



City of Westminster

# Licensing Sub-Committee Report

Item No:	
Date:	29 June 2023
Licensing Ref No:	23/02055/LIPN - New Premises Licence
Title of Report:	Wraps And Wings 3 Chippenham Road London W9 2AH
Report of:	Director of Public Protection and Licensing
Wards involved:	Harrow Road
Policy context:	City of Westminster Statement of Licensing Policy
Financial summary:	None
Report Author:	Angela Lynch Senior Licensing Officer
Contact details	Telephone: 0207 641 6500 Email: <a href="mailto:aseaward@westminster.gov.uk">aseaward@westminster.gov.uk</a>

## 1. Application

1-A Applicant and premises			
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	31 March 2023		
<b>Applicant:</b>	Vm Leasing Ltd		
<b>Premises:</b>	Wraps And Wings		
<b>Premises address:</b>	3 Chippenham Road London W9 2AH	<b>Ward:</b>	Harrow Road
		<b>Cumulative Impact Area:</b>	None
		<b>Special Consideration Zone:</b>	None
<b>Premises description:</b>	This premises intends to operate as a Restaurant/Take away selling burritos, hand crafted toasted wraps, grilled chicken platters, craft burgers etc.		
<b>Premises licence history:</b>	This is an application for a new premises licence and therefore no premises licence exists. There have been two previous applications applied for in the past however these have both been refused at Licensing Sub-Committee, The details can be found at Appendix 3.		
<b>Applicant submissions:</b>	The applicant has provided a presentation to outline the operation of the venue. Following representations received, the applicant has provided additional information to the interested parties. These details can be found at Appendix 2.		
<b>Applicant amendments:</b>	There have been no amendments made to the application.		

1-B Proposed licensable activities and hours							
<b>Late Night Refreshment:</b>				<b>Indoors, outdoors or both</b>			Both
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>End:</b>	05:00	05:00	05:00	05:00	05:00	05:00	05:00
<b>Seasonal variations/ Non-standard timings:</b>		The premises will close to customers and operate a delivery only service; Monday to Thursday 2330-0500, Friday to Saturday 0000-0500 and Sundays 2230 to 0500					

Hours premises are open to the public							
Day:	Mon	Tues	Wed	Thur	Fri	Sat	Sun
<b>Start:</b>	10:00	10:00	10:00	10:00	10:00	10:00	10:00
<b>End:</b>	05:00	05:00	05:00	05:00	05:00	05:00	05:00
<b>Seasonal variations/ Non-standard timings:</b>	The premises will close to the general public at; 2330 Monday to Thursday, 0000 Friday to Saturday and 2230 on Sundays. Thereafter until 0500 hours the premises will operate a delivery only service.						
<b>Adult Entertainment:</b>	None						

## 2. Representations

2-A Responsible Authorities	
<b>Responsible Authority:</b>	Environmental Health Service
<b>Representative:</b>	Ayesha Bolton
<b>Received:</b>	28 <sup>th</sup> April 2023
<p>I refer to the application for a new Premises Licence for the above premises.</p> <p>This representation is based on the plans and operating schedule submitted.</p> <p>The applicant is seeking the following:</p> <p>1. To permit Late Night Refreshments both Indoors and Outdoors from the premises Monday to Sunday between 23.00-05.00 hours (deliveries only Monday to Thursday 2330-0500, Friday to Saturday 0000-0500 and Sundays 2230 to 0500 hours)</p> <p>I wish to make the following representation:</p> <p>1. The provision and the hours for Late Night Refreshment will have the likely effect of causing an increase in Public Nuisance within the area and may impact on Public Safety.</p> <p>The granting of the application as presented would have the likely effect of causing an increase in Public Nuisance and impact on Public Safety within the area.</p> <p>Should you wish to discuss the matter further please do not hesitate to contact me.</p> <p><b>Further submission have been received from the Environmental Health Service on 16 June 2023 with proposed conditions. These can be seen under Appendix 4.</b></p>	

2-B Other Persons			
<b>Name:</b>		[REDACTED]	
<b>Address and/or Residents Association:</b>		[REDACTED] [REDACTED] [REDACTED]	
<b>Status:</b>	Valid	<b>In support or opposed:</b>	Opposed
<b>Received:</b>	19 April 2023		
<p>This is a Kitchen supplying remote customers via motor couriers, who congregate outside waiting for orders. There is limited space for them to park.  The front doors are never closed.  Deliveries seem to take place mainly in daytime from large diesel vehicles, which double-park or use restricted spaces.  There are no waste bins outside.  The business seems to have to have difficulty disposing of waste, which is often left at the corner of Harrow Road, or elsewhere in Chippenham Road.  Street-side the frontage is not very presentable.</p>			
<b>Name:</b>		[REDACTED]	
<b>Address and/or Residents Association:</b>		[REDACTED] [REDACTED] [REDACTED] [REDACTED]	
<b>Status:</b>	Valid	<b>In support or opposed:</b>	Opposed
<b>Received:</b>	28 April 2023		
<p>I object to this application on the grounds that it breaches two of the four licensing objectives, as developed in Westminster City Council's policies CH1 and PN1, as follows:</p> <p>i) Protection of children from harm (Policy CH1): 3 Chippenham Road W9 2AH lies within 200 metres of St Peter's CofE Primary School (see City Plan 16(C)). Permitting this application would directly breach policy, as the proposed offer is manifestly a fast food offer and it is known that children are attracted to such food. The Council is rightly concerned that the level of childhood obesity remains high in Westminster. Permitting this application would fly in the face of the Council's continuing efforts to ensure that, so far as it lies with the Council, children in Westminster have a balanced healthy diet.</p> <p>ii) Prevention of public nuisance (Policy PN1): The applicant proposes that the operation would be closed to customers at 23.30 Mon-Thur, midnight Fri-Sat and 22.30 on Sunday. However, it is proposed that deliveries should continue from these times until 05.00 each day. This is an extraordinary proposal for this area. [REDACTED]  [REDACTED] In addition, though the proposed Operating Schedule states that the use of electrically- self-propelled delivery vehicles will be encouraged, there appears to be no intention to enforce this; and if all delivery vehicles did comply, there would inevitably be chat between riders, as well as the sound of texts and phone calls (even if quiet) between riders and customers. In short, there would be a wholly unacceptable level of disturbance to sleep. Separately, arrangements for customer dispersal and clearing litter are inadequately specified in the Operating Schedule. Please refuse this application.</p>			

### 3. Policy & Guidance

The following policies within the City Of Westminster Statement of Licensing Policy apply:

#### Policy HRS1 applies

- A. Applications within the core hours set out below in this policy will generally be granted for the relevant premises uses, subject to not being contrary to other policies in the Statement of Licensing Policy.
- B. Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following:
1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children from harm.
  2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation.
  3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed.
  4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises.
  5. The proposed hours when any music, including incidental music, will be played.
  6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises.
  7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity.
  8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night.
  9. The capacity of the premises.
  10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs and bars are higher risk than theatres, cinemas and other cultural and sporting venues due to the nature of the operation.
  11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely.
  12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises.
  13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives.
  14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation

	<p>applications.</p> <p>C. For the purpose of Clauses A and B above, the Core Hours for applications for each premises use type as defined within this policy are:</p> <p><b>Restaurants:</b> Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.</p> <p>D. Core hours are when customers are permitted to be on the premises and therefore the maximum opening hours permitted will be to the same start and terminal hours for each of the days where licensable activity is permitted.</p> <p>E. For the purposes of this policy, 'premises uses' are defined within the relevant premises use policies within this statement.</p>
<b>Policy FFP1 applies</b>	<p>Applications outside the West End Cumulative Zones will generally be granted subject to: 1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1. 2. The hours for licensable activities are within the council's Core Hours Policy HRS1. 3. The operation of any delivery services for alcohol and/or late_night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1. 4. The applicant has taken account of the Special Consideration Zones Policy SCZ1 if the premises are located within a designated zone. 5. The application and operation of the venue meet the definition of a fast food premises in Clause D.</p>

#### 4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

## 5. Appendices

<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Premises history
<b>Appendix 4</b>	Proposed conditions
<b>Appendix 5</b>	Residential map and list of premises in the vicinity

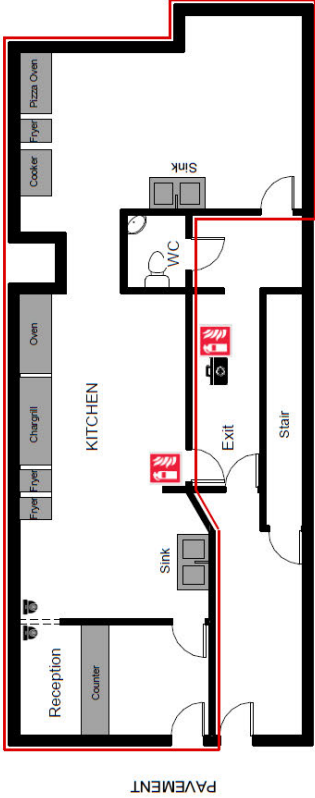
<b>Report author:</b>	Angela Lynch Senior Licensing Officer
<b>Contact:</b>	Telephone: 0207 641 6500 Email: <a href="mailto:aseaward@westminster.gov.uk">aseaward@westminster.gov.uk</a>

**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

### **Background Documents – Local Government (Access to Information) Act 1972**

<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	1 <sup>st</sup> October 2021
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	December 2022
<b>4</b>	Environmental Health Service	28 April 2023
<b>5</b>	Interested Party 1	19 April 2023
<b>6</b>	Interested Party 2	28 April 2023

3 CHIPPENHAM ROAD, LONDON, W9 2AH



LEGEND

- Licensable Area
- Fryer, Chargrill, Oven, Cooker, Sink
- Fire Extinguisher
- First Aid Kit
- CCTV
- Building Boundary

SCALE 1:100



Wraps and Wings  
3 Chippenham Road  
London  
W9 2AH

Introduction to Premises Licence Application

Wraps and Wings is a fast growing independent restaurant/take away selling burritos, hand crafted toasted wraps, grilled chicken platters, craft burgers etc. It is a premium product that is priced appropriately for the fresh quality the brand serves.

There are now nearly 20 stores across England, mainly in London where there are currently 14 stores with varying operating hours, some without licence closing at 11pm, others licensed till 5am. Applying for licenses is not taken lightly, it is not a standard thing. There has to be a need, a requirement from the public in order for the company to apply.

The brand has been operating for over twenty years and as expected has a wealth of knowledge and experience in running such venues. During this time the owner has had to adapt with the times and has amended a number of initial practices to suit both the business, the neighbours and the customers.

Wraps and Wings are primarily customer focussed, with a huge emphasis on their customer base, their neighbours and their delivery protocols. The owner of Wraps and Wings is known by all nearby residents and business owners to each of their venues.

The applicant previously applied to WCC for a premises licence in late 2020 but was unsuccessful at licensing sub-committee hearing. At the time there were a number of issues and during the hearing a number of recommendations were put forward.

During 2021 the applicant meticulously followed those recommendations and implemented additional measures, (the acoustic impact report of 2021 is available on request). In late 2021 a number of temporary event notices were carried out with the premises opening through the night to the early hours, this has continued through into 2022 and to present with no objections or complaints.

The applicant took his time to ensure that when he revisited this application that it was a completely different and more thorough to that of 2020.

A new operating schedule has been compiled including additional successful measures that the applicant has trialled and introduced across the brand.

An operating schedule risk assessment has also been implemented and is also available on request.

- Extractor ducting replaced.
- Anti-vibration mounts fitted.
- Canvassed the fan.
- Added new silencers to the system.
- Submitted two Freedom of Information reports covered two time periods for comparison, resulting in an enormous reduction in complaints to zero in the past 12+ months.
- Trialled with Temporary Event Notices
- Introduced biodegradable packaging.
- Branded the packaging.
- Introduced 'silent delivery'.

- Reducing air pollution in line with the Greener City Plan.
- Net Zero Carbon.
- Applied for inclusion in the soon to be trialled Westminster Night Safety Accreditation Scheme

The application has been compiled with consideration for the following policies.

CD1 (Appendix 7A/7B, 8, 9, 10), PS1, PN1 (Appendix 11), CH1 (Appendix 12), HRS1, FFP1 and DEL1

The premises is not within any of the City of Westminster's Cumulative or Special Consideration Zones

Staff at the premises are trained and certificated in food safety, food hygiene and fire safety.

