were surprised when arriving that we had to produce identification but in my opinion this is great for security reasons especially in a big city. There seemed to be a lot of security throughout the pub which helped us feel safe.

The bar staff were all very helpful, friendly and good fun.

The music was excellent and there was a massive buzz between everyone on both nights.

I will definitely return again especially after hearing about the excellent sunday roasts.

Louise from Kerry

----- Forwarded message -----

From: **Henry Munro** <[Henry.Munro](mailto:Henry.Munro)>

Date: 20 February 2017 at 13:17

Subject: Licence review

To: "[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)" <[watkinsfollypub@gmail.com](mailto:watkinsfollypub@gmail.com)>

Hello,

I have just recently been made aware of your licence review and would like to offer my support to the service you provide both to the local community and businesses within the Wembley area.

We use Watkins Folly on a regular basis mainly after work for unwinding and meeting up socially.

The establishment is run in a truly professional manner with excellent staff, well prepared food and a great beverage selection for all to enjoy.

I've attended activities from birthday parties, anniversaries to witnessing the next live music performer on their stage and reducing the late night licence would have a major impact on these social occasions.

On a major (Wembley Arena / Stadium) event days Watkins Folly plays a crucial part with pre / post activities, some of which I have attended along with colleagues and again is run seamlessly in a professional manner.

Regards

Henry Munro

Henry Munro | Senior Event Technical Manager

Wembley Division

The FA Group

Wembley Stadium, Wembley, London, HA9 0WS

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[www.TheFA.com](http://www.TheFA.com), [www.wembleystadium.com](http://www.wembleystadium.com)





To whom it may concern,

I was saddened to hear that Watkins Folly's late license was up for review. Over the past few years, my grandmother and myself have used Watkins Folly to have food and drink. I myself held my 21st party there and had a tremendous night. The last license enabled the fun to continue, this is a huge attraction for people when they are holding events. It is a great atmosphere for all generations and caters to everyone's needs. I have also attended Event days in the Folly, which have also been great. Given that Watkins Folly have a late license they always provide taxis for their customers meaning we all get home safely.

Unfortunately, there are always people that will ruin it for the majority. I don't dispute events have occurred when people have left the pub, however that is human nature that incidents may happen. I feel very safe in the pub. The doormen also do not tolerate disruptive behaviour. They watch the pub vigilantly and make sure everyone is safe without stopping the fun.

If the license is removed it would not only disappoint the local community of Wembley and further afield, but the pub as a business. This licence makes the pub appealing for people who have travelled for a sporting event as an example, as well as someone who wants to hold a 60th birthday party.

I do hope your decision will be a positive.

Yours faithfully,

Charlotte & Eileen Davitt  
Chatsworth Avenue, HA9

Dear sirs,

I am a member of the St Joseph's Social club in Wembley and have been for many years. Only recently, in May, the premises was taken from us. I am Also a regular customer of the Watkins Folly which is minutes down the Road From st Josephs Social club. After speaking with the owners, they were more than happy to accept us members into their premises as if it was our own.

Me and a few other members attended the bar on a Friday and Saturday nights for the purpose of observation, I had to ensure the older members were safe. I was thrilled with the staff's customer service and how the staff control the crowds on a busy weekend, we just so happened to attend on the evening of a concert. There were many people in the venue, I was shocked with the securities scrutiny over the requirement of Identification, on this specific night, I was asked for ID. And I'm a 64 year old grey haired man. The security explained that the request for ID is due to strict licensing compliance, which I completely understand. I did wonder whether if we were to hold events in the pub whether our 80+ members would require identification and to have their face scanned by a machine, this idea left me feeling unsettled. However, we had a wonderful evening, there was no trouble in the bar, there was no young rowdy characters, the staff were extremely aware. One staff member was constantly on the bar floor, collecting glasses and talking to customers, she managed to get me on the dancefloor and before I knew it, it was 1.30am. The lights came on and I was unable to order another drink. The security and staff were very helpful, they ordered us a cab and ensured that the driver came in to collect us. The security was encouraging the younger crowd to keep the noise down and not to cause any nuisance. This made me feel assured that if the St Joseph club were to hold events in the folly, our members wouldn't feel threatened by noise and nuisance.

Since then we have held weddings, communions, confirmations and funerals in the Watkins folly, we have never experienced any anti social behaviour, threatening behaviour, violent or intoxicated behaviour. We feel safe in the folly. If the license was to be reduced, our community would lose out again. I really do believe if the council reduce the license they will be making a big mistake, affecting many local residents, businesses and more so the livelihood of the owners.

