

Slug & Lettuce

186-194 High Street, Harborne

Variation of Premises Licence Application

Licensing Sub Committee Hearing: 11 January 2017

Evidence Bundle

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FAO:
South Street
Harborne
Birmingham
B17

Date: 20 December 2016
Our ref: SXD/SXD/L10905-13817
Doc Ref: 2145725730
Your ref:
E-mail:
Direct line:

Dear Sir

Slug & Lettuce, 186-194 High Street, Harborne, Birmingham
Re: Variation of Premise Licence - Hours

I act on behalf of the owners and operators of Slug & Lettuce in Harborne and in relation to licensing matters.

As you will be aware my clients submitted an application in November to extend their trading hours at the premises by an additional hour of Fridays and Saturdays and you submitted a letter of representation.

The matter is due to be determined by the Licensing Authority on Wednesday 11 January 2017 at 11am and I am writing to you as my client's area manager, Sarah Collins together with Edwina the general manager of the premises would welcome an opportunity to meet with you to discuss any concerns that you have regarding the premises and also to explain to you how the premises will be managed in the event that the application for later hours is granted.

Please note that my client's area manager, Sarah Collins will be available any time to suit you between 4pm and 6pm this Thursday 22 December 2016 or the same time period on Thursday 5 January 2017 and can either meet you at Slug & Lettuce or a location nearby to suit you. Alternatively, you may prefer to discuss the matter with my client and Sarah's telephone number is 0121 761 1111.

Kind Regards.

Suraj Desor
Poppleston Allen

cc. Bhupinder Nandhra, Licensing Officer, Birmingham City Council, via email



The Company

Stonegate Pub Company is the largest privately held managed pub operator in the UK operating over 650 pubs across the country. The business comprises 6 operating Divisions, consisting of branded and unbranded pubs and bars which include community and local pubs, catering for customers within the local neighbourhood; high street venues including the Slug & Lettuce and Yates's brands that attract businessmen and women, tourists, families, and students; our Venues Division of late night style bars and nightclubs.

Since the formation of the company in 2010 the company has made significant investment within the estate, both within the fabric of the buildings and the services offered. Its pubs and bars continue to benefit from a multi-million pound investment programme that continually strives to improve amenities and community facilities. Free Wi-Fi is now standard across the estate.

People

The company employs over 12,500 people and make significant investment in the training and development of their staff. A leading edge, award winning training programme ensures all front-line staff are equipped with the necessary skills to operate safely and legally within the business. Within the last 6 months alone, over 94,000 training modules have been undertaken by pub staff.

Community and Social Responsibility

All pub managers are encouraged to join their local Pubwatch, town centre management or business improvement forums, where they operate. Entry into Best Bar None programmes has resulted in hundreds of Stonegate pubs across the country being recognised for their contribution in helping create safer environments for staff and customers alike.

Engagement with the local community takes place in many forms, from supporting community groups, providing facilities for clubs and teams, raising funds for local and national charities to providing meals for local OAP's. The support given to local suppliers from bakers to taxi drivers is widespread.

The Senior Management

Stonegate Pub Company is operated by a team of highly experienced directors that have a wealth of industry experience.

Ian Payne is Chairman of Stonegate Pub Company. Ian, an accomplished expert in the licensed leisure sector, has held Board positions with Bass Taverns, Stakis plc and Ladbroke gaming. He was CEO of the Laurel Pub Company from its inception in May 2001 through to December 2004 and later Chairman of the Bay Restaurant & Town and City Pub Groups prior to the formation of Stonegate in November 2010.



Ian started his career in the trade behind the bar of a local pub more than 35 years ago.

Simon Longbottom serves the Chief Executive Officer. Simon held the post of Managing director of Pub Partners at Greene King plc since 2010. Prior to that, he served as Managing Director of Gala Coral's gaming division. He has over 11 years' experience at a senior level in the sector having held prominent positions at Mill House Inns and Mitchells & Butlers.

Graham Jones is Chief Operating Officer of Stonegate Pub Company, with direct and specific responsibility for licensing matters. A high performing and long standing professional, Graham has held senior operations positions in Whitbread PLC, Laurel Pub Company, Greene King, Barracuda Group and more recently Punch Taverns.

Suzanne Baker is the Commercial Director of Stonegate Pub Company, responsible for all commercial contracts including purchasing and property. Suzanne has spent her career within the licensed leisure sector having previously held Board positions in Bay Restaurant Group, Laurel Pub Company and JD Wetherspoon. She commenced her career joining Grandmet Retail in operations progressing within the marketing and purchasing roles across national brands, including Chef & Brewer.

Tim Painter is the HR Director of Stonegate Pub Company. Tim, who joined from Musgrave Retail Partners, has extensive experience in HR strategy, leadership and development, and change management across the retail sector.