The director has also completed First aid at work training and ACT awareness training in order to pass on to staff.

Following the end of consultation the applicant provided further submissions on 15 April 2023.



**LICENSING CONSULTANCY**

PcLicensing  
4 Beacon Close  
Huntingdon  
Cambridgeshire  
PE29 6GB

Wraps & Wings Premises Licence Application  
3 Chippenham Road, London, W9 2AH

15<sup>th</sup> May 2023

To;  
Concerned parties

I write to you on behalf of my client VM Leasing Ltd, the applicant for the above premises licence.

We would like to thank you for taking the time to write as this assists my client greatly in a number of ways, such as establishing relationships and reaching out to explain his business in a more personable manner than the application permits.

In this letter we'd like to explain a little of the history and ethos of the applicant and how we have arrived at this application stage.

Firstly, the decision to licence a premises is not taken lightly as you will note further down this report that some venues are unlicensed. Customer demand drives the application for a licence and similarly for the terminal hour. Customers in this area that are served already by the business have requested later opening, not just residents but businesses and workers within the night time economy.

██████████, the director of VM Leasing originally submitted an application for Late Night Refreshment at this premises in 2020, after receiving a number of representations from neighbours and from the Environmental Health Department, the application went to a committee hearing and the application was refused. The two main issues raised were the disturbance caused by delivery agents in the vicinity and the noise of the extraction unit.

As was pointed out at the hearing but could not be proved, the delivery agents 'gathered' in that area between deliveries for a great number of local fast food stores, however none of which were associated with Wraps and Wings. ██████████ took it upon himself to deal with the problem post committee, and within weeks the problem was resolved. There are no gatherings of delivery drivers causing nuisance in the area anymore and have been no reports of such since. Despite a great deal of work at the time and before the last application, further work was carried out on the extraction unit and a Licensing Acoustic Impact Report was commissioned and carried out by DO Sound. This report was published and submitted to the licensing authority and the Environmental Health team in November 2021 and is attached to this letter. At the time of the hearing and in the aftermath to this report, ██████████ was in regular contact with the EH

team at Westminster City Council.

A freedom of information request was submitted in 2021 to gauge the extent of complaints of noise, and again at the start of 2022 after the acoustic impact report had been submitted for a comparison. Between that time and the issuing of the report there were no complaints against Wraps and Wings, no ASB complaints in Chippenham Road and no complaints against any other fast food operators. It would seem from that evidence that [REDACTED] investment had resolved the issues.

The business are unaware of any complaints against them since. Moreover, during the first application a great many complaints came from the [REDACTED] the business and in [REDACTED] that would be directly affected by the business. No residents from these areas have submitted a representation – their relationship with [REDACTED] and his business is a much different relationship to 2020, they have seen how committed he is.

Wraps & Wings currently operate near to 30 premises across London and other parts of England (see below). Premises operate without the need for licensing and those that do, some of which operate to the early hours. Much is said about the business operating in residential areas and the understandable problems that some residents expect the business to create. However, [REDACTED] took these concerns on board many years ago and totally understands the feelings towards the generic delivery operator. There is no ownership to the business and that is where many of the problem lay.

If that delivery operator were given clear directions of how they were expected to work and operate, effectively conditions of service, then they will have ownership of their own work. To detract from that directive is to put your own job at risk. Since implementing this at all of their stores across the brand during licensable hours, there have been no known complaints at any of their stores.

Added to this, the majority of licensed stores shut the doors early to walk up customers and only operate delivery until closing, thus removing the issue of customers and their vehicles waiting in the street.

And that as we move ever faster to a cleaner environment some stores are implementing delivery by electric vehicle and bicycle only. Deliveries during licensable hours, and in many cases the hours of darkness are conducted in a unique manner. The customer is informed when the delivery will take place, and if they do not have a doorbell, they will be texted to let them know that the delivery is outside so that they can open the door without disturbing neighbours.

As a point of note, a number of their stores are in densely residential areas, all of whom are delivering to 5am without complaints from neighbours.

### **Answers to representations received.**

Generic representation stating that the application if granted will have the likely effect of causing an increase in public nuisance within the area and may impact on public safety.

I refer you to the above on delivery – this is not a standard company offering a fast food delivery as can be seen by the amount of detail to the operation surrounding delivery.

The operating schedule has been fully risk assessed alongside all of the recommendations within the authority's licensing policy. I have attached that document for your reference to this letter.

Before and since the first application [REDACTED] has had close contact with the Environmental health department who advised and oversaw the acoustic work carried out and offered no comment on receipt of the completed report.

Motor couriers congregate outside waiting for orders.

This did indeed happen in the past and to [REDACTED] knowledge is not currently happening. Neither he nor his staff have witnessed this. What can be stated with authority is that IF there are any couriers waiting in the area, they are not associated with Wraps & Wings in any way at all. ALL of the couriers for wraps and wings must remain within the premises as company protocol, condition 35 on the proposed schedule ensures this.

The front doors are never closed.

The front doors are always closed except for access and egress of customers and deliveries!

Deliveries are in daytime and by large diesel vehicles which double park or use restricted spaces.

Deliveries to the business will always take place in the daytime and this application ensures that by conditioning. Deliveries to the business are made by small lorries and vans and on average a delivery of produce to the business takes no more than ten minutes. The type of vehicles used to delivery to the business is totally out of the control of this business and whether the business was licensed or not, similarly to other businesses.

There are no waste bins outside.

The premises is not permitted to place bins outside, it is regulated by the local authority who do not permit such. Currently the business pays the council a sum of money for each refuse bag used. Those bags must be placed in a specific location at a specific time in order to be collected. This is a directive that is totally out of the control of [REDACTED]. The business complies with this direction and always has. Furthermore, they are the only business that actually ensure the outside of those premises is clear of general waste. It is company policy at each venue to direct staff to regularly check the exterior of the property.

Street-side the frontage is not very presentable.

We can only apologise for the look of the business but, that is the branding of each Wraps & wings business.

The premises is in close proximity to a school which is in direct contravention of policy CH1.

Wraps and Wings have operated from this premises for over three years. There has never been

one single complaint of their proximity to the school. The staff are also trained to deal with any situations involving vulnerable persons and children. Running such a venue the operator has to have due diligence over the safety of children and vulnerable persons. Please note the operating schedule risk assessment which covers CH1 and their protocols in detail.

Extraordinary proposal to operate delivery until 5am [REDACTED] the premises and being in the heart of a residential area.

As mentioned, there have been no complaints from the residents that would be directly affected by this business, [REDACTED]. Those that would be directly affected are aware of the plans as many have had conversation with [REDACTED] over the last year, many of whom are customers! No one [REDACTED] to the premises have objected.

The premises also ran a series of temporary event notices to varying times in the early hours trialling to see if there were any issues. The residents that [REDACTED] was able to speak to were not even aware that they had remained open beyond 11pm. The operation that ran during that time mirrored the operating schedule. This would not change because they know it is successful and does not cause any disturbance.

.. the proposed Operating Schedule states that the use of electrically- self-propelled delivery vehicles will be encouraged, there appears to be no intention to enforce this; and if all delivery vehicles did comply, there would inevitably be chat between riders, as well as the sound of texts and phone calls (even if quiet) between riders and customers.

Please see condition 16. If the licence were granted this condition would become part of the operating schedule.

On making deliveries only one rider/driver is required - there would therefore be no talking to any other delivery agents.

Phone calls only take place when there is no doorbell to avoid using a door knocker. The customer is aware that the delivery is on route and will be expecting the call, there is no necessity for the agent to speak.

IF there were any issues or complaints against Wraps & Wings delivery agents they are easy to spot. The company want to know if there are issues so that they can resolve them and speak to staff if need be. All of their products are in easily recognisable packaging.

Conditions 34 and 35 both deal with delivery agents at the premises. Vehicles are not left idling, no conversation is permitted, and agents wait inside the premises. Its company protocol and a system that has received no complaints.

..arrangements for customer dispersal and clearing litter are inadequately specified in the Operating Schedule.

Condition 32 directs that staff actively monitor the exterior of the premises for any litter. Not just their premises as they are aware that anyone dropping litter nearby could be blamed on them. They ensure that the whole area outside the premises, in that parade is clear of litter so that no blame can come their way. It is a procedure carried out at all branches.

As mentioned previously, all waste must be bagged up in a WCC bag and placed in the same place at the same time for the regular refuse collection. This procedure is totally out of the control of Wraps & Wings and is directed by WCC.

The opening hours of the premises for customers to walk up if the licence is granted is within core hours for a takeaway set by WCC.

Conditions 12 and 13 deal with customers outside the premises. Wraps & Wings have never

experienced groups or queues outside any of their premises, they are not a standard take away as their product and prices show. All food is wrapped to encourage customers to leave the area immediately which happens at all branches. Dispersal policies per se tend to be for venues where groups of people will be exiting at the same time, at closure. This has never happened at this venue nor any other Wraps and Wings as they are not like restaurants. The training and conditioning within the operating schedule has proven to suffice.

As is evidenced here, [REDACTED] takes time in submitting applications. He ensures that there is demand and that if he were to service that demand he can do so without causing any issue to other residents and businesses around him. This is proven not only at this premises already but at the premises listed below within the business, all of whom run the same operation style as takes place in Chippenham Road, without complaint.

I have provided the list of other venues for your information along with the proposed operating schedule.

I also attach the operating schedule risk assessment and the acoustic survey carried out and submitted to WCC in 2021.

Should you wish to speak further about the application please contact me on the details below.

Kind regards

Peter Conisbee Q.Inst.Pa  
Licensing Consultant and Independent Commercial Energy Broker  
[www.pclicensing.co.uk](http://www.pclicensing.co.uk)

#### **Other venues**

Shoreditch opened in 2001 closes at 0000 (applying to 0500)  
Greenwich opened in 2011 closes at 0100.  
Eastcote opened in 2012 closes at 2300 (applying to 0500)  
Kings Cross opened in 2015 closes at 0200.  
Waterloo opened in 2016 closes at 2300.  
Stratford opened in 2017 closes at 0500.  
Canary Wharf opened in 2018 closes at 0200.  
Leicester City Centre opened in 2018 closes at 2300.  
Kensington opened in 2020 closes at 0100.  
Brixton opened in 2020 closes at 0100.  
Manchester City Centre opened in 2020 closes at 0100.  
Nottingham opened in 2021 closes at 0500.  
Battersea opened in 2021 closes at 02:00 weekdays and 04:00 at weekends  
Canning Town opened in 2021 closes at 05:00  
Whetstone opened in 2021 closes at 23:00  
Hackney Wick opened in 2022 closes at 04:00  
Walthamstow opened in 2021 closes at 23:00  
Uxbridge opened in 2023 closes at 00:00  
Dartford opened in 2022 closes at 01:00  
Brentford opened in 2022 closes at 01:00  
Waterloo (2<sup>nd</sup> venue) opened in 2022 closes at 23:00  
Enfield opened in 2023 closes at 23:00  
Ilford opened in 2023 closes at 23:00  
Kingsbury opened in 2022 closes at 23:00  
Muswell Hill opened in 2022 closes at 01:00  
Tooting opened in 2022 closes at 01:00

Streatham opened in 2022 closes at 02:00  
Hornsey opened in 2022 closes at 01:00  
Southall opened in 2023 closes at 23:00  
Canterbury - coming soon.

### **Proposed Operating Schedule**

#### Operating hours

Monday to Sunday 1000-0500

#### Opening Hours to the public:

Monday to Thursday: 1000 to 2330

Friday to Saturday: 1000 to 0000

Sunday 1000-2230

#### Licensable Hours:

Monday to Sunday 2300-0500

#### Premises only available for delivery

Monday to Thursday 2330-0500 delivery only

Friday to Saturday 0000-0500 delivery only

Sundays 2230-0500 delivery only

1. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
2. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
3. Signage stating that CCTV is in operation at the premises will be clearly displayed at the premises
4. The use of CCTV at the premises will be registered with the Information Commissioners officer (ICO)
5. An incident log shall be kept at 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. all ejections of patrons
  - c. any complaints received concerning crime and disorder
  - d. any incidents of disorder
  - e. any faults in the CCTV system
  - f. any visit by a relevant authority or emergency service.



6. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
  - The police (and, where appropriate, the London Ambulance Service) are called without delay;
  - All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
  - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
  - Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.
7. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times
8. A health and safety risk assessment will be completed and reviewed regularly, and will be made available to authorised officers of the council and the Metropolitan Police upon request
9. A fire safety risk assessment will be completed as per government guidelines on an annual basis (**Regulatory Reform (Fire Safety) Order 2005**) and produced to authorised officers of the council, the Metropolitan Police and the London Fire Service upon request.
10. The licensee shall ensure that a gas safety certificate is in existence at the premises and reviewed at the appropriate time
11. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
12. Customers will be actively discouraged from gathering outside of the premises
13. Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and businesses and leave the area quietly
14. The main doors of the premises shall be kept closed throughout the duration of licensable activity except for access and egress
15. The premises will close the doors to the general public at the following times;
  - Monday to Thursday at 2330
  - Friday to Saturday at 0000
  - Sunday at 2230

The premises will however remain open to service delivery orders till 0500 hours

16. After the premises has closed to the general public, all deliveries will be conducted by bicycle or electric vehicle only. Delivery agents will be instructed to make contact with the customer by text or quiet telephone call to inform the customer that they are outside the delivery premises.
17. The licensee undertakes to use only experienced and reputable delivery companies whereby deliveries will only be delivered to the registered address as per the booking.

18. Delivery riders/drivers will be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the licenced premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway. The licence holder will positively encourage delivery riders/drivers to use quieter vehicles that are less likely to cause a nuisance, such as bicycles.
19. There will be no takeaway service of food for immediate consumption – all food taken away is to be closed/wrapped up. All packaging of food will be bio-degradable and clearly marked with the business name 'Wraps & Wings'
20. The licensee will provide adequate bins for use by customers and encourage their use
21. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between the hours of 22:00 and 08:00
22. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection time
23. During licensable hours there will always be a minimum of two members of staff present
24. Staff will be trained to identify signs of intoxication, suspicious or aggressive behaviour and how to appropriately deal with such customers so as to provide adequate care and minimise risk
25. Child Sexual Exploitation Training will be included in staff induction and annual refresher training – the licensee will link in with police licensing for updates and advice.
26. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor by vibration be transmitted through the structure of the premises which gives rise to a nuisance.
27. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.
28. No deliveries to the premises shall take place between 2100 hours and 0800 hours the following day
29. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified.
30. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous
31. No fumes, steam or odours shall be omitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated
32. During the hours of operation of the premises, the licence holder shall ensure regular checks are carried out to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

33. Staff shall monitor customer behaviour and to ensure there is no outbreak of noise from the premises.
  
34. Vehicles used for delivery must switch of their engines when parked, when outside of the premises for the collection of food for delivery and at the delivery address
  
35. All delivery agents shall wait inside the premises between deliveries/for deliveries.
  
36. All delivery personnel will have access to use the bathroom facilities at the premises.



## Licensing acoustic impact report

Wraps and Wings  
3 Chippenham Road  
Maida Vale  
London  
W9 2AH

Author: [REDACTED]

Signed: [REDACTED]

Date: 25<sup>th</sup> November 2021

---

### Executive summary

- DO Sound have been commissioned by [REDACTED] to undertake an environmental noise impact assessment of kitchen extraction system
- [REDACTED] has applied for a premises licence for late night refreshment at Wraps and Wings at 3 Chippenham Road W9. The business currently operates until 2300. [REDACTED] sought a late night refreshment for 2 additional hours until 0100.
- This was rejected under the licensing objective of the promotion of the prevention of public nuisance
- Following complaints to Westminster City Council's Noise Team, officers judged the noise from the kitchen extraction system to constitute a statutory nuisance under s79(1)(g) of the Environmental Protection Act 1990. A s80 notice under the Act was served on Quick Munch Ltd, dated 17<sup>th</sup> May 2021.
- DO Sound have contacted WCC for their guidance and compiled a report for the Licensing hearing for the application addressing the licensing objective of prevention of public nuisance and to abate the noise nuisance judged by the abatement notice
- The impacts from the proposed licensed uses have been assessed and can be controlled.

### Report competency

This report has been solely compiled by [REDACTED]. [REDACTED] has worked in acoustics within local authorities and as an acoustic consultant for 19 years. He holds a PGDip in Acoustics & Noise Control, MSc in Environmental & Architectural Acoustics and is a full Member of the Institute of Acoustics. He holds particular experience in Planning, Licensing, concerts & events and construction noise.

---

## Introduction

Chippenham Road lies within the W9 (Maida Vale) area of the London Borough of Westminster. The site lies at the start of Chippenham Road just to the north of the junction with the busy Harrow Road.

Wraps and Wings is a developed brand offering freshly prepared fast food such as grilled burgers, wraps, wings and salads. They currently operate at 18 locations

## The Application

The applicant, VM Leasing Limited, applied for a premises licence for:  
Proposed Activities and Hours

Late Night Refreshment (Indoor)

Monday to Sunday 23:00 to 01:00 hours

Hours Premises are Open to the Public

Monday to Sunday 08:00 to 01:00 hours

Wraps and Wings applied for a premises licence for late night refreshment for 23:00 until 01:00 hours which was heard by the Licensing Sub-Committee on 26<sup>th</sup> November 2020. Wraps and Wings currently operates until 23:00 hours and is seeking a further 2 hours per night.

This was refused, with the committee noting within their conclusion:

*"The Sub-Committee sympathised wholly with the Applicant that businesses are struggling in the current climate for obvious reasons and the financial implications for the business may not be good. The Sub-Committee could see that the Applicant was professional in his approach and appeared a good operator and wanted to help solve the current problems with residents, however, the Sub-Committee was surprised that given the uncertain times the hospitality sector is currently experiencing that the Applicant did not commission a Noise Acoustic Report as aforesaid and even more reason for such a report to have been provided to the Sub-Committee for consideration as this would have helped enormously. This would have given the Sub-Committee further confidence in its determination of the matter, by assessing the noise break out from the Premises, notwithstanding the many concerns raised by residents regarding nuisance.*

*The Sub-Committee did not feel that it was in possession of the necessary evidence in order to make a proper and reasonable decision which was essential to this matter."*

As noted by the Committee, it is difficult for ████████ to have a financially sustainable business with the current hours and it is vital that they seek additional operating hours for the success of the business. ████████ is aware of the potential for noise issues for the nearby community, particularly with the kitchen extraction system, and has contacted DO Sound for advice on how to control the noise impacts and address the concerns of the Committee.

---

## Local Authority perspective

City of Westminster's Statement of Licensing Policy (as operative from 7<sup>th</sup> January 2021) states their policy position on the licensing objective of prevention of public nuisance. Following discussions with Maxwell Koduah of WCC, the following guidance was given in line with this by email dated 9<sup>th</sup> March 2021 (full email noted in Appendix \*\*):

### *“Prevention of Public Nuisance Policy PNI*

#### *The specific consideration would be:*

*The potential for nuisance associated with the style, characteristics and activities of the business to be carried out at the premises and the potential steps which would be taken to reduce the risk of nuisance occurring. This will particularly apply in areas of residential accommodation and where there is residential accommodation in proximity of the premises*

*Given the concerns raised by residents and accepted by the committee, you will have to consider the following:*

1. *If you can demonstrate that*
  - a. *No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance*
  - b. *No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated*

*When the premises is operating and the extract ventilation is in use, you can identify the nearest noise sensitive receptors and find out if any of them is been disturbed from noise and cooking odour. You can use TENs to be able to assess the likely impact on residents around 01:00 hours. You can then use any such evidence to demonstrate that allowing the premise to operate up to 01:00 may have little to no public nuisance risks on the immediate vicinity. You can involve the residents who objected to the original application if they are minded to participate.*

*In the end, you want to demonstrate that an extension to the current operations (from 23:00 to 01:00 hours) would have no public nuisance impact on residents. “*

This report focuses on demonstrating that the licensing objective of prevention of public nuisance is upheld as per the guidance from WCC's Noise Team.

The extraction system has been in place for some time and there are no planning conditions relating to the use to the best of my knowledge.

## Site description

The kitchen is located on the ground floor at 3 Chippenham Road just north of the traffic lights with two pay and display parking bays outside. The site is part of a Victorian terrace with commercial retail, cafes, restaurants and takeaways on the ground floor and residential on the upper floors.

---

Either side of the site is a pizza takeaway and restaurant and dry cleaners. The site has a kitchen extraction system running up the rear elevation, terminating above the eaves. The cobbled street Chippenham Mews is a through road from Chippenham Road to Marylands Road and runs adjacent to the site and parallel to Harrow Road, with a mix of 64 commercial and residential properties from the original horse stabling and St Peter's CE Primary School is behind the Mews to the north.



Figure 1: Site Plan

The nearest residential premises are the properties on the upper floors of Chippenham Road.

#### Unit layout

The ground floor has a small counter area for deliveries to be collected by riders. Behind this is the kitchen preparation area. The site is for delivery only and no customers collect or visit the takeaway at any time.

#### Mechanical plant

There is an extraction system serving the kitchen. This runs up the rear elevation of the unit. The fan is mounted at the rear, with the exhaust duct terminating above eaves level. This is the only mechanical plant serving the unit. Following complaints to [REDACTED] the extract system installer visited site and carried out mitigation works (as listed in the Mitigation Implemented section). It is noted that there is an extraction system serving the Gusto Pizza restaurant at No. 5.

---





Figure 2: Extract ducting to the rear

## Results

	L <sub>A90</sub>	L <sub>Aeq</sub>
Fan on, measurement outside window	51	51.8
Fan on, measurement inside with window closed	30.8	32.3
Fan on, measurement inside with window open	35.9	37
Fan off, measurement outside window	46.9	50.9

Table 1: 16<sup>th</sup> November 2021 measurements

## BS4142 Assessment

BS4142:2014+A1:2019 is the latest version of the British Standard which describes methods for rating and assessing sound of an industrial and/or commercial nature including *"sound from fixed installations which comprise mechanical and electrical plant and equipment"* as in this situation. The

---

methodology establishes the likely impact by comparing the noise level of the new source (the specific sound level) with that of the existing background noise level in the area in the absence of the new source (the background sound level). The methodology requires consideration to be given to all aspects of the assessment process and accounts for unusual acoustic features such as tonal, impulsive, or intermittency characteristics of the noise by the addition of various decibel corrections to the specific sound level. The corrected specific sound level is the rating level. The background sound level is then arithmetically subtracted from the rating level. The greater the positive difference between the rating level and the background sound level, the greater the magnitude of the impact. Using this data and the BS4142 assessment method, the following BS4142 assessment is made:

	Normal speed
Measured ambient sound level	51.8
Residual sound level	50.9
Background sound level	46.9
Daytime/Night time?	Daytime
Specific sound level	45
Acoustic feature correction	0
Rating level	45
Background sound level	47
Excess of rating over background sound level	-2

Table 2: BS4142 assessment

BS4142 states that when assessing the impact of a noise source the greater the positive difference between the rating level and the background sound level, the greater the magnitude of the impact and:

- A difference of around +10dB or more is likely to be an indication of a significant adverse impact, depending upon the context.
- A difference of around +5dB or more is likely to be an indication of an adverse impact, depending upon the context.
- Where the rating level does not exceed the background sound level, this is an indication of a low impact, depending upon the context.

The rating level is calculated as 2dB below the background sound level and indicative of a low impact.

### Measurement Discussion

All measurements were taken from the nearest noise receptor at the second floor rear bedroom of 5A Chippenham Road on the 16<sup>th</sup> November 2021. The weather was cloudy with some sunshine and still. All measurements taken with a Norsonic Nor140 Class 1 sound level meter s/n 140. The meter was calibrated at 113.9dB @ 1kHz prior to and after the measurements and no drift was noted. The meter was calibrated in April 2021. Measurements are noted in Table 1.

---

There are two methods for assessing the tonal character of a sound within BS4142, the subjective method and the objective method. Subjectively, the sound of the extract system as observed was operating at a constant speed and was a broadband sound, not tonal, impulsive or intermittent in nature. The objective Joint Nordic Method advises to add a 6 dB correction if the sound pressure level in the one third-octave band of interest exceeds sound pressure levels of both adjacent one-third-octave bands by:

- 15 dB in the low-frequency one-third-octave bands (25 Hz to 125 Hz);
- 8 dB in middle-frequency one-third-octave bands (160 Hz to 400 Hz);
- 5 dB in high-frequency one-third-octave bands (500 Hz to 10 000 Hz).

The 1/3 octave data for the measurements is provided in Appendix B. The criterion above is not exceeded and hence no correction is added.

