

# Licensing Sub-Committee Hearings Meeting

**Grand Jury Room, Town Hall, High Street,  
Colchester, CO1 1PJ  
Friday, 01 April 2016 at 10:00**

The Licensing Sub-Committee hears and determines applications made under the Licensing Act 2003. This includes licensing the sale of alcohol and the provision of a variety of licensable activities such as recorded music, stage plays and the showing of films.

## **Information for Members of the Public**

### **Access to information and meetings**

You have the right to attend all meetings of the Council, its Committees and Cabinet. You also have the right to see the agenda, which is usually published 5 working days before the meeting, and minutes once they are published. A complete agenda containing details of all the applications is available for inspection at the Customer Contact Centre, Angel Court. Dates of the meetings are available on the Council's website or from Committee Services (see details at the bottom of the page).

### **Private Sessions**

The Council will not record Licensing Sub-Committee Hearings due to their quasi judicial nature and in view of the personal and confidential information that may be disclosed as part of the proceedings which would not be appropriate to be published. The use of phones, tablets, laptops and other such devices is not permitted at Licensing Sub-Committee Hearings.

### **Mobile phones, pagers, cameras, audio recorders**

Please ensure that all mobile phones and pagers are turned off before the meeting begins and note that photography or audio recording is not permitted.

### **Access**

There is wheelchair access to the Town Hall from St Runwald Street. There is an induction loop in all the meeting rooms. If you need help with reading or understanding this document please take it to Angel Court Council offices, High Street, Colchester or Tel: 282222 or textphone (01206) 282266, and we will try to provide a reading service, translation or other formats you may need.

### **Facilities**

Toilets are located on each floor of the Town Hall. A vending machine selling cold drinks is located on the ground floor.

### **Evacuation Procedures**

Evacuate the building using the nearest available exit. Make your way to the assembly area in the car park in St Runwald Street behind the Town Hall. Do not re-enter the building until the Town Hall staff advise you that it is safe to do so.

Colchester Borough Council, Rowan House, 33 Sheepen Road, Colchester  
Tel 282222 or textphone (01206) 282266  
e-mail: [licensing.committee@colchester.gov.uk](mailto:licensing.committee@colchester.gov.uk)  
**[www.colchester.gov.uk](http://www.colchester.gov.uk)**

## **Licensing Sub-Committee Hearing Procedure for Hearings under the Licensing Act 2003**

- (1) All questions and statements will be directed through the Chairman.
- (2) The Chairman will at the beginning of the Hearing explain to the parties the procedure to be followed and shall consider any request made by a party for permission for another person to appear at the Hearing.
- (3) The Hearing shall take the form of a discussion led by the Council's representative.
- (4) Cross examination shall not be permitted unless the Sub-Committee considers that cross-examination is required for it to consider the representations, application or notice as the case may be.
- (5) The Chairman of the Sub-Committee may require any person attending the Hearing who in his opinion is behaving in a disruptive manner to leave the Hearing and may:
  - (a) refuse to permit that person to return, or
  - (b) permit him to return only on such conditions as the Sub-Committee may specify.

Provided that any such person may before the end of Hearing submit to the Council in writing any information which they would have been entitled to give orally had they not been required to leave.

- (6) A party who wishes to withdraw any representations they have made may do so:
  - (a) by giving notice to the Council no later than 24 hours before the day or first day on which the Hearing is to be held, or
  - (b) orally at the Hearing.
- (7) The Sub-Committee in considering any representations or notice made by a party may take into account documentary or other information produced by a party in support of their application, representations or notice (as applicable) either before the Hearing, or with the consent of all other parties, at the Hearing.
- (8) The Sub-Committee shall disregard any information given by a party or any person to whom permission to appear at the Hearing had been given which is not relevant to:
  - (a) their application, representations or notice(as applicable) or in the case of another person, the application representations or notice of the party representing their appearance, and
  - (b) the promotion of the licensing objectives or, in relation to a Hearing to consider a notice given by a chief officer of police, the crime prevention objective.
- (9) If a party has informed the Council that he does not intend to attend or be represented at a Hearing, the Sub-Committee may decide to proceed with the Hearing in his absence.
- (10) If a party has not informed the Council that he does not intend or be represented at a Hearing and fails to attend or be represented at a Hearing, the Sub-Committee may:
  - (a) where it considers it to be necessary in the public interest adjourn the Hearing to a specified date ( notice being given forthwith to the parties concerned of the date, time and place to which the Hearing has been adjourned), or

(b) hold the Hearing in the party's absence

Where the Sub-Committee agrees to hold the Hearing in the absence of a party, the Sub-Committee shall consider at the Hearing the application, representations or notice made by that party.

The Council's case:-

- (11) The Chairman will invite the Council's representative to summarise the report relating to the application under consideration.

The Applicant's case:-

- (12) The Applicant and/or representative will begin with their opening remarks and present their case.
- (13) The Applicant's witnesses (if any) will give evidence in support of the Applicant's case.
- (14) The Applicant and/or representative may question the Applicant's witness again to clarify any points which may have arisen.

Submissions from other persons or their representatives and from Responsible Authorities:-

- (15) Each party will present their case.
- (16) Each party's witnesses (if any) will give evidence in support of the party's case.
- (17) Each party and their witnesses may be questioned by the Chairman and members of the Sub-Committee.
- (18) Each party may question their witness again to clarify any points which may have arisen.
- (19) If the Applicant or other parties wish to question each other, questions may be directed through the Chairman.
- (20) Closing Statements may be made by the Applicant and/or representative.
- (21) The Chairman will ask the Legal Advisor whether there is anything else to be raised or settled before the proceedings are closed.