LICENSING MANUAL

England and Wales

Premises Name:

Address:

DPS Name:

Tel no:

Area Manager Name:

Tel no:

CONTENTS

1. Guidance on How to Use and Complete This Manual
2. Licensing Manual Training Sign Off Sheet for Management Team
3. Record of Licences Held
4. Complete List of Mandatory Conditions
5. Certified Copy Premises Licence and All Other Licences (Tables and Chairs, Gaming Permits)
6. Details of Temporary Event Notices at Premises for Current Calendar Year
7. Details of Personal Licence Holders at Premises
8. Bar Staff Authorisation/ DPS Authorisation Sign Off Sheets
9. Key Contact Details, i.e. Police, Council, Head Office, Solicitors
10. Company Licensing Policies
 - a. Social Responsibility Policy
 - b. Underage Sales and Age Verification Policy
 - c. Dispersal Policy
 - d. Outside Areas Policy
 - e. Search Policy
 - f. Drugs Policy
 - g. Lost Property Policy
 - h. Mobile Phone and Theft Policy
 - i. Door Staff Policy
 - j. Drink Spiking Policy
 - k. Children Policy
 - l. Entry Queues Policy
 - m. Floor Walkers' Policy
 - n. Intoxicated Customer Policy
 - o. Crime Reporting and Crime Scene Preservation Policy
 - p. Disorder Strategy Policy and Conflict Management
 - q. Noise Management Policy
 - r. Glassware and Glass Collection Policy
 - s. Vulnerability Awareness and Duty of Care Policy
 - t. Capacity Policy
11. Risk Assessments and Action Plans
 - a. High Profile Event Risk Assessment

- b. Drug Awareness Action Plan
- 12.Minutes of Pubwatch Meetings
- 13.Minutes of Residents' Meetings
- 14.Minutes of Other Meetings
- 15.Any Other Business

COMPANY POLICIES AND REFERENCE TO THE LICENSING OBJECTIVES

Under the Licensing Act 2003 the fundamental principles that underpin the licensing system are the licensing objectives. Not only the Licensing Authority but all organisations and persons involved in the licensing process must operate in a way which promotes these licensing objectives. The company has a number of policies that relate to the licensing objectives and you will see from below there is overlap.

Prevention of crime and disorder

- Underage Sales/ Challenge 21 Policy
- Dispersal Policy
- Search Policy
- Drugs Policy
- Drug Awareness Action Plan
- Mobile Phone and Theft Policy
- Door staff Policy
- Drinks spiking Policy
- Entry queues Policy
- Floorwalker Policy
- Intoxicated Customer Policy
- Crime Reporting and Crime Scene Preservation Policy
- High Profile Risk Event Assessment
- Conflict Management and Disorder Strategy Policy
- Glassware and Glass Collection Policy
- Vulnerable Persons and Duty of Care Policy

Protection of Children from Harm

- Policy on children
- Underage sales and refusals Policy
- Floorwalker Policy
- Intoxicated Customer Policy
- High Profile Risk Event Assessment
- Vulnerable Persons and Duty of Care Policy

Public Safety

- Policy on entry queues
- Door staff Policy
- Floorwalker Policy
- Intoxicated Customer Policy
- High Profile Risk Event Assessment
- Conflict Management and Disorder Strategy Policy
- Glassware and Glass Collection Policy
- Vulnerable Persons and Duty of Care Policy

Prevention of Public Nuisance

- Policy on entry queues
- Door staff Policy
- Outside areas Policy
- Social responsibility charter
- Dispersal Policy
- Floorwalker Policy
- Intoxicated Customer Policy
- High Profile Risk Event Assessment
- Conflict Management and Disorder Strategy Policy
- Noise Management Policy

DISPERSAL POLICY

This Policy details the actions which need to be taken with regard to compliance with the Licensing Act 2003. It is also designed to improve the wider management of the late night economy by detailing the steps which need to be taken to reduce the potential for disorder and disturbance.

It is considered by the Company that the majority of disturbance and disorder is likely to occur as a result of a poorly thought out approach to managing the end of night period. The following Policy sets out the steps which should be taken at the end of the trading session to minimise the potential for disorder and disturbance as customers leave the premises. This includes measures to disperse customers over an extended period and also to ensure customers leave the venue in an orderly fashion and without bottles or glasses.

It is recognised that the Company has no direct jurisdiction outside of the boundaries of Company premises although we will continue to use our best endeavours to encourage customers to leave the immediate area in an appropriate fashion.

Key Control Measures for All Sites

1. Progressive Winding Down

In all instances the premises should ensure that the playing of music, which includes recorded music, live music and DJ music (where provided) is progressively wound down over the last half hour of the trading session, or immediately after the service of alcohol ceases. During this period it is the responsibility of the General or Duty Manager to ensure music is played which is of a quieter nature and a lower BPM.