Background sound measurements were taken with the plant switched off for a 5 minute period. The cobbled carriageway surface significantly increases wheel noise from cars, vans and wheeled suitcases passing by and the period used had no passing traffic to reflect a worst case scenario.

#### Mitigation implemented

- To reduce noise breakout from the casing, the fan has been completely enclosed with timber and rockwool (see figure 3)
- The system has been deep cleaned and the fan serviced
- An accelerator cowl has been added to the flue termination to orientate noise away from receptors and also increase mixing and dispersal of odours
- Fan speed to be set at halfway (as per Figure 4) and to be clearly marked with a sign stating "DO NOT ADJUST". All kitchen staff to be instructed on correct use of the controller.
- The operator will carry out regular checks, maintenance, cleaning and servicing of the kitchen extraction system and any other plant to ensure noise levels do not rise or any acoustic character such as intermittency, impulsivity or tonality develop.

#### Conclusion

The kitchen extraction system noise has been assessed in line with BS4142 methodology and been shown to be of a low impact. This report supports the promotion of the prevention of public nuisance as per the Licensing objective in operation of the extraction system to provide the applied for licensing activity of late night refreshment for a extra hours.

---



Figure 3: Acoustic enclosure around fan



Figure 4: Fan speed controller at correct setting

---

#### Other noise mitigation measures

As per the conditions agreed with Mr Maxwell Koduah, EHO for WCC, and the Police, the following additional measures shall be implemented to minimise the impact for nearby residents:

- Vehicles used for delivery must switch off their engines when waiting outside of the Premises for the collection of food for delivery.
- Drivers shall wait inside the premises between deliveries/for deliveries.
- Delivery riders/drivers will be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the licenced premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway. The licence holder will positively encourage delivery riders/drivers to use quieter vehicles that are less likely to cause a nuisance, such as bicycles.

If any future noise issues arise, [REDACTED] will work with residents and WCC to resolve issues as soon as possible.

---

Appendix A

From: Koduah, Maxwell: WCC <[mkoduah@westminster.gov.uk](mailto:mkoduah@westminster.gov.uk)>

Sent: Tuesday, 9 March 2021, 16:00

To: [REDACTED] Watson, Ian: WCC; Beaghan, Sue: WCC; Seaward, Angela: WCC;

Subject: 3 Chippenham Road W9

[REDACTED]

The relevant section of our policy is - the [Prevention of Public Nuisance Policy PNI](#)

The specific consideration would be:

The potential for nuisance associated with the style, characteristics and activities of the business to be carried out at the premises and the potential steps which would be taken to reduce the risk of nuisance occurring. This will particularly apply in areas of residential accommodation and where there is residential accommodation in proximity of the premises

Given the concerns raised by residents and accepted by the committee, you will have to consider the following:

1. If you can demonstrate that
  - a. **No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance**
  - b. No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated

When the premises is operating and the extract ventilation is in use, you can identify the nearest noise sensitive receptors and find out if any of them is been disturbed from noise and cooking odour. You can use TENS to be able to assess the likely impact on residents around 01:00 hours. You can then use any such evidence to demonstrate that allowing the premise to operate up to 01:00 may have little to no public nuisance risks on the immediate vicinity. You can involve the residents who objected to the original application if they are minded to participate.

In the end, you want to demonstrate that an extension to the current operations (from 23:00 to 01:00 hours) would have no public nuisance impact on residents.

I hope this helps.

---

Appendix B

	Time	L <sub>max</sub>	L <sub>avg</sub>	Frequency in Hertz																											
				31.5	40	50	63	80	100	125	160	200	250	315	400	500	630	800	1k	1.25k	1.6k	2k	2.5k	3.15k	4k	5k	6.3k	8k	10k	12.5k	16k
Fan on, measurement outside window	14:08:44	51.8	51	54.4	55.3	54.7	56.8	58.9	66.3	58.1	53.3	48.2	43	39.6	37.3	36.5	36.3	34.6	33.6	32.3	31	29.9	27.3	25.4	22.8	20.6	18.1	15.7	14.1		
Fan on, measurement inside with window closed	14:14:24	32.3	30.8	45.1	46.9	40.4	29.4	36.2	44.8	38.3	26.6	27.6	26.6	21.3	24.1	18	16	13.9	14	11.7	9.9	9	9.4	10.3	9.3	7.9	8	8.8	7.2	6.6	5.4
Fan on, measurement inside with window open	14:20:05	37	35.9	40.7	48	41.4	33.2	41.4	49.3	43.9	42.3	35.6	32.6	27.9	31.7	25.3	23.6	22.1	23.2	20.6	21	20.9	17.6	13.6	10.9	10.1	8.6	8.1	7.1	6.9	5.8
Fan off, measurement outside window	14:36:16	50.9	46.9	52.9	55.4	52.6	52.9	53	56.5	51.6	46.9	46.1	46.7	46.9	46.6	46.9	41.4	39.8	39.6	37.5	36.1	36.6	32.7	30.8	29.7	27.6	24.8	23.4	21	18.4	16.4

**Wraps & Wings**

**Operating Schedule Risk Assessment**

**CD1 – Crime and Disorder Risk Assessment**

Appendix 7

Crime Prevention and effective management checklist

1. Is there a written Health and Safety Policy for the premises? **Yes**
2. Is there a written Risk Assessment? **Yes**
3. When was it carried out and how often is it reviewed and reassessed? **Reviewed monthly**
4. Is there an incident log in operation? **Yes, conditioned**
5. Is the incident log available for inspection? **Yes, conditioned**
6. Within your premises, where are your crime hotspots and are they covered by CCTV? **There is no crime hotspot, venue is very small**
7. Are all staff trained to recognise aggressive or suspicious behaviour and recognise intoxication? **Yes, conditioned**
8. Do staff receive any conflict management training? **Yes, Conditioned**

9. Are all staff requested to approach customers about unattended property/clips? **N/A – small venue and if anything was left behind staff would notice immediately and alert the customer**
10. On busy nights, are staff employed to warn customers about leaving property unattended? **No, see above**
11. Do door Supervisors attend staff training days? **There are no door supervisors as this is a quiet food, take away premises**
12. Is there a record of staff training? **Yes, conditioned**
13. Do staff sign a training attendance record? **Yes, conditioned**
14. Who is responsible for company policy on staff training? **Director, [REDACTED]**
15. What are your minimum and maximum staffing levels? **Minimum is 2, there is no maximum**
16. How are they decided? **Based on knowledge of how busy a certain day/time is**
17. How many points of entry are there? **1**
18. Are the entry points monitored and covered by CCTV? **Yes, conditioned**
19. Is there a Police response alarm? **No**
20. Do staff carry panic buttons? **No, not considered necessary at such a venue**
21. Do Staff wear BWV? **No, as above**
22. Is there a panic button in cash office? **N/A There is no cash office**
23. How is capacity monitored and recorded? **N/A, it is a small takeaway**
24. Are the tills positioned, so staff face customers? **Yes**
25. Is cash stored at the premises? **Yes, in tills only**
26. Is there a cloakroom? **No**
28. Can the toilets be monitored easily and are they checked frequently? **There are no public toilets**
33. Ensure glass is not taken outside the premises. **This premises does not serve alcoholic drinks**
34. Are noise levels within legal limits? (To be set by EHO). Consider if it would be appropriate to ask for pre-application advice from Westminster City Council environmental health team. (Depending on your type of venue, and any form of regulated entertainment). [westminster.gov.uk/licensing-and-planning](http://westminster.gov.uk/licensing-and-planning) **Please see additional historical documentation and conditioning relating to such**
35. Ensure that pedestrians and vehicles are not affected. Considerations should be given to identifying your venue boundary, and putting in place mitigation to ensure it is not expanded, therefore causing highway obstruction of the public roads and footpaths. **The venue is not to be expanded**



36. No rubbish on the street. Westminster City council website, will be able to offer advice on collection days. The City Inspectors regularly conduct patrols to engage with local Business. [westminster.gov.uk/recycling-and-rubbish](http://westminster.gov.uk/recycling-and-rubbish) **Already conditioned**

37. Correct use of CCTV. It would be imperative that the CCTV system complies with up to date regulations, and that the Model Conditions within Westminster City Council List of Model conditions is adhered to. [gov.uk/data-protection-your-business/using-cctv](http://gov.uk/data-protection-your-business/using-cctv) **CCTV already in place and running as per police requirements**

38. Are staffing levels adequate to monitor outside drinking? Appropriate levels of Staff must be trained in the responsible sale of alcohol and in recognising signs of intoxication both in and out of the premises. **N/A**

39. What links do you have with local residents? Consider engaging and building rapport with your community, consider joining a local Pub Watch, where issues can be discussed and build confidence in responsible management. **The premises has had excellent communication with residents over the last few years. As noted there have been issues in the past but all of these were dealt with over time and any such issues no longer exist.**

40. What steps are taken to minimise disruption when people are leaving? Signs can be placed on exit points asking that patrons leave as quietly as possible, consider the use of a dispersal policy staff or SIA stay behind another 30 minutes to ensure safe departure of patrons, away from the venue. **Notices are on the door and customers are spoken to by staff if the need arises**

41. Commercial policies: i.e. Happy hours /drink Promotions and Victim Care Policy By Their very nature, these events can increase intoxication and associated crime and Anti-Social Behaviour. Mitigation to be considered as examples would be. **N/A**

42. Welfare and Vulnerability Engagement Training. [nbcc.police.uk/guidance/wave-presentation](http://nbcc.police.uk/guidance/wave-presentation) **Staff aware and trained**

43. Ask For Angela Campaign. [met.police.uk/AskforAngela](http://met.police.uk/AskforAngela) **N/A at a small takeaway, but staff are aware of the campaign.**

44. Crime Scene Preservation Training. **Staff are aware of CSPT and conditioned**

45. Is crime prevention advice literature clearly displayed in a prominent position within the venue? **No, not considered necessary due to the type of venue**

46. Are new staff members made aware of what issues the venue may have with regards to crime? This will ensure staff know what to look out for and how to advise customers, i.e high levels of bag thefts, phone thefts from tables. **This is not the type of venue to suffer with such crime, however all, staff are trained before employment commences, this is logged as is refresher training**

57. Does the venue allow outside drinking? **N/A**

58. Has the venue got a Westminster City Council 'tables and chairs' licence? **No**

59. How are customers supervised outside? i.e. smoking area **There is no smoking area, but Wraps and Wings brand policy is to regularly monitor the outside of their premises for litter and if any customers are present, to ensure they respect the neighbours.**

60. Have any crime prevention measures been implemented outside? **Other than clearly visible CCTV cameras and notices stating CCTV is present, there is nothing implemented**

61. Does CCTV adequately cover the exterior, including any seating or smoking area? **Yes, but**

there is no seating/smoking area

Action Counters Terrorism (ACT) Products

The premises is aware of the threat and as such staff have completed the appropriate ACT E-Learning course

Appendix 8:

Recommended 'minimum' requirements for CCTV systems within Westminster

1. The Metropolitan Police requests all licensed premises have CCTV systems.

The premises has since opening had the required CCTV system fit for purpose with the Westminster Police Licensing Teams requirements

Appendix 9:

Prevention of crime and disorder

Measures for pubs, bars and music and dance premises N/A

### **PS1 - Public Safety Risk Assessment**

1. Whether appropriate and satisfactory general and technical risk assessments, management procedures and certificates have been made available to the relevant responsible authority and to the Licensing Authority that show the relevant considerations have been fully considered to demonstrate that the public will be safe within and in the vicinity of the premises. Available, up to date and conditioned
2. Whether the premises already has a specified maximum capacity of people that can attend or be present and, if not, whether a risk assessment has been undertaken as to the maximum number of people who can be present in various parts of the premises so that it can be operated safely, and they can be evacuated safely in the event of an emergency. As stated previously the premises is a small takeaway and such a limitation has not been placed on the premises.
3. Whether there are procedures proposed to record and limit the number of people on the premises with opportunities for "pass outs" and readmission. N/A
4. Whether patrons can arrive at and depart from the premises safely. Yes, there are no restrictions or hazards
5. Whether there may be overcrowding in particular parts of the premises. N/A
6. Whether there are defined responsibilities and procedures for medical and other emergencies and for calling the emergency services, e.g. terrorist threat or incident, fire, serious medical (e.g. heart attack) or trauma. No necessity for such at such a small

venue, however the venue is well stocked of first aid equipment should it be required by staff or public, and conditioned to that effect too

