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Portubras Ltd/ [REDACTED]
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29th September 2021

Our Ref: 2520

Dear [REDACTED],

Licensing Act 2003 – Breach of Premise Licence
Re: The Big House, 202 High Street, London, NW10 4SY

I am writing to confirm my meeting on Tuesday 21st September 2021 at Brent Civic Centre in the presence of Officer Martin Wood, Principal Nuisance Control Officer, [REDACTED] (DPS), [REDACTED] (Manager) and [REDACTED] (Senior Supervisor of Moss Securities).

The purpose of the meeting was to discuss licensing breaches identified at a recent inspection, which I conducted with PC [REDACTED] on Friday 10th September 2021 at approximately 19:50hrs.

At the time of my visit, [REDACTED] was supervising at the premise but presented limited knowledge in licensing despite completing a personal licence course. [REDACTED] also experienced difficulties conversing in English and required her friend known to be [REDACTED] to translate in Portuguese throughout our conversation.

[REDACTED] confirmed the following highlighted in red, contrary to the conditions embedded on the premise licence:

- **CCTV recordings are kept for 30 days – Condition 1 stipulates that “All CCTV recordings shall be kept for 31 days and shall be made available to police and licensing officers if requested.”**
 - **Part B of the premise licence was displayed at the bar – Condition 3 stipulates that “A copy of the premises licence summary including the hours which licensable activities are permitted shall be visible from the outside of each entrance to the premises.”**
 - **Only 1 door supervisor is employed from 20:30hrs/21:00hrs – Condition 6 stipulates that “Minimum of 2 Door supervisors to be employed after 8pm on any day they are open for the sale of alcohol after midnight.”**
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- [REDACTED] was unable to explain your age verification scheme – **Condition 10 stipulates that “The premises to adopt and advertise a scheme requiring all patrons under 21 years of age to produce identification with the accepted forms of identification namely a passport or photo driving licence (Challenge 21).”**
- Last entry and re-entry after at midnight – **Condition 11 stipulates that “No entry or re-entry after 2300hrs.”**
- No notices displayed asking customers to leave quietly – **Condition 15 stipulates that “Notices asking customers to leave quietly shall be conspicuously displayed at all exits.”**

In addition to the above breaches, [REDACTED] was made aware that the Council have received complaints of nuisance as a result of regulated entertainment being provided at the premises in the form of live music.

During the meeting on 21st September 2021, it was stressed by Officer Wood that the premise is considered a ‘night venue’ and explained that the property is not designed to contain noise. Alongside, the warning and advice given by Officer Wood, may I remind you that it is your duty to implement suitable measures to mitigate further complaints of any nature that would undermine the **licensing objectives**.

[REDACTED] stated that she visits the premises 3-4 times per week, however, [REDACTED] will be nominated as the new DPS in the future. It was expressed to all the attendees that I would have reservations if you apply to Vary the DPS to [REDACTED] due to her incompetence in licensing matters at this stage.

Role of Designated Premise Supervisor

The Licensing Act 2003 does not require a DPS or any other personal licence holder to be present on the premises at all times when alcohol is sold. However, the DPS and the premises licence holder remain responsible for the premises at all times.

The Licensing Authority will normally expect the DPS to have been given the day-to-day responsibility for running the premises and as such it is expected that the DPS would usually be present at the licensed premises on a regular basis. The Authority expects that this will be in excess of 50% of a 7-day week.

The Council expects that a DPS will be able to demonstrate knowledge of both the local geographic area and the patrons the premises attracts. The DPS should be sufficiently conversant in English to be able to properly communicate with patrons.

The premises licence holder will be expected to ensure that the DPS has experience commensurate with the size, capacity, nature and style of the premises and licensable activities to be provided.

Within all licensed premises, whether or not alcohol is to be sold, the Licensing Authority will expect there to be proper management arrangements in place which will ensure that there is an appropriate number of responsible, trained/instructed persons at the premises to ensure the proper management of the premises and of the activities taking place, as well as adherence to all statutory duties and the terms and conditions of the premises licence.

The Council recommends that all persons employed on licensed premises who are engaged in the sale and supply of alcohol be encouraged to attend regular training programmes to raise

awareness of their responsibility and particularly of the offences contained within the Act. Training programmes that raise awareness of the issues relating to drugs and violence in licenced premises are necessary. Suitable training should be extended to all staff involved in managing or supervising the premises. All training undertaken should be recorded and signed by the designated Premises supervisor.

Other Matters

Mr [REDACTED] raised concerns regarding the motorcyclists parking in the area consuming alcohol in a public space. Please be advised I referred this particular matter to the ASB Localities Officer for further investigation.

Moving Forward

You must ensure that you fully comply with ALL the conditions and hours embedded on the premise licence.

I would strongly suggest that you implement the following:

- Noise Management Plan
- Dispersal Policy
- A "Challenge 25" policy adopted and adhered to at all times.
- An incident log 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) all ejections of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) all seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system or searching equipment or scanning equipment
 - (g) any refusal of the sale of alcohol
 - (h) any visit by a relevant authority or emergency service.

If you feel that the conditions embedded on the premise licence are no longer viable for the current business, you may wish to seek independent advice on how you can vary the premise licence to modify the hours, licensable activities and conditions.

If we find evidence that you are undermining the licensing objectives, we will take further action in the form of a review of the premise licence and/or prosecution.

Please do not hesitate to contact me should you wish to discuss this matter.

Yours faithfully,



Esther Chan
Licensing Inspector
Regulatory Services

cc. Martin Wood (Principal Nuisance Control Officer)

██████████ (DPS)

██████████ (Senior Supervisor of Moss Securities)

Amar Karia (ASB Localities Officer)

Licensing Police

ASB Police