Lighting levels throughout the premises should be gradually increased over the same period and not raised in a single step just prior to closure.

2. Announcements and Signage

Towards the end of the night announcements should be made, if possible, which include the following:-

- a) All customers are reminded that they must not take alcohol off the premises and this should be enforced by the provision of appropriate signage at the exit points of the venue and also all door supervisors must ensure that bottles and glasses are removed from any customers who are attempting to leave the premises with them.
- b) Customers should be asked to leave the premises in an orderly manner. Again, signage should be erected at appropriate exit points thanking them for their custom and requesting in addition that customers are considerate when they leave the premises.

- c) Details of local public transport and / or taxi services should be easily available to customers to enable them to disperse easily. This can be achieved by means of signage or by the availability of business cards for local taxi companies.

3. Door Supervisor's Role

Where utilised, it is the responsibility of the Door Team, in conjunction with the Site Management Team, to use their best endeavours to ensure:

- a) Customers who are leaving the premises do so in a quiet and orderly manner.
- b) If groups of customers are found to be loitering outside the premises after leaving they should be politely asked to move on.
- c) No bottles or glasses are permitted to be taken outside the site.
- d) Customers should be encouraged to leave gradually over the permitted period of "drinking up time".
- e) The practice of "herding out" customers as soon as service of alcohol has ceased should be discouraged and customers should be encouraged to leave gradually over the course of "drinking up" time.
- f) Members of the Door Team should be visible outside the unit for a period of time after closing until all groups of customers have left the vicinity.

4. General / Duty Manager's Role

It is the ultimate responsibility of the General or Duty Manager to ensure that:-

- a) The Door Team are acting effectively and responsibly in line with their responsibilities detailed above.
- b) Customers are not causing any disturbance or nuisance within the vicinity of the unit. If any disturbance is occurring then customers should be asked politely to move on, if safe to do so, or authorities should be called to assist if situation becomes hostile.
- c) A member of the Management Team should be visible with the Door Team until all groups of customers have dispersed.

NOISE MANAGEMENT POLICY

Stonegate Pub Company Limited is a responsible national operator and strives to work closely with the communities within which we operate. We have sites in highly residential areas and some with neighbours further away, and different brands and types of operation. However in all situations it is important that all staff use their best endeavours to manage noise both internally and externally to the best of your control. At all times you should be promoting the licensing objectives of prevention to public nuisance.

Noise can come from a variety of sources, for example, from outside areas and smoking areas, customers, music, staff leaving the premises and from rubbish disposal, amongst other things. Unwanted or excessive noise can cause a nuisance for neighbours and subsequent complaints. Furthermore, the Environmental Health Department has a wide range of powers to deal with noise nuisance from premises, and they or residents could also bring a review against the premises licence. See also the Outside Areas Policy.

Key Control Measures for All Sites

- Consideration should be given to keeping windows and doors closed (except for access and egress) during noisy times, for example, when you have music on. In any event, there may be a condition on the Premises Licence requiring this.
- You should monitor customers in an entry queue and on dispersal to ensure that they are not making too much noise. If necessary, a member of staff should be available to remind them to keep quiet to avoid disturbing neighbours.
- Similarly, you should ensure customers who have stepped outside to smoke or who are in an outside area are managed carefully to ensure they are not causing a noise nuisance.
- Notices should be displayed around the premises as appropriate to remind customers to be respectful and keep the noise down.
- High profile events, such as football matches, may attract large crowds. In these situations it may be necessary to carry out a risk assessment and in any event a larger crowd must be managed carefully to ensure they do not cause too much noise.
- If you have neighbours it may be advisable to keep them informed of any specific events that may be taking place.
- If you have a noise limiter device at the premises this must be used and any set limits adhered to at all times.
- If you have been playing music, consider reducing the volume and beats per minute (BPM) towards the end of trading or as the entertainment ceases as this may encourage your customers to be quieter when they leave.
- You should ensure that any deliveries or collections take place at a suitable hour or in such a way so as not to disturb anyone in the local vicinity.
- Remember noise can also come from air conditioning plant, ventilations fans and other equipment.

Suraj Desor

From: of REGFOI .REGFOI@birmingham.gov.uk>
Sent: 07 November 2016 16:30
To: David Inzani
Subject: Freedom of Information Act 2000
DOCID: 2145677807

Dear Mr Inzani

FREEDOM OF INFORMATION ACT 2000
REQUEST FOR INFORMATION – FOI 15657

I am writing in respect of your recent enquiry, detailed below, for information held by the Authority under the provisions of the Freedom of Information Act 2000. Please find below our response to your request.