7. The levels of compliance with conditions on existing licences relating to public safety. **The applicant has had no visits where any such concern has been raised.**
8. Whether the Applicant has undertaken a terrorism threat risk assessment that ensures that any security-related vulnerabilities have been identified, and reasonable, and proportionate steps (in keeping with the size and nature of the operation), have been taken to reduce the risk from a terrorist attack. **Venue not considered a target, but staff have undertaken the appropriate ACT-E Learning course**
9. Whether the applicant has provided an ACT security plan, including an outline of the proactive steps taken (see Appendix 7B). **See above**
10. Checks on equipment at specified intervals. **Checks on electrics, gas, firefighting equipment, CCTV etc are noted at regular safe intervals and recorded**
11. Standards to be maintained e.g. temporary electrical installations to comply with British Standards. **Already compliant**
12. Maintaining and making available a record of inspections, preopening and during performance, of fire doors, escapes, and appliances and of the number of people on the premises. **All inspections, and certifications are on the premises and readily available to be checked**
13. Ensuring that floors are kept from becoming slippery from spillages or condensation. **Conditioned**
14. Measures to prevent climbing onto ledges, balconies and speakers. **N/A**
15. Measures to keep sound levels below levels where damage to the hearing of staff and customers is likely to occur. **N/A**
16. Provision of facilities for people who are taken ill or injured to contact friends or family, to recover, or be kept safe while awaiting medical assistance. **Not something that has ever happened at a Wraps and Wings premises, but as stated, first aid equipment is readily available at all premises, and staff aware of how to treat individuals in distress/injured – professional help will be sought immediately.**
17. Policies and procedures must be in place that improve the premises preparedness for and resilience to a terrorist attack. These policies and procedures must be developed in line with NaCTSO Crowded Places Guidance and appropriate products within the suite of ACT products **Premises not considered to be a 'crowded place', but staff are trained and aware as previously stated.**

## **PN1 - Public Nuisance Risk Assessment**

1. Applicants should consider the potential sources of noise and the hours when it may be generated. The Licensing Authority's noise criteria relate to all these sources of noise whether indoors or in the open air, including:

- A. Music and human voices, both amplified and unamplified.
- B. Other internal activities.
- C. Use of open areas.
- D. Patrons queuing.
- E. Patrons and staff entering and leaving the premises and in its vicinity.
- F. Vehicles arriving, waiting, parking and departing.
- G. Deliveries and collections including refuse and collection of recyclable materials.
- H. Plant, machinery and associated equipment.
- I. Any other factors that could cause noise disturbance.

2. Many licensed activities can cause noise that is heard outside the premises or originates from an open air site and some of these risk generating noise that causes public nuisance. The risk assessment carried out for licence applications for such activities, should take account of the criteria and guidance on noise set out below which indicates circumstances in which a noise report will be necessary and what it should contain.

3. On the other hand, some licensed activities will generate noise at such low levels that they are unlikely to cause public nuisance. The list of criteria below should be used to determine whether it is likely that a full noise report will be required.

4. All applicants must provide a statement demonstrating how they do or do not comply with the following criteria. A noise report will not usually be required where all the following criteria are met.

- A. There have been no Noise Abatement Notices (Section 80 of the Environmental Protection Act 1990) served in relation to the premises within one year prior to this application. **Correct**
- B. There have been no noise complaints relating to the premises received by the applicant, the council or the police within one year prior to this application. **Correct**
- C. There have been no objections to the renewal of a licence in relation to the premises within one year prior to this application. **Correct**
- D. There are no noise sensitive properties above, below, adjacent, opposite in the proximity of the premises or otherwise likely to be affected. **There are residents above, behind and diagonally above the premises.**
- E. There is no air **conditioning**, or other plant and associated equipment. **There is an extraction unit**
- F. There is no loudspeaker system. **Correct**
- G. There are no activities involving performances of music or other sounds, whether live or recorded, or any other 'regulated entertainment'. **Correct**
- H. No door staff are required as a condition of an existing licence. **Correct**
- I. Deliveries, collections, servicing; use of vehicles, do not take place between 7pm and 7am. **Correct**

5. When the Licensing Authority receives a statement from the applicant demonstrating how they do or do not meet the criteria above, it will determine whether a noise report will be required, which aspects of it will be required, what it should cover, and how it should be prepared. **As detailed, a report has already been completed.**

6. A noise report may contain some or all of the following: **See 8 below**

- A. An environmental noise impact assessment (required for all noise reports).
- B. An acoustic report for premises where there is plant and equipment (e.g. ventilation, air

conditioning, lifts, hoists etc).

C. A sound insulation and sound reduction measures assessment (for premises where there is plant and equipment and/or sound systems, or 'regulated entertainment').

D. Planned management measures for control of noise disturbance related to door control, deliveries and collections, waste management, servicing, and any other aspects requiring control of noise. (This will be required in most noise reports and all applications where operating hours include any of the period 7pm–7am, and/or where door staff are required.)

E. Planned management measures for control of noise disturbance from an open air site or event. (This will be required for open air sites and events.)

7. An Environmental Noise Impact Assessment should provide information, as applicable, including, but not limited to: **See 8 below**

A. Existing ambient and background noise climate and a survey of both pedestrian and vehicular numbers in and around the premises.

B. Assessment of the existing and future noise climate due to the new or increased use of the premises, indicating any increase in predicted noise levels.

C. Assessment of the existing and predicted number and level of noise events.

D. An assessment of the acoustic character/quality of the vicinity of the premises and / or the receptor, this may require an assessment of a combination of ambient levels (LAeq) and other acoustic indicators and descriptors (LAFmax, LZeq1/3Octave LZFmax1/3Octave, SEL), agreement may be sought with the Council on the assessment approach.

E. Details of management procedures to reduce the impact of the premises' operation on the locality, including noise from customers and others arriving and departing.

8. An Acoustic Report should provide information for both external and internal plant, and on the prevention of noise breakout from plant, equipment and internal activities. This should cover, as relevant: **Completed in consultation with WCC Environmental Health Department and sub mitted to the LA in November 2021**

A. Mechanical and electrical plant, machinery and equipment and their locations, with manufacturers specifications: octave or 1/3 octave band analysis of noise for the proposed plant, machinery and equipment.

B. The location of the most relevant OpenTable window of the most relevant noise sensitive property that may be affected by noise from the proposed licensed use/plant and equipment, with the distance and orientation between these.

C. The proposed operational hours.

D. The background noise level assessment (LA90, 15 mins) over the proposed hours of operation, including: the time, date, weather conditions, instrumentation and calibration, noise sampling locations, and a copy of the noise survey data (in accordance with BS 4142 measurement methodology). Note: The use of 'Mean' background will not be appropriate – must use a 'lowest' background level (LA9015min) in line with council's Planning Policy as all external plant (and internal plant with external louvres) will require planning permission.

E. Calculations for the predicted noise level one metre from the window of the most affected noise sensitive property. Note: Theoretical prediction to one metre from a window will not require a correction for façade reflection. The standard that should be achieved is normally 10dBA below the 'lowest' background level – for more detailed information on the requirements contact the council's Environmental Health Consultation Team at [EHConsultation@westminster.gov.uk](mailto:EHConsultation@westminster.gov.uk)

F. A report may need to include a consideration of the existing acoustic character of the location taking into consideration noise events, the type of noise sources, ambient and impulsive noise (LAeq, LAFmax, SEL) and the possible impact of the proposals / changes on the existing acoustic environment.

G. Use of acoustic enclosures.

H. Use of noise attenuators and acoustic screens as required.

I. Measures to ensure that plant, machinery and equipment is maintained to prevent noise levels from them increasing.

J. Use of vibration isolators.

9. Whereas previously noise transfer through the building structure could be considered under change of use planning applications the permitted development changes mean that Environmental Health will require submission of a comprehensive acoustic report as part of a new licence application that includes 'On' sale of alcohol in Use Class E premises. The standard to be achieved shall be that the internal transfer of noise to noise sensitive premises shall comply with the noise criteria of NR30 (day), NR25 (night), and NR40 (LFmax) – for more detailed information on the requirements contact the council's Environmental Health Consultation Team at [EHConsultation@westminster.gov.uk](mailto:EHConsultation@westminster.gov.uk) A Sound Insulation and Sound Reduction Assessment should provide information, as applicable, on proposed: **N/A as no alcohol will be sold from the premises**

A. (Assessment of the existing sound insulation of the building fabric.

B. Operational building layout to prevent noise escape.

C. Sound insulation measures to prevent airborne and structural transmission of noise and vibration to adjacent premises.

D. Attenuation measures to minimise noise breakout, and to prevent noise disturbance to the surrounding area.

E. Use of electronic sound limiters on amplification systems as alternative means of control.

F. Other measures to reduce structural transmission of noise and vibration.

12. This is a statement of management measures to be taken to prevent and control noise, covering matters such as: **Both points 12 and 13 have been considered and we believed where relevant, dealt with adequately through conditioning.**

A. Hours of operation.

B. Location of entry and departure points.

C. Door control.

D. Control and prevention of queuing.

E. Control of amplified and unamplified music and voices.

F. Steps to be taken to achieve good behaviour outside and within the premises.

G. Communication with customers (signs, announcements and other means).

H. Management of use of outdoor areas.

I. Steps to be taken to ensure customers leave quietly.

J. Advice to customers on departure routes.

K. Stewarded access to taxis and licensed mini-cabs.

L. Arrangements for dedicated taxi or licensed minicabs to collect patrons in a manner so as to minimise any disturbance.

M. Arrangements for staff and patron parking.

N. Limits set on hours for servicing and delivery.

O. Guidance to drivers to limit noise during deliveries.

P. Communications with suppliers and service providers.

Q. Providing quiet means for storage and movement of waste and recycling materials.

13. This is a statement of management measures to be taken to prevent and control noise from open air events and sites, covering matters such as: **See 12**

A. Hours of operation.

B. Location of entry and departure points.

C. Control of queuing.

D. Management of amplified and unamplified music and voices, details of noise monitoring positions, data

collection, availability and ability to view data.

E. Steps to be taken to achieve good behaviour outside and within the open air site.

F. Communication with patrons or members of the public (signs, announcements and other means).

G. Management of use of covered and outdoor areas.

H. Steps to be taken to ensure customers leave quietly.

I. Advice to customers on departure routes.

J. Stewarded access to taxis and licensed mini-cabs.

K. Arrangements for staff and patron parking.

L. Limits set on hours for servicing, delivery and any other on site traffic movements.

M. Guidance to drivers to limit noise during deliveries.

N. Communications with suppliers and service providers.

O. Providing quiet means for storage and movement of waste and recycling materials.

14-20 below, where relevant already considered and dealt with either through the acoustic report or by conditioning

14. Licensed premises and activities will be required to meet the noise criteria in Policy PN1. Noise reports should show how these criteria will be met. Plant noise breakout and structural transmission.

15. Applicants should demonstrate that the licensed activities from indoor premises, and open areas associated with them, can be carried out so that plant noise, airborne noise breakout, and noise and vibration transmitted through structures, will meet the criteria for indoor premises below.

16. Applicants should demonstrate that the licensed activities from open air premises can be carried out so that plant noise, airborne noise, and noise and vibration transmitted through structures will meet the criteria for open air premises at paragraph 19 below.

17. Premises should be capable of being operated at all times of year without doors or windows being opened for ventilation. Air handling and air conditioning plant and systems must be designed and located so that noise emitted meets the criteria in paragraph 17 below. The council will require the applicant to ensure maintenance of building plant and machinery so that the above standards will be met at all times.

18. The criteria relating to:

A. Plant, machinery and associated equipment, internally or externally installed.

B. Ventilation.

C. Music and human voices, both amplified and unamplified and to other internal activities are noise emitted will achieve the following standards in relation to the existing external noise levels at the nearest noise sensitive properties<sup>44</sup>, at the quietest time during which any of these activities occur: At the nearest façade of the nearest noise sensitive property, the noise generated from the property to be licensed (the LAeq 5 mins) should not exceed 10 dB below the minimum external background noise during the operating period. The background noise level should be expressed in terms of the lowest LA90, 15 mins; and; where noise from the property to be licensed will contain tones or will be intermittent sufficient to attract attention: At the nearest façade of the nearest noise sensitive property, the noise generated within each octave band level (LA eq 5 mins) should not exceed 5 dB below the minimum external background noise level expressed in any of the individual octave band levels. The background noise level should be expressed as the lowest LA90, 15 mins for each of the octave bands during the operating period.