Please consider my representation on behalf of the St Josephs Social Club

To Whom it may concern;

We would like to appeal against the proposed reduce hours of Watkins folly as Watkins folly are part of the community they provide a really good service to us and there customers; they very well organised on normal business days and event days. The local community has already suffered the loss of other business closers / reduce business hours; the early closing times of this local pub would be a massive blow to us as a business as we have a large fleet of drivers which depend on work from pubs we have worked with Watkins folly to provide discounts to their customers and local residence to build a strong community.

Pubs are a part of the fabric of life in this country and play a pivotal role in our line of work Watkins Folly have the ability to adapt and cater for changing demands while still remaining at the heart of the community but like any business they need support by supporting them they support us .

Regards

A handwritten signature in black ink, appearing to be 'AMM', with a long horizontal stroke extending to the right.

Wembley Hire Ltd (Choice Cars)

----- Forwarded message -----

From:

Date: 10 February 2017 at 13:46

Subject: Review

To: "[WATKINSFOLLYPUB@GMAIL.COM](mailto:WATKINSFOLLYPUB@GMAIL.COM)" <[WATKINSFOLLYPUB@gmail.com](mailto:WATKINSFOLLYPUB@gmail.com)>

Just to comment on two most recent visits to Watkins Folly at Empire Way, Wembley ,both visits were

on Thursday nights and we were very impressed that there was security on the door, ID requested and bags inspected.

We dealt with Mr Gaughan on both nights and had a menu catered for our specific needs. We were

Assured of a good night and it was a pleasure to spend the evenings in a well run establishment in the

Heart of Wembley.

Having been to a number of late night get togethers on a Friday and Saturday night at this venue the

Atmosphere was electric and it was a delight to see a large late night venue run so well .I certainly

Will recommend it to others.

John & Anne Barrett

Q-Systems (UK) Ltd  
Bradley House  
Locks Hill  
Rochford  
Essex  
SS4 1BB  
VAT Reg No: GB120 8794 14

# Invoice



Mellowridge Ltd/WATKIN'S FOLLY  
1 Empire Way  
Middlesex  
HA9 0EW

**Date** 02/02/2016

**Invoice** 1134

**Your Reference**

**Account Code** MELLOWRI

Our Bank details are: Natwest Bank, Account Name: Q-Systems (UK) Ltd  
Sort Code: 60-05-13 Account No: 17928648

Quantity	Details	Unit Price	Net Amount	VAT Rate	VAT
1.00	Floor standing ID scanner	2,440.00	2,440.00	20.0	488.00
1.00	subscription	120.00	120.00	20.0	24.00

Delivered To:  
Mellowridge Ltd/WATKIN'S FOLLY  
1 Empire Way  
  
Middlesex  
  
HA9 0EW      07710392642

<b>Total Net Amount</b>	£	2,560.00
<b>Total VAT Amount</b>	£	512.00
<b>Invoice Total</b>	£	3,072.00

Goods remain the property of Q-Systems (UK) Limited until this invoice is paid in full

Q-Systems (UK) Limited, Registered in England and Wales No: 03415183,  
Registered Office: 75 Springfield Road, Chelmsford, Essex, CM2 6JB, VAT Registration number: GB 917 454 609

