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Steve Ball  
THE PARADISE  
19 Kilburn Lane  
North Kensington,  
London  
W10 4AE

6 June 2016

Your ref: 176213

Dear Steve,

**Licensing Act 2003- Complaint: 19 Kilburn Lane North Kensington, London W10 4A**

Further to my visit with Jill Nesbit from the Public Safety team **on Friday 27th May 2016** regarding the concerns raised at your premises, I have set some recommendations below for safety and monitoring strategies:

Having viewed the CCTV recordings of the first floor of your premises on a busy night, it is apparent that there was no form of monitoring of capacity which is set as condition on the first floor.

During the visit I recommended the following steps to be implemented to control busy periods during your operating hours:

**Condition 15 of the premises licence** - The total number of people permitted on the premises including staff and performers shall not exceed 100 on the first floor.

**Condition 16 of the premises licence** -The total number of people permitted on the premises including staff and performers shall not exceed 24 in the first floor dining room.

- An SIA member of staff to be stationary at the bottom of the steps in order to monitor the capacity by way of a clicker or similar devices. Once the first floor has reached the maximum capacity, the SIA will cease to allow any further customers in this area.

It was evident that the area on the first floor between the dining room and conservatory (top of the stair well) was congested when the CCTV was viewed at the busiest time of the evening. Customers were allowed to dance and congregate in this area with no control measures in place.

- An SIA member of staff to monitor this area to ensure that it is free flowing. Customers should not be allowed to congregate at the top of the stairwell or use this as an extension of the dance floor.

Scottie showed Jill and I the briefing sheets on the computer system that are given to the SIA staff at the start of the evening. This did not include the capacities.

- All SIA staff must be made aware of the capacities of the entire venue including the capacity of each function room.

May I remind you that not controlling the capacity of the venue is a breach of your licensing conditions as stipulated above. If we have further evidence that shows you have breached any of the conditions embedded on your premise licence, the premise licence will be reviewed.

The above is merely recommendation but I would strongly advise that you put this or a similar practice into place to ensure your customers safety whilst on your premises.

Please do not hesitate to contact me should require further clarification/advice.

Yours sincerely

**Lavine Miller-Johnson**  
**Licensing Officer**  
**Planning, Transportation & Licensing**