19. Applicants should ensure that as far as is reasonably practicable, licensable activities will be conducted and the facilities for licensed activities will be designed and

operated, so as to prevent the transmission of audible noise or perceptible vibration through the fabric of the building or structure to adjoining properties. In the case of licensable activities involving the playing of music or the operation of kitchens, or the running of plant after 11pm applicants may be required to demonstrate this.

20. The criteria relating to:

- A. Plant, machinery and associated equipment internally or externally installed.
- B. Music and human voices, both amplified and unamplified.
- C. Other activities.

Account will be taken of:

- The type/s of events planned.
- The number of events that take place each year.
- The numbers of participants and people attending each event.
- The times of day and duration of events.
- The days/dates of the events.
- Conformity to The Noise Council's 'Code of Practice on Environmental Noise Control at Concerts', guidelines and recommended noise control procedures conformity to standards set by the council in relation to the existing external noise levels at the nearest noise sensitive properties. The council has previously set standards in agreement with event organizers for lower noise levels than in Code of Practice on Environmental Noise Control at Concerts: published by the Noise Council.

21. Applicants should demonstrate that appropriate measures will be taken to limit noise from patrons and staff entering and leaving the premises, and vehicles arriving, departing and in the vicinity to prevent avoidable noise disturbance to noise sensitive properties. The kinds of measures that may be used include: **The premises has a door straight to the street, there is no lobby. Signs and verbal advice already conditioned within the Op Schedule to minimise any human noise outbreak**

- A. Installation of an acoustic lobby with inner and outer acoustic doors, designed to prevent both sets of doors being opened at the same time, together with management arrangements to ensure this.
- B. Signs and verbal advice to patrons to encourage them to limit noise as they wait outside and as they leave the premises.
- C. Guidance to patrons on routes to take as they depart, to cause least disturbance.
- D. Guidance to staff on their responsibilities to minimise noise from patrons as they arrive at and depart from the premises.
- E. Guidance to staff to minimise noise from any activities outside and in the vicinity of the premises.
- F. Arrangements for the calling of taxis, minicabs, cars or limousines from within the premises and for the collection of patrons by arrangement.
- G. Arrangements with dedicated taxi, minicab, car or limousine companies to collect patrons in an agreed manner so as to minimise disturbance.

22. The criteria relating to deliveries, collections and servicing are that the applicant must demonstrate appropriate measures that will be taken to limit noise from these sources and that these will prevent avoidable noise disturbance to noise sensitive properties. Such measures may include:

- A. Ensuring that deliveries, collections and operational servicing are carried out between 7am and 7pm or during the hours specified on the council's website for waste collections for the street, except where access at other times is unavoidable and specific procedures are in place to limit disturbance. Note considerations shall also be



given if arrangements comply with the following guidance on the TFL website at [tfl.gov.uk/info-for/deliveries-inlondon/delivering-efficiently/retiming-deliveries?cid=retime](http://tfl.gov.uk/info-for/deliveries-inlondon/delivering-efficiently/retiming-deliveries?cid=retime)

B. Guidance to drivers to switch off engine during deliveries, collections and servicing, and to minimise other noise caused by their activities.

The timings of deliveries of goods and that of drivers/riders despatching deliveries have all been accounted for within the operating schedule

## **CH1 - Protection of Children from Harm Risk Assessment**

### Appendix 12

1. Pubs, Bars, Restaurants and other licensed premises – What action to take and what to look out for?

Staff are aware of all of the below, please see note at point 4 below

- Adults befriending young people including buying them food and drinks.
- Adults who come in on their own and always target young people.
- Adults who frequently come in with different young people.
- Adults who come in with young people and meet other adults inside.
- Adults buying alcoholic drinks which you suspect are for someone who is under 18 years old.

N/A

- Young people with adults who are known or suspected to be gang members.
- Girls or boys with older men or women who appear to be touching or behaving in an intimate way.
- A young person looking concerned or frightened in the company of adults.
- Adults giving young people presents such as jewellery, clothes, phones etc.

2. Young People will often try to make themselves look older than they actually are. Always consider the age of the young person even if, at first glance, they may look over 18.

3. Hotels, Hostels or other Licensed Premises that Provide Overnight Accommodation – What action to take and what to look out for? N/A

4. What to do if you have concerns about a young person. If a young person is at imminent risk of harm, the licensee or a member of staff must call the police immediately via 999 to report your concern. Wraps & Wings protocols are to follow the below guidance to the letter. Sections that are not relevant to the wraps & wings business have been noted as such below. This document forms part of the refresher training at Wraps and Wings premises and conditioned.

- If the child is not in imminent risk of harm and it is not an emergency, then call the Police non-emergency number 101.
- Non-emergency concerns can also be raised with the council's Children Services Department on 020 7641 4000.
- Concerns relating to a young person can also be reported to the NSPCC via 0809 800 5000 or Crimestoppers via 0800 555 111.
- Have a Manager meet Police Officers on their arrival.
- Provide a written record of your concerns and descriptions of individuals to the Police. The Licensee or staff should offer support to the young person
- Ask if they are ok.
- Don't serve them any alcohol or allow anyone to buy them another drink. N/A
- Check that they are not receiving unwanted attention.
- Check whether they know who they are with and if they feel safe being/leaving with them.

- Offer to call a licensed taxi for them.
- Offer to call a parent/carer.
- Ask CCTV to monitor them.
- Make sure any person you are unsure of knows you have seen their face. Notify the relevant Manager and gather any relevant information
- Document detailed descriptions of any suspected offenders.
- Document detailed descriptions of the children and young people who you are concerned about.
- Download and secure any CCTV.
- Identify methods of payments i.e. cash/credit/debit cards.
- Secure any information regarding key card usage for the rooms. N/A
- Secure any information regarding items left behind.
- Secure the hotel room(s) until police arrive. N/A
- Report any relevant registration number plates.
- Record any observations that concern you in your incident logs.

### **HRS1 – Hours Risk Assessment**

Applications within the core hours set out below in this policy will generally be granted for the relevant remises uses, subject to not being contrary to other policies in the Statement of Licensing Policy.

Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following:

1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children from harm. **All relevant policies have been considered**
2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation. **N/A**
3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed. **This has been considered at great length and already covered, all issues have been resolved.**
4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises. **As with all 'beyond midnight' Wraps and Wings venues, the premises closes to the general public to ensure no disturbance from facility users to nearby residents. The premises applies to remain open purely to provide a delivery service.**
5. The proposed hours when any music, including incidental music, will be played. **N/A**
6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises. **There is no 'outside' area in which to dine.**
7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity. **This premises has never previously been licensed bar Tens**
8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night. **Yes they do**
9. The capacity of the premises. **In terms of customer capacity, the premises is small and permits for a handful of people inside the premises at one time. The onus is on delivery and as such there is no 'dine in' area.**
10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs and bars are higher risk than theatres, cinemas and other cultural and sporting venues due to the nature of the operation. **With this type of premises, the only real impact will be that of environmental and all aspects of which have been considered and dealt with.**

11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely. **N/A**
12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises. **N/A**
13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives. **Acknowledged**
14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation applications **Acknowledged**

Pubs and bars, **Fast Food** and Music and Dance venues

Monday to Thursday: 10am to 11.30pm.

Friday and Saturday: 10am to Midnight.

Sunday: Midday to 10.30pm.

Sundays immediately prior to a bank holiday: Midday to Midnight.

Restaurants

Monday to Thursday: 9am to 11.30pm.

Friday and Saturday: 9am to Midnight.

Sunday: 9am to 10.30pm.

Sundays immediately prior to a bank holiday: 9am to Midnight.

Core hours are when customers are permitted to be on the premises and therefore the maximum opening hours permitted will be to the same start and terminal hours for each of the days where licensable activity is permitted.

**The applicant has considered core hours in the policy and will be closing the premises to 'walk-ups' thereby remaining within the policy hours for customers on the premises.**

For the purposes of this policy, 'premises uses' are defined within the relevant premises use policies within this statement.

Note: The core hours are for all licensable activities but if an application includes late night refreshment then the starting time for that licensable activity will be 11pm.

### **FFP1 – Fast Food Premises Risk Assessment**

A. Applications outside the West End Cumulative Zones will generally be granted subject to:

1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1. **All considered**
2. The hours for licensable activities are within the council's Core Hours Policy HRS1. **Detailed earlier**
3. The operation of any delivery services for alcohol and/or late-night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1. **Acknowledged and conditioned**
4. The applicant has taken account of the Special Consideration Zones Policy SCZ1 if the premises are located within a designated zone. **N/A**

5. The application and operation of the venue meet the definition of a fast food premises in Clause D. **Agreed**

B. It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone other than: **N/A**

1. Applications to vary the existing licence hours within the council's Core Hours Policy HRS1, and/or,
2. Applications that seek to vary the existing licence so as to reduce the overall capacity of the premises.

C. The applications referred to in Clause B1 and B2 will generally be granted subject to:

1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.

**Acknowledged and conditioned**

2. The operation of any delivery services for alcohol and/or late-night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1.

**Acknowledged and conditioned**

3. The application and operation of the venue continuing to meet the definition of a Fast Food Premises in Clause D. **Agreed**

D. For the purposes of this policy a Fast Food Premises is defined as:

1. A premises that provides late night refreshment, either by way of fast food over a counter, via a self-seating basis or take away for immediate consumption.
2. Food and drink are:
  - a. Available on the premises for self-selection.
  - b. Prepared on the premises.
  - c. Cooked or produced off the premises but brought to that premises in advance of its sale to customers.
3. The food and drink are provided in pre-sealed or open disposable packaging which is intended for immediate consumption.
4. A fast-food premises can provide a delivery service as part of its operation, however that service must be ancillary to the main function of the premises as defined within sub-clauses D,1 to D,3 above. **Agreed**

### **DEL1 – Delivery Risk Assessment**

A. Applications for premises that intend to sell alcohol and/or late-night refreshment for delivery to customers at a residential or workplace address, which is ancillary to the main use of the premises, will generally be granted subject to not being contrary to other policies within this Statement of Licensing Policy and that it meets the criteria below:

Criteria:

1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1 **Acknowledged and conditioned**
2. The hours when delivery will take place is within the relevant Core Hours for that premises use **Conditioned to mitigate**
3. The delivery of alcohol and/or late-night refreshment to customers at their residential address or workplace will be ancillary to the main premises use **LNR delivery will be the main use, not permitting customers into the premises for LNR as the applicant's experience is that there is less disturbance in closing the doors at the end of core hours and conducting delivery only**
4. The applicant has demonstrated that they will not add to cumulative impact if the premises are located within the West End Cumulative Impact Zone. **N/A**

5. The applicant has demonstrated that they have taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated zone. **N/A**

6. That the applicant will,

a. Implement their own age verification procedures for the sale and supply of alcohol for their delivery staff

and ensure that they receive regular training in the company's age verification procedures, and/or

b. ensure that any third party, to which they have contracted the delivery of alcohol and/or food has sufficient age verification procedures in place for the sale of alcohol and has regular training for its delivery personnel on their age verification procedures. **N/A**

7. That the applicant will;

a. implement their own procedures and provide mitigation to reduce the risk that their delivery service and delivery personnel will create public nuisance either at the premises where the delivery originates and at the delivery destination, and/or

b. ensure that any third party, to which they have contracted their delivery service to have sufficient procedures and mitigation in place to ensure that their delivery personnel do not create public nuisance either at the premises where the delivery originates and at the delivery destination.

B. Applications that do not meet the criteria in Clause A will be considered on their own merits, subject to other relevant policies within this statement and the following considerations:

**The applicant has offered conditions unique to the Wraps & Wings business model in terms of 'silent delivery', the use of only electric vehicles or bicycles after core hours and ensuring that the actual delivery to doorstep process is silent too.**



Peter Conisbee  
4 Beacon Close  
Huntingdon  
Cambridgeshire  
PE29 6GB

Premises Licence Application for Late Night Refreshment  
Wraps & Wings  
3 Chippenham Road  
London  
W9 2AH  
20/06/2023

Dear Members of the Committee,

I write on behalf of [REDACTED], the director of VM Leasing Ltd, applicant for the above.

