

Proposed Licence Conditions

Gorillas - 113 Bryan Avenue, NW2

- 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 authorised Officers from Brent Council upon request.
- CCTV camera shall be installed to cover all the entrances and exits of the premises and further cameras installed to cover the loading bay area.
- A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open for trading.
- The CCTV system shall display on any recordings the correct date and time of the recording.
- The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises.
- All sales of alcohol are for delivery only. Members of the general public must not be allowed access to the premises in order to buy, collect, browse or be supplied directly with alcohol at any time.
- An incident log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:
 - (a) all crimes reported to the venue
 - (b) any complaints received
 - (c) any incidents of disorder
 - (d) any faults in the CCTV system or searching equipment or scanning equipment
 - (e) any refusal of the sale of alcohol
 - (f) any visit by a relevant authority or emergency service.
- At the time the order is placed, a declaration will be required from the person placing the order that the person is over '18 years of age'.
- A "Challenge 25" policy shall be adopted and adhered to at all times. If the driver considers the recipient of alcohol appears under 25, recognised photographic identification to be requested before any alcohol is given to the recipient.
- Acceptable of proof of age shall include identification bearing the customer's photograph, date of birth and integral holographic mark or security measure.

Suitable means of identification would include PASS approved proof of age card, photo-card driving licence and passport. No ID – No delivery.

- Drivers shall not deliver to any person anywhere other than that at the residential/business address given when the order was placed. There shall be NO deliveries made to any open/public spaces.
- Alcohol will only be delivered to the person who placed the order and whose name appears on the credit/debit card.
- All delivery drivers shall be a minimum of eighteen (18) years of age.
- Staff training must be documented and based on legislation and operating procedures. All training shall be signed and dated and a copy of such records will be available for inspection by Police and Local authority enforcement officers.

Conditions imposed by committee – 18.5.2021

- The couriers are to only use electric bikes for deliveries to customers.
- ~~Deliveries to the premises in vehicles of 7 tonnes or more are not to take place before 9am or after 3pm.~~
- A signature at the point of delivery should be obtained. No delivery shall be left without a signature.
- A log of all deliveries shall be maintained and be made available to the police or licensing officers on request.
- ~~The licensee shall make available a contact name and telephone number for residents to make contact.~~

Proposed Conditions

- Deliveries to the premises shall be in vehicles no larger than a transit van and shall not take place before 9am and after 7pm Monday to Saturday and before 10am and after 5pm on a Sunday. Deliveries shall be made directly into the loading bay and not anywhere in the entire street or surrounding streets. Where a delivery arrives outside of these times, they shall be told to leave and return during the correct timings.
- On arrival at the premises, all deliveries to the premises must turn off their vehicles in order to avoid idling. This includes turning off the refrigeration units.
- Delivery vehicles carrying deliveries to the premises shall not be permitted to reverse up or down Bryan Avenue.

- Delivery vehicles carrying out deliveries to the premises shall not be permitted to block driveways or other vehicular traffic from driving up and down Bryan Avenue.
- Refuse collections shall take place between 9am and 3pm during the week and 10am and 3pm on Saturdays, with the exception of Sunday when there shall be no such collections permitted
- A supervisor shall be present to supervise the leaving and returning of all electric bike riders undertaking deliveries to customers and arrival of all deliveries to the site. This should include:-
 - a) Checking that bikes are braking in enough time on approaching the premises and that they dismount on the public highway (not on the dropped curb leading into the premises).
 - b) Checking that riders are using their lights at appropriate times
 - c) Ensure that riders do not mount their bikes until they are on the public highway (not on the dropped curb leading out of the premises)
 - d) Ensuring that riders do not mount the curb or ride on the pavement on leaving or arriving at the premises
 - e) Ensuring that riders do not arrive or leave at speed
 - f) Ensuring that riders do not have earphones or headphones on when leaving or arriving at the premises
 - g) Ensuring riders are not using their phones when leaving or arriving at the premises
 - h) Ensuring that rider's helmets are strapped when leaving and arriving at the premises
 - i) Ensuring that no delivery riders are in the loading bay after 9pm unless they are carrying out a delivery
 - j) Ensuring that deliveries arriving at the site do not block any driveway or other vehicular traffic from moving freely
 - k) Ensuring that deliveries to the site are monitored from when the vehicle arrives to when it leaves the site
 - l) Ensuring that deliveries to the site do not impede on pedestrians walking past
- Daily staff training for delivery riders will take place when delivery riders arrive at the premises at the beginning of their shift. The training shall include:-
 - a) Reminding riders to dismount on approaching the premises
 - b) Reminding riders to use their lights at appropriate times
 - c) Reminding riders not to mount their bikes until they are on the public highway (not on the dropped curb leading out of the premises).
 - d) Reminding riders not to mount the curb or ride on the pavement at any time and particularly on leaving or arriving at the premises
 - e) Reminding riders that they should not speed at any time but particularly on leaving and arriving at the premises
 - f) Reminding riders not to wear earphones or headphones, where this may prevent them from hearing other road users
 - g) Reminding riders not use their phones when they riding

- h) Reminding riders that their helmets should be strapped when riding
- i) Reminding riders that they must stop at junctions to prevent accidents with other vehicles and pedestrians
- j) Reminding delivery riders they must not stand in the loading bay after 9pm unless they are carrying out a delivery

Delivery riders that fail to comply with the above, shall no longer be permitted to carry out any further deliveries for the premises. All training shall be signed and dated by the rider and additionally signed by the person carrying out the training. Such records will be available for inspection by Police and Local authority officers

- After each delivery, a responsible person will check that no waste as a result of said delivery has littered the street. Where the street has been littered, this shall be cleaned up immediately.
- All delivery riders shall remain within the confines of the loading area in between deliveries. Riders shall not be permitted to stand in the street at any time. After 9pm riders shall not be permitted to stand in the loading area unless they are preparing for a delivery. Noise in relation to preparation for the delivery, shall be kept to a minimum so as to avoid disturbing neighbouring residents.
- All delivery riders shall wear clothing and carry bags that of a colour that is visible at all times of the day and night
- The gates to the loading bay must be kept closed at all times, unless someone is leaving or accessing the premises.
- The gates to the premises shall not make noise when being opened and closed shut
- A sign stating 'Riders must dismount before entering these gates' must be visible outside the main gates and visible to any rider approaching. A similar notice shall be placed on the inside of the gates which states 'Riders must walk their bikes out of the gates and ONLY mount bikes once in the street (not the dropped curb)'.
- The lights to the premises shall remain turned off from 1am until 6am, unless there is an emergency
- The licensee shall make available a contact name and telephone number for residents to make contact. The name, telephone number and email address shall be provided on the outside of the premises, by the entrance. If contacted, the named person must provide a response in writing to the resident within 48 hours, with an outcome to the issue.
- A meeting shall be scheduled with residents by the named contact displayed on the front of the premises, every three months. The residents invitees shall include anyone residing in Bryan Avenue. The meeting will allow for discussion on any outstanding issues and any updates in changes to the

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business operation. These shall be followed up in writing to residents within 48 hours after the meeting has ended.

- Music shall not be played in the loading bay at any time
- All premises licence conditions shall be placed in the foyer of the building inside the entrance and visible to all members of staff including delivery riders.
- The premises shall be equipped to deal with emergency situations and incidents, such as cones, tape and other relevant material.