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## Watkins Folly Photos



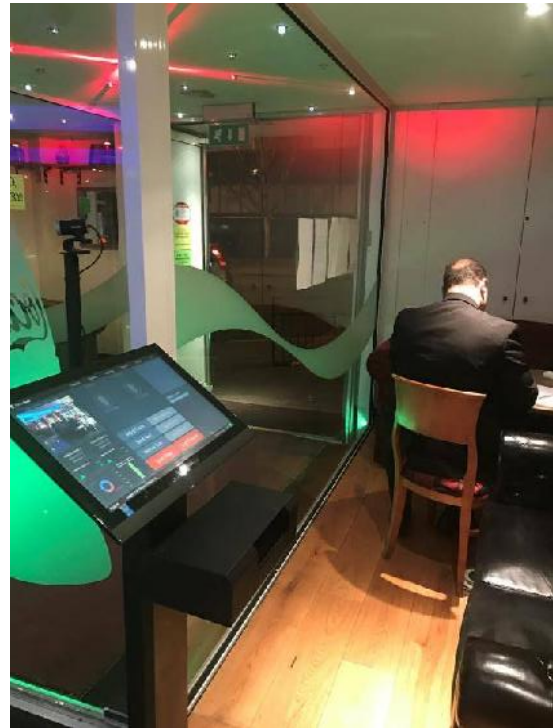
1. WATKINS FOLLY – NEW QUEUE SYSTEM



2) WATKINS FOLLY – NEW QUEUE SYSTEM



3. WATKINS FOLLY – OUTSIDE CORNER AREA



4. ID Scanner



Watkins Folly Photos



5. WATKINS FOLLY – BAR AREA



6. WATKINS FOLLY – WEDDING AREA

## Watkins Folly Photos



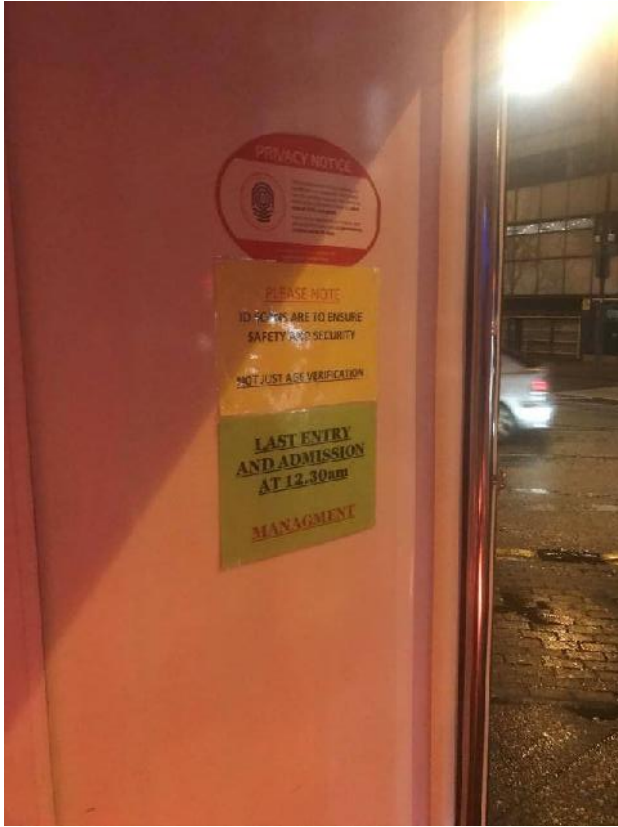
7. WATKINS FOLLY – WEDDING BAR AREA



8, Signage at door



## Watkins Folly Photos



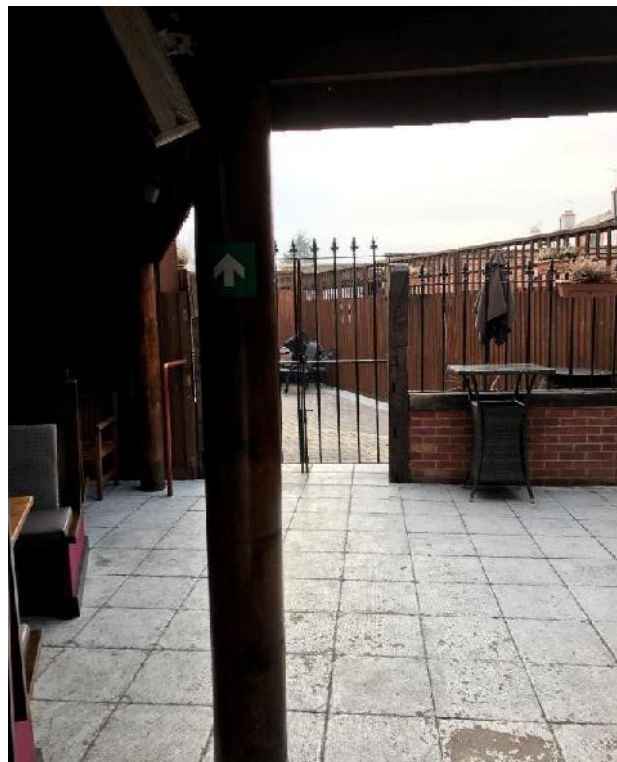
9. signage at rear door



10. Signage in premises



11. signage at front door



12 Garden

## Watkins Folly Photos



13. digital screen

14 MS Fund - raising