As you are aware, VM Leasing applied previously for a premises licence for this premises, 3 years ago. That application too came before the licensing sub-committee as a result of several objections from residents in relation to noise disturbance, most notably from the extraction unit. The application was not granted. [REDACTED] then set about following the advice from environmental health (EH), noting the reasons for refusal and rebuilding towards a future application.

Two main concerns were the extraction noise and the noise of gathering delivery drivers. An acoustic report was commissioned with regard to the extraction noise and is attached to the files, on conclusion, this dealt entirely with the issues and was submitted to EH. Servicing of this unit is up to date and reviews show that the system is still as per the report.

Interestingly the delivery driver issue was never related to Wraps & Wings. A number of delivery drivers used nearby Chippenham Mews to congregate socially between jobs. None of these delivery drivers were ever used by Wraps & Wings, despite these drivers being used by other businesses [REDACTED] dealt with the concerns on behalf of the neighbours and has since eradicated those problems.

This is not an unusual practice of [REDACTED] for his businesses across the country. This really brought home the issues that can be associated with your business even when they are nothing to do with you. Since then, a number of

practices have been concreted and offered within conditioning on all of his Late Night Refreshment (LNR) applications such as;

- All deliveries during licensable hours being conducted by bicycle or electric vehicle.
- Adopting a 'silent delivery' whereby customers are told when to expect their delivery and that they will be in receipt of a text/dropped call - ensuring that no conversation need take place and that the customer knows their delivery is outside, thus opening the door without it being knocked on.
- In some cases using their own staff to make deliveries during licensable hours.
- Ensuring the area not just outside their own premises, but the general area is clear of rubbish and presentable.

Previously 12 local residents, all of whom lived within close proximity of the premises objected, the decision notice stated;

*The locality of the area was a crucial factor in the decision making of the Sub-Committee because whilst it is accepted the area is mixed with commercial premises and residential there are also residential properties in close proximity to the Premises. The Sub-Committee noted that there was a 231 residential count within the immediate area. With that specific issue in mind, it could not ignore the fact that granting the application would exacerbate the problems residents already experienced with noise, loud voices, mopeds coming and going picking up of deliveries leading to vehicular traffic increase and greater footfall.*

██████████ has an excellent relationship with the residents around the premises, those that would be directly affected by the business, and they are aware of his application as he keeps in close contact with them. None of whom have submitted an objection as they know how committed he is to ensure that his business does not cause them any disturbance. They are all well aware that should they ever have an issue that he can be easily contacted.

The report also stated;

*The Sub-Committee was of the view that granting the application would have the potential to cause public nuisance into the late hours. This would be exacerbated by the congregation of delivery drivers outside of the Premises, noise and fumes from delivery bikes and unavoidable noise when delivering food within the surrounding areas to residential addresses which would undoubtedly affect local residents.*

This was risk assessed and as a result the bullet points above introduced into Wraps & Wings businesses.

Concerns raised by those submitting representations were addressed in letters to the objectors and their concerns dealt with. Some of the concerns were out of the control of the applicant, some were nothing to do with his business. Referring back to how [REDACTED] will deal with issues in the area, he is powerless to deal with waste left out by other businesses, and unable to dictate which vehicles are used to supply goods to his or other premises.

We did not receive a response from the public objections but have since had conversation with Mr Koduah representing EH.

I have attached a series of photos of the premises and surrounding area and also a menu from the premises.

We look forward to the chance to explaining the application in greater detail and answer any questions at the hearing.

Yours Faithfully

Peter Conisbee Q.Inst.Pa  
Licensing Consultant and Independent Commercial Energy Broker  
[www.pclicensing.co.uk](http://www.pclicensing.co.uk)

[REDACTED]



Picture below showing distance from [REDACTED].



Picture below showing 3 Chippenham to the centre, [REDACTED].



Picture below showing [REDACTED] 3 Chippenham.



## WRAP MEAL DEALS

Buttermilk Chicken Wrap & Fries	10.00
Classic Chicken Wrap & Fries	10.00
Spicy Veg Wrap & Fries	10.00
Burrito (Chicken or Veg) & Fries	11.00

## BURGER MEAL DEALS

Buttermilk Fried Chicken Burger & Fries	10.00
Classic Chicken Burger & Fries	10.00
Spicy Veg Burger & Fries	10.00
Cheese Burger (Beef) & Fries	12.00
BBQ Bacon Burger (Beef) & Fries	13.00

## BREAKFAST MEAL DEALS

Egg & Cheese Burger & Tater Tots	8.00
Spicy Omelette Burger & Tater Tots	8.00
Egg, Bacon & Cheese Burger & Tater Tots	11.00
Breakfast Burrito & Tater Tots	11.00

- Add Cheese on your Fries / Tater Tots for only £1.50
- Add a Soft Drink / Coffee for only £2.00
- Add 4 Wings for only £4.00
- Add 3 Millie's Cookies for only £3.00

## STARTERS AND SIDES

Skin On Fries	3.50
Rustic maris piper skin on fries	
Rosemary Fries	3.95
Rustic maris piper skin on fries with a sprinkling of rosemary salt	
Peri Peri Fries	3.95
Skin on fries dusted with our fiery peri peri seasoning	
Cheese Fries	4.95
Rustic maris piper skin on fries with cheese sauce	
Chilli Cheese Fries	6.50
Rustic maris piper skin on fries topped with beef chilli, cheese sauce and freshly cut salsa	
Garlic Butter Fries	4.95
Rustic maris piper skin on fries tossed in garlic butter with a sprinkling of parmesan cheese	
Sweet Potato Fries	5.25
Nachos	5.95
topped with sour cream, jalapenos, guacamole, freshly chopped salsa and cheese sauce	
Chilli Cheese Nachos	6.75
topped with beef chilli, cheese sauce, jalapenos and freshly cut salsa	
Grilled Halloumi	5.80
Onion Rings	3.95
Spicy Rice	4.75
Southwest Slaw	3.80
Buttermilk Fried Chicken Tenders	(3) 3.95 (5) 5.95
Grilled Chicken Strips	(3) 3.95 (5) 5.95
*House Salad V	5.50
lettuce, grated carrots, chopped tomatoes, sweetcorn and green olives with w&w sauce	
*WW Salad V	7.50
lettuce, frisée, beetroot, guacamole, pear, sweetcorn, pineapple, piquante peppers with honey mustard dressing	
*Add Grilled Chicken Strips	3.00
*Add Buttermilk Fried Chicken Tenders	3.00



## WINGS

	Original Wings	Buttermilk Fried Boneless Wings
5 Wings	5.50	9.95
10 Wings	10.00	10.50
15 Wings	14.50	15.00
<b>Buffalo</b>		
authentic american fried hot wings served with blue cheese dip		
<b>Korean</b>		
fried wings coated in a korean sweet hot pepper sauce, aka gochujang wings		
<b>Smoky BBQ</b>		
fried wings coated in our sweet and smoky house bbq sauce		
<b>Garlic Parmesan</b>		
fried wings tossed in garlic butter and dusted with parmesan cheese		
<b>Lemon and Herb</b>		
grilled wings basted in our mild zesty lemon and herb sauce		
<b>BBQ Caribbean Jerk</b>		
fried wings coated in bbq sauce which we've given a fiery caribbean jerk twist		
<b>Chipotle BBQ</b>		
fried wings coated in our unique sweet smoky chipotle chilli glaze		
<b>Hot</b>		
grilled wings basted in our peri hot sauce		
<b>Mild</b>		
grilled wings basted in our peri mild sauce		

## GRILLED CHICKEN

Served with Salad or Spicy Rice

Choose your size: Quarter 6.00 • Half 10.00 • Full 15.00

- BBQ Chicken**  
grilled chicken basted in our sweet and smoky house bbq sauce
- Peri Peri Chicken**  
grilled chicken basted in our peri peri sauce, choice of mild or hot
- Lemon and Herb Chicken**  
grilled chicken basted in our mild zesty lemon and herb sauce
- BBQ Caribbean Jerk Chicken**  
grilled chicken basted in our house bbq sauce which we've given a fiery caribbean jerk twist



## BURGERS

Served in an Artisan Brioche Bun. We use 28 day, dry aged Organic Beef

<b>Classic Cheese Burger</b>	9.50
beef patty, topped with ketchup, mustard, red onions, american cheese, lettuce, tomato and gherkins	
<b>Classic Chicken Burger</b>	8.50
grilled chicken burger with your choice of peri hot or mild, lemon & herb or our house bbq sauce, topped with mayo and lettuce	
<b>BBQ Bacon Burger</b>	9.95
beef patty, topped with cured maple beef bacon, sweet and smoky house bbq sauce, mayo, mini onions rings, american cheese, lettuce, tomato and gherkins	
<b>Double Bacon Cheese Burger</b>	10.95
beef patty, sandwiched between two layers of maple cured beef bacon with ketchup, lettuce, tomatoes, gherkins, american cheese and mustard	
<b>Buttermilk Fried Chicken Burger</b>	8.75
buttermilk fried chicken, topped with american cheese, chipotle mayo, w&w sauce and lettuce	
<b>Mounty Burger</b>	9.50
buttermilk fried chicken, topped with cured maple beef bacon, maple mayo, cheddar cheese and lettuce	
<b>Signature Burger</b>	9.95
beef patty, topped with chipotle mayo, caramelised onions, bbq salsa, american cheese, lettuce, tomato and gherkins	
<b>Push Fish Finger Sandwich</b>	8.50
tempura battered cod fingers deep fried to golden brown, topped with tartare sauce, lettuce and american cheese	
<b>Po Boy Sandwich</b>	9.95
golden fried prawns smothered with our house sauce topped with crunchy lettuce	
<b>Spicy Veg Burger V</b>	8.50
spicy bean patty with american cheese, jalapenos, gherkins, sriracha ketchup on the crown and mayo	
<b>Falafel Burger V</b>	8.50
falafel patty, topped with roasted veg, southwest slaw, gherkins and garlic mayo	

## Treat Your Burger By Adding:

- American Cheese	1.00
- Cheddar Cheese	1.00
- Jalapenos	1.00
- Pineapple	1.00
- Maple Beef Bacon	1.50
- Fried Egg	1.50
- Beef Chilli	2.00
- Extra Patty	4.00



## Millie's

Millie's Cookies (3pcs)	3.50	(6pcs)	7.00
Millie's Cookies & Churros			8.95
Millie's Cookies Dough with ice cream			9.95

Choice of Cookies: double choc chip, milk choc chip and white choc chip

## HANDSPUN SHAKES

Made with real Dairy Ice Cream from the Peak District

Oreo / Kinder Bueno / Ferrero Rocher	6.95
Salted Caramel / Strawberry / Chocolate / Vanilla	6.95

## SOFT DRINKS

Coke / Coke Diet / Fanta / Sprite	2.95
-----------------------------------	------



## TEA, COFFEE AND JUICE

Water (Still / Sparkling)	2.50
Lemon Ice Tea / Peach Ice Tea	2.95
Espresso	1.95
Flat White / Americano / Cappuccino / Latte	2.95
Hot Chocolate / Mocaccino	2.95
English Tea / Green Tea / Karak Chai	2.50
Cold Coffee	3.95
Tropicana Orange Juice	2.95

## SIDES

<b>Texas Toast</b>	1.50
2 thick slices of white bread toasted and spread with your choice of butter, honey or our signature honey butter spread	
<b>Tater Tots</b>	2.95
mini cylindrical shaped hash browns fried to golden brown	
<b>Loaded Tots</b>	4.95
our signature tater tots smothered with aged cheddar cheese sauce and maple beef bacon bits	
<b>Chipotle Baked Beans</b>	2.95
premium baked beans infused with chipotle pepper paste	
<b>Mushroom Sauce</b>	1.50
our home-made rich and creamy thick mushroom sauce	
<b>Pure Grade A Maple Syrup</b>	1.50
canadian pure maple grade A syrup	

## DIPS

Choose your favourite dip for £1.00 each

- W&W Sauce	- Chipotle Mayo	- BBQ
- Garlic Mayo	- Sweet Chilli	- Ranch
- Maple Mayo	- Hot Sauce	- Blue Cheese