Request

Slug and Lettuce, 186-194 High Street, Harborne, Birmingham, B17 9PP – Request for Information under Freedom of Information Act 2000

We act on behalf of Stonegate Pub Company Limited who are considering an application to vary the premises licence at the above site.

As part our preparation, prior to progressing the application, we request information that you hold in relation to the premises. In particular we would be grateful if you could please confirm whether or not you have received any complaints in relation to this premises in respect of noise or anti-social behaviour or any other complaint relating to the premises licence, or promotion of the licensing objectives in the last two years.

In relation to any complaints that you might have, please provide the date and description and the results of any investigation and any further action taken or outstanding.

Response

I write to advise you that we have no complaints listed that relate to your request for information concerning the Slug and Lettuce at 186-194 High Street, Harborne, Birmingham, B17 9PP.

If you are not satisfied with the response you may ask for an internal review. To do this, please contact Birmingham City Council's central FOI Team at this address:

Corporate DP/FOI Team
Performance and Information (WS)
PO Box 16366
Birmingham
B2 2YY

Email: foi.mailbox@birmingham.gov.uk

If subsequently you are not satisfied with the Council's decision you may apply to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at the following address:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545745
Web Address: www.ico.gov.uk

Data Protection Act 1998

The information you have provided within your Freedom of Information request will be held on our database and may also be held within manual records for a period of 2 years from the date Birmingham City Council received your request. Any personal data that you provide to Birmingham City Council will be held in line with the requirements set out within the Data Protection Act 1998.

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Regulation and Enforcement - FOI

Place Directorate
Birmingham City Council
PO Box 16586
Birmingham
B33 3EH

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The information contained within this e-mail (and any attachment) sent by Birmingham City Council is confidential and may be legally privileged. It is intended only for the named recipient or entity to whom it is addressed. If you are not the intended recipient please accept our apologies

Stonegate Pub Company Limited, Training Program

1. Stonegate have a robust and thorough approach to training. Our overall commitment to training is vast; we have the very latest eLearning which is updated by the Director of Compliance at CPL Learning if there is any change in law or if there is an area of focus that we need to focus on. On the 120 investments that we undertake per year we carry out over 50 hours training per person. We train over 700 Team Leaders per year and 300 Deputies plus 600 General Managers through Master classes per year. We put over 1000 individuals through the APLH and SCPLH per year in order to have at least three personal licence holders per site, this ensures we have a personal licence holder on duty at all times. Our spend on training is over £1m per year which is a seriously large investment and we take due diligence & especially licensing law extremely seriously.

The Training program

2. All newly employed members complete online training called Albert's Law, which must be completed within first 24 hours of working and before any team members sets foot behind the bar. Albert's Law is an introductory course which contains an outline of licensing law, who they can serve and who they can not, an understanding of our underage sales policy, which is standard as challenge 21 (although this is site specific and some sites run challenge 25) to ensure that our newly employed members understand the underage sales policy and asking anyone who appears under 21 and how to check identification, not serving drunks, drugs, handling difficult situations, working safely and fire safety. It also contains questions and exercises to test their understanding. Separately, an induction handbook is provided to members that supports the eLearning.
3. This introduction training course is a platform for more comprehensive training sessions. Following Albert's Law, team members must complete a further fourteen due diligence modules once they join the company, these include a more comprehensive module on preventing underage sales, age verification, service training, food safety, drugs awareness, disability awareness and health and safety.
4. With regard to the more comprehensive underage sales prevention module in particular, team members must complete the Award in Underage Sales Prevention and Age Verification modules within the first two weeks of joining the company. The Underage Sales Prevention module content includes the law relating to underage sales of alcohol and serving drunks, preventing unlawful sales, refusing service to underage persons and record

keeping. The Underage Sales Prevention module is a five hour course and assessed by an examination at the end of the course.

5. The Age Verification module content includes Award in Underage Sales Prevention module, how to challenge for a proof of age and Identifying which proofs of age are acceptable and which are not. The module is a three hour course and assessed by an examination at the end of the course.

Refresher Training

6. Every team member undertakes refresher training every year which is the complete learning suite all over again but sites that fail any test purchase the refresh is immediately activated and a refresh is activated every 6 months.

Monitoring and recording training

7. All this training is recorded on a state of the art Learner Management System; the General Manager in each site can view the completion on an up to the minute dashboard as can the Area Manager and any of the HR team, we can check whether an individual has completed, how long they took, which questions they got wrong, how many times they tried each question etc. The completion rates on all of our eLearning is 99.1%, a weekly report goes out to each business chasing any non-completers and the Training Managers & Area Managers complete the chase.

Location of Slug and Lettuce, Harborne

■ Location of Resident Objector