

**From:** Andrew Woods <[andrew@woodswhur.co.uk](mailto:andrew@woodswhur.co.uk)>  
**Sent:** 04 June 2020 14:50  
**To:** Business Licence <[business.licence@brent.gov.uk](mailto:business.licence@brent.gov.uk)>; Carole Collingwood <[carole@woodswhur.co.uk](mailto:carole@woodswhur.co.uk)>  
**Cc:** Andrew Woods <[andrew@woodswhur.co.uk](mailto:andrew@woodswhur.co.uk)>  
**Subject:** RE: AGC Application - 141 Kilburn High Road, NW6 7HT

Hi Vanessa

I can confirm that my client will ensure that all COVID 19 regulations and guidance in terms of staff , customers and cleaning will be complied with.

The entrance will be the current entrance which is on the corner. There are some double doors currently on Glengall Road and these doors will NOT be used as an exit or entrance.

Regards  
Andrew

**Andrew Woods**

Woods Whur 2014 Ltd

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**From:** Andrew Woods <[andrew@woodswhur.co.uk](mailto:andrew@woodswhur.co.uk)>  
**Sent:** 03 June 2020 17:45  
**To:** Business Licence <[business.licence@brent.gov.uk](mailto:business.licence@brent.gov.uk)>; Andrew Woods <[andrew@woodswhur.co.uk](mailto:andrew@woodswhur.co.uk)>; Carole Collingwood <[carole@woodswhur.co.uk](mailto:carole@woodswhur.co.uk)>  
**Subject:** AGC Application - 141 Kilburn High Road, NW6 7HT

Dear Vanessa

I write further to our recent emails with regard to the above matter and acknowledge receipt of the representations that you have received.

It may assist if I set out a bit more information about the application and I wonder if you could forward this email to those who have made representations as I should not contact them direct without their approval.

1. The applicant is an independent operator of Adult Gaming Centres and is based in London. The applicant currently operates seven other Adult Gaming Centres with licences granted for a further 6 premises.
2. The following conditions have been agreed with the MET police and would be implemented at the premises:

*1.CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and licensing officers if requested.*

*2.A CCTV camera shall be installed to cover*

*a) All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions*

*b) The areas of the premises to which the public have access (excluding toilets)*

*c) Gaming machines and the counter area*

*3.An overt CCTV monitor to be installed, able to be seen by customers*

4. CCTV shall be made available for the police viewing at any time with minimum delays when requested.

5. The following crime prevention measures shall be implemented:

- A time delay safe with deposit slot and anti-fishing mechanisms must be used at the counter till area
- Regular robbery awareness and cash handling training shall be given to all staff.

6. The Licensee shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.

7. Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.

8. Third party testing on age restricted sales systems purchasing shall take at least twice a year and the results shall be provided to the Licensing Authority upon request.

9. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

10. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable from the ground floor cashier counter by staff.

11. All doors and windows shall remain closed during any licensable activity.

12. There shall be no pre-planned single staffing/lone working at any time.

13. There will be a minimum of **two** staff present at all times when the premises are open.

14. The licensee shall ensure that all seating within the premises are either secured to the floor or are weighted to prevent lifting.

15. A suitable intruder alarm complete with panic button shall be fitted and maintained.

16. A fire alarm and smoke detection system shall be installed.

17. The licensee will ensure that customer toilets are checked every hour for evidence of drug taking and alcohol consumption. Toilet checks are to be documented stating the time and member of staff who made the checks.

18. Toilet doors remain locked, fitted with a magnetic style-locking device and access given by staff only.

19. An incident log shall be maintained and made available on request to an authorised Local Authority officer or the Police, which will record the following:

- a) All crimes reported to the venue.
- b) Any complaints or incidents regarding crime and disorder.
- c) Refusals and banned customers.

- d) *Any faults in the CCTV system.*
- e) *Any visit by a relevant authority or emergency service.*

- 3. The applicant has also agreed conditions with the licensing authority and these will also be implemented at the premises should the licence be granted:

#### *CCTV*

*1.A comprehensive CCTV system shall be installed and maintained on the premises as required by the Metropolitan Police Licensing Team. CCTV shall cover the following:*

- (a) All entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions*
- (b) The areas of the premises to which the public have access (excluding toilets)*
- (c) Gaming machines and the counter area*

- 2. The CCTV shall continue to record activities 24 hour a day for 31 days.*
- 3. CCTV shall be made available for the police viewing at any time with minimum delays when requested.*
- 4. The premises shall display notices near the entrance of the venue stating that CCTV is in operation.*
- 5. A monitor shall be placed inside the premises above the front door showing CCTV images of customers entering and exiting the premises.*

#### *Children and Young People*

- 6. The licensee shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.*
- 7. Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.*
- 8. Third party testing on age restricted sales systems purchasing shall take at least twice a year and the results shall be provided to the licensing authority upon request.*
- 9. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.*

#### *Staffing Levels*

- 10. There shall be no pre-planned single staffing at any time.*
- 11. There will be a minimum of 2 staff at all times when the premises is open.*

#### *Identification of Offenders or Problem Persons*

- 12. The licensee shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.*
- 13. The licensee will refuse entry to customers who appear to be under the influence of alcohol or drugs.*

### *Seating*

*14. The licensee shall ensure that all seating within the premises are either secured to the floor or are weighted to prevent lifting.*

### *Alarms*

*15. The licensee shall install and maintain an intruder alarm on the premises.*

*16. The premises shall install and maintain a panic button behind the cashiers counter.*

### *Toilets*

*17. The licensee will ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks.*

### *Signage, Promotional Material and Notices*

*18. Prominent GamCare documentation will be displayed at the premises.*

### *Staff Training*

*19. The licensee shall provide training on the specific local risks to the licensing objectives that have been identified for those premises as part of the staff induction training programme. Periodically provide refresher training to all its staff working at these premises on the specific local risks to the licensing objectives.*

*20. The licensee shall train staff on specific issues related to the local area and shall conduct periodic refresher training. Participation in this training shall be formally recorded and the records produced to the police or licensing authority upon request.*

*21. New and seasonal staff must attend induction training and receive refresher training every six months. Participation in this training shall be formally recorded on each member of staffs training records which, if requested will be presented to the Licensing Authority as soon as practicable.*

### *Homeless and Street Drinking*

*22. The Licensee shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.*

*23. The Licensee shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises is not permitted and those who do so will be banned from the premises.*

### *Recording of Incidents and Visits*

*24. An incident log shall be kept for the premises and made available on request to an authorised officer of the Council or the Police which will record the following:*

- (a) All crimes reported to the venue;*
- (b) Any complaints received regarding crime and disorder;*
- (c) Any incidents of disorder;*
- (d) Any faults in the CCTV system; and*
- (e) Any visit by a relevant authority or emergency services.*

4. I can also confirm that the following will be in place at the premises if the licence is granted:

1. Clear signage on the front door prohibiting under 18s from entering the premises and anyone carrying alcohol from entering the premises.
2. There will be staff training with regard to all licensing objectives, in particular protecting the vulnerable.
3. GamCare posters will be displayed in the premises and staff will liaise with customers who will be able to self-exclude both from these premises and any other Future Leisure premises. Staff will be trained on intervention and safeguarding.
4. Anyone who does not look 25 will be asked to provide passport or driving licence identification.
5. The fact that there will be 2 members of staff on the premises at all times will ensure that there is constant supervision of customers, more than adequate security and staff availability to assist any customer who requires any help.

I am happy to confirm that all of the above will be in place at the premises and would be grateful if you would notify those who made representations.

**Andrew Woods**

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