## WRAPS

<b>Burrito (Chicken or Veg)</b>	8.90
grilled chicken topped with chipotle mayo, sour cream, guacamole, freshly chopped salsa, spicy rice and cheddar cheese	
<b>Classic Chicken Wrap</b>	8.50
choice of: bbq, buffalo, caribbean jerk, peri hot, peri mild or lemon & herb with southwest slaw, roasted vegetables, lettuce and w&w sauce	
<b>Buttermilk Fried Chicken Wrap</b>	8.50
buttermilk fried chicken strips with southwest slaw, roasted vegetables, lettuce and w&w sauce	
<b>Falafel or Spicy Bean Wrap V</b>	8.50
chickpea falafels or spicy bean patty, roasted vegetables, lettuce, gherkins and garlic mayo	
<b>Halloumi Wrap V</b>	8.95
soft grilled strips of halloumi, southwest slaw, roasted vegetables, lettuce and w&w sauce	



## Eggs Quisite

### All Day Breakfast

<b>Egg &amp; Cheese Burger</b>	5.95	<b>Egg, Bacon &amp; Cheese Burger</b>	7.50
soft and creamy folded free-range eggs topped with melted american cheese, red onion marmalade and maple mayo in a toasted brioche bun		free-range eggs over medium, maple beef bacon, american cheese and sriracha ketchup in a toasted brioche bun	
<b>Spicy Omelette Burger</b>	5.95	<b>Egg, Sausage &amp; Cheese Burger</b>	8.50
free-range omelette with diced onions, coriander, diced tomatoes, smoked paprika, laced with sriracha ketchup and american cheese in a toasted brioche bun		grilled beef sausage patty with caramelised onions, mustard sauce, melted american cheese, free-range soft folded eggs and ketchup, in a toasted tortilla folded free ways	
<b>Eggs Clusive Club Sandwich</b>	9.50	<b>Egg &amp; Minute Steak Burger</b>	10.95
a base layer of coronation chicken in hellmann's creamy mayo, crunchy lettuce, free-range eggs over medium, maple beef bacon, smothered with cheddar cheese and enclosed within a toasted brioche bun		medium well, minute steak, topped with mustard sauce, pickles, free-range eggs over medium, melted american cheese and mixed salad leaves in a toasted brioche bun	
<b>Egg &amp; Sloppy Joe</b>	7.50	<b>Egg &amp; Salad</b>	8.50
free-range eggs over medium, homemade beef chilli made using ground beef, kidney beans, peppers, tomato puree with melted american cheese and sriracha mayo in a toasted brioche bun		free-range egg over medium on a salad of mix lettuce, beetroot, pear, guacamole, parsley, spinach, pineapple, sweetcorn and peppadew peppers in a honey mustard dressing	
<b>English Breakfast Bowl</b>	9.50	<b>Veggie Breakfast Bowl</b>	9.50
grilled beef sausage patty, free-range egg over medium, baked beans, tater tots, mushroom sauce and maple beef bacon in a bowl		free-range egg over medium, grilled halloumi, mushroom sauce, baked beans, tater tots and guacamole in a bowl	
<b>Breakfast Burrito</b>	8.50	<b>Texas Cheese Toastie</b>	3.95
HP brown sauce, cheddar cheese, sausage patty, baked beans, tater tots, free-range eggs over easy in a toasted tortilla wrap		2 buttered sliced of thick white bread toasted with a filling of melted cheddar cheese	
<b>Buttermilk Pancakes</b>	5.95	<b>Add Grilled Halloumi</b>	3.50
stack of 5 buttermilk pancakes served with butter and a drizzle of pure canadian maple syrup		<b>Add Maple Beef Bacon &amp; Grilled Halloumi</b>	4.50
<b>Brioche French Toast</b>	6.50	<b>Add Fried Chicken Strips</b>	4.50
sliced brioche bun soaked in rich custard mix made using free-range eggs and cooked to golden brown, served with maple syrup		<b>Add Chocolate Sauce &amp; Real Vanilla Ice Cream</b>	4.50

**Premises Licence Applications**

<b>Application</b>	<b>Details of Application</b>	<b>Date Determined</b>	<b>Decision</b>
07/10354/LIPN	Application for New Premises Licence Late Night Refreshments Monday – Sunday 23:00 - 03:00	07.02.2008	Refused at Licenisng Sub Committee
20/09100/LIPN	Application for New Premises Licence Late Night Refreshments Monday – Sunday 23:00 – 01:00	26.11.2020	Refused at Licenisng Sub Committee

**Temporary Event Notice History**

<b>Application</b>	<b>Details of Application</b>	<b>Date Determined</b>	<b>Decision</b>
21/00453/LITENN	Temporary Event Notice 23:00 – 01:00	16.2.2023	Event allowed to proceed
21/01151/LITENN	Temporary Event Notice 23:00 – 03:00	18.03.2021	Event not allowed to proceed
21/13755/LITENN	Temporary Event Notice 23:00 – 01:00	3.12.2021	Event allowed to proceed
21/14011/LITENN	Temporary Event Notice 23:00 – 01:00	9.12.2021	Event allowed to proceed
21/14014/LITENN	Temporary Event Notice 23:00 – 01:00	9.12.2021	Event allowed to proceed
21/14015/LITENN	Temporary Event Notice 23:00 – 01:00	9.12.2021	Event allowed to proceed
22/04907/LITENN	Temporary Event Notice 23:00 – 02:00	13.05.2022	Event allowed to proceed
22/06915/LITENN	Temporary Event Notice 23:00 – 05:00	28.7.2022	Event allowed to proceed
23/01901/LITENN	Temporary Event Notice 23:00 – 05:00	30.03.2023	Event allowed to proceed
23/01900/LITENN	Temporary Event Notice 23:00 – 05:00	30.03.2023	Event allowed to proceed

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

None

**Conditions consistent with the operating schedule**

1. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
2. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
3. Signage stating that CCTV is in operation at the premises will be clearly displayed at the premises
4. The use of CCTV at the premises will be registered with the Information Commissioners officer (ICO)
5. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which will record the following:
  - b. all crimes reported to the venue
  - c. all ejections of patrons
  - d. any complaints received concerning crime and disorder
  - e. any incidents of disorder
  - f. any faults in the CCTV system

- g. any visit by a relevant authority or emergency service.
6. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
- The police (and, where appropriate, the London Ambulance Service) are called without delay;
  - All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
  - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
  - Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.
7. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times
8. A health and safety risk assessment will be completed and reviewed regularly, and will be made available to authorised officers of the council and the Metropolitan Police upon request
9. A fire safety risk assessment will be completed as per government guidelines on an annual basis (**Regulatory Reform (Fire Safety) Order 2005**) and produced to authorised officers of the council, the Metropolitan Police and the London Fire Service upon request.
10. The licensee shall ensure that a gas safety certificate is in existence at the premises and reviewed at the appropriate time
11. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
12. Customers will be actively discouraged from gathering outside of the premises
13. Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and businesses and leave the area quietly
14. The main doors of the premises shall be kept closed throughout the duration of licensable activity except for access and egress
15. The premises will close the doors to the general public at the following times;
- Monday to Thursday at 2330
  - Friday to Saturday at 0000
  - Sunday at 2230

The premises will however remain open to service delivery orders till 0500 hours

16. After the premises has closed to the general public, all deliveries will be conducted by bicycle or electric vehicle only. Delivery agents will be instructed to make contact with the customer by text or quiet telephone call to inform the customer that they are outside the delivery premises.

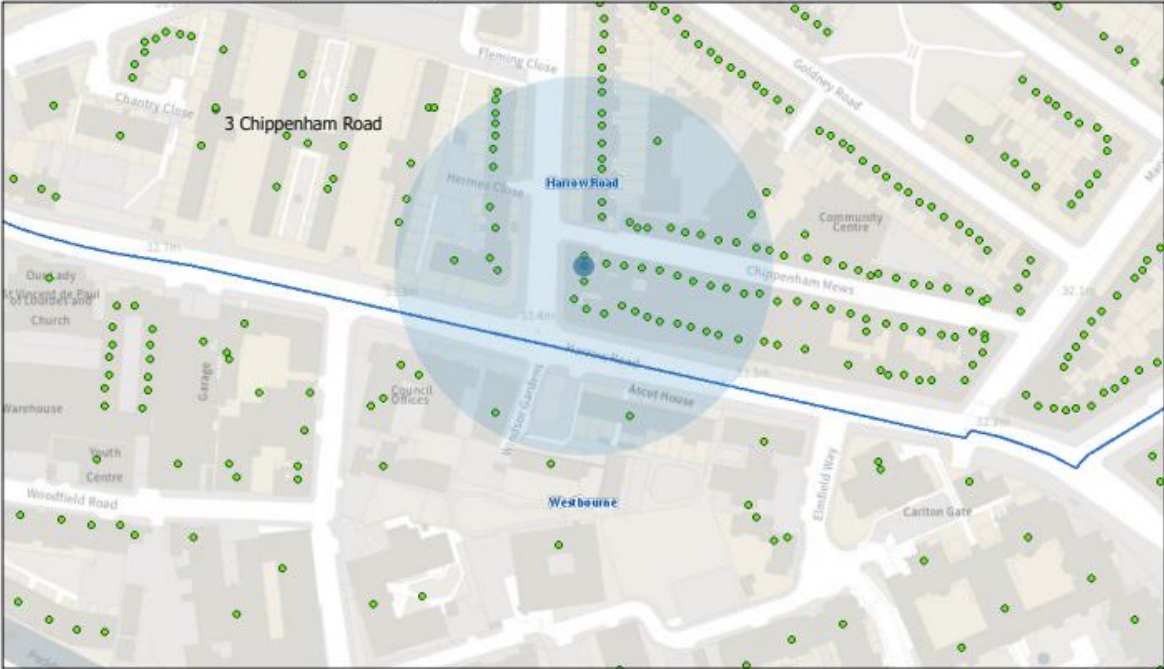
17. The licensee undertakes to use only experienced and reputable delivery companies whereby deliveries will only be delivered to the registered address as per the booking.
18. Delivery riders/drivers will be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the licenced premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway. The licence holder will positively encourage delivery riders/drivers to use quieter vehicles that are less likely to cause a nuisance, such as bicycles.
19. There will be no takeaway service of food for immediate consumption – all food taken away is to be closed/wrapped up. All packaging of food will be bio-degradable and clearly marked with the business name 'Wraps & Wings'
20. The licensee will provide adequate bins for use by customers and encourage their use
21. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between the hours of 22:00 and 08:00
22. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection time
23. During licensable hours there will always be a minimum of two members of staff present
24. Staff will be trained to identify signs of intoxication, suspicious or aggressive behaviour and how to appropriately deal with such customers so as to provide adequate care and minimise risk
25. Child Sexual Exploitation Training will be included in staff induction and annual refresher training – the licensee will link in with police licensing for updates and advice.
26. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor by vibration be transmitted through the structure of the premises which gives rise to a nuisance.
27. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.
28. No deliveries to the premises shall take place between 2100 hours and 0800 hours the following day
29. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified.
30. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous
31. No fumes, steam or odours shall be omitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated

32. During the hours of operation of the premises, the licence holder shall ensure regular checks are carried out to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
33. Staff shall monitor customer behaviour and to ensure there is no outbreak of noise from the premises.
34. Vehicles used for delivery must switch off their engines when parked, when outside of the premises for the collection of food for delivery and at the delivery address
35. All delivery agents shall wait inside the premises between deliveries/for deliveries.
36. All delivery personnel will have access to use the bathroom facilities at the premises

**Condition proposed by the Environmental Health Service**

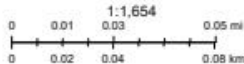
37. During licensable hours, all delivery riders shall be employed directly by the licence holder or a group company of the licence holder
38. Delivery shall be to a residential address or place of work only.
39. Delivery personnel/riders will not be permitted to smoke in the immediate vicinity of the premises.
40. Delivery personnel/riders will not be permitted to congregate in the immediate vicinity of the premises

**Wraps And Wings 3 Chippenham Road London W9 2AH**



12/06/2023, 16:12:43

- Property Mailing List
- Ward Labels
- Special Consideration Zones
- Borough Boundary - Mask
- Borough Boundary - Detailed
- Ward Boundaries
- Stress Areas



**Resident Count 231**



**Licensed premises with 75 metres of Wraps And Wings  
3 Chippenham Road  
London  
W9 2AH**

<b>Licence Number</b>	<b>Trading Name</b>	<b>Address</b>	<b>Premises Type</b>	<b>Time Period</b>
11/07847/LIPN	Supermercado Portugal	Basement And Ground Floor 396 Harrow Road London W9 2HU	Cafe	Sunday; 10:00 - 22:00   Monday to Saturday; 08:00 - 22:00