Determination of the application by the Sub- Committee

- (22) The Applicant and/or representative, other persons, Responsible Authorities and the members of the public and the press will leave the room to allow the Sub-Committee to determine the application. During this process the Sub-Committee members may ask for legal advice from the Legal Advisor.
- (23) The Applicant and/or representative, other persons, Responsible Authorities and the members of the public and the press will be invited to return to the room when the Sub-Committee's determination will be announced. Written details of the determination and the grounds upon which it is based will be sent to all parties concerned in accordance with the Hearings Regulations.



**COLCHESTER BOROUGH COUNCIL**  
**Licensing Sub-Committee Hearings**  
**Friday, 01 April 2016 at 10:00**

**Member:**

Pauline Hazell - Member, Michael Lilley - Member, Richard Martin - Member

**Substitutes:**

All members of the Council who are not Cabinet members or members of this Panel.

**AGENDA - Part A**  
(open to the public including the press)

**Members of the public may wish to note that Agenda items 1 to 5 are normally brief.**

**1 Appointment of Chairman**

To appoint a Chairman for the meeting.

**2 Welcome and Announcements**

a) The Chairman to welcome members of the public and Councillors and to remind all speakers of the requirement for microphones to be used at all times.

(b) At the Chairman's discretion, to announce information on:

- action in the event of an emergency;
- mobile phones switched to silent;
- the audio-recording of meetings;
- location of toilets;
- introduction of members of the meeting.

**3 Substitutions**

Members may arrange for a substitute councillor to attend a meeting on their behalf, subject to prior notice being given. The attendance of substitute councillors must be recorded.

#### 4 **Declarations of Interest**

The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda. Councillors should consult Meetings General Procedure Rule 7 for full guidance on the registration and declaration of interests. However Councillors may wish to note the following:-

- Where a Councillor has a disclosable pecuniary interest, other pecuniary interest or a non-pecuniary interest in any business of the authority and he/she is present at a meeting of the authority at which the business is considered, the Councillor must disclose to that meeting the existence and nature of that interest, whether or not such interest is registered on his/her register of Interests or if he/she has made a pending notification.
- If a Councillor has a disclosable pecuniary interest in a matter being considered at a meeting, he/she must not participate in any discussion or vote on the matter at the meeting. The Councillor must withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Where a Councillor has another pecuniary interest in a matter being considered at a meeting and where the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Councillor's judgement of the public interest, the Councillor must disclose the existence and nature of the interest and withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Failure to comply with the arrangements regarding disclosable pecuniary interests without reasonable excuse is a criminal offence, with a penalty of up to £5,000 and disqualification from office for up to 5 years.

#### 5 **The Pavilion**

7 - 126

See report by the Head of Professional Services

e-mail: [licensing.committee@colchester.gov.uk](mailto:licensing.committee@colchester.gov.uk)  
website: [www.colchester.gov.uk](http://www.colchester.gov.uk)

<b>Licensing Sub-Committee</b>	<b>26 February 2016</b>
<b>The Pavilion</b>	<b>FOR GENERAL RELEASE</b>

<b>Purpose of the Report</b>	To determine an application for a new premises licence, under the Licensing Act 2003, for The Pavilion.
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## 1. Application

<b>Applicant and Premises</b>	
Application Type	New Premises (ref M087819)
Applicant	Elysium Leisure Ltd
Premises	The Pavilion
Premises Address	20-21 Middleborough, Colchester
Premises description	Proposed Restaurant/Bar
Ward	Castle

## Proposed licensable activities and hours

<b>Provision of films</b>							
<b>Indoors/Outdoors or both</b>			<b>Indoors</b>		<b>Outdoors</b>		<b>Both</b>
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	07.00	07.00	07.00	07.00	07.00	07.00	07.00
End	02.00	02.00	02.00	03.00	03.00	03.00	02.00
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 07.00 to 03.00				

<b>Performance of Live Music</b>							
<b>Indoors/Outdoors or both</b>			<b>Indoors</b>		<b>Outdoors</b>		<b>Both</b>
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	07.00	07.00	07.00	07.00	07.00	07.00	07.00
End	02.00	02.00	02.00	03.00	03.00	03.00	02.00
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 07.00 to 03.00				

<b>Performance of Recorded Music</b>							
<b>Indoors/Outdoors or both</b>			<b>Indoors</b>		<b>Outdoors</b>		<b>Both</b>
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	07.00	07.00	07.00	07.00	07.00	07.00	07.00
End	02.00	02.00	02.00	03.00	03.00	03.00	02.00
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 07.00 to 03.00				

<b>Performances of Dance</b>							
<b>Indoors/Outdoors or both</b>			<b>Indoors</b>		<b>Outdoors</b>		<b>Both</b>
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	07.00	07.00	07.00	07.00	07.00	07.00	07.00
End	02.00	02.00	02.00	03.00	03.00	03.00	02.00
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 07.00 to 03.00				

<b>Provision of late night refreshment</b>							
<b>Indoors/Outdoors or both</b>			<b>Indoors</b>		<b>Outdoors</b>		<b>Both</b>
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	23.00	23.00	23.00	23.00	23.00	23.00	23.00
End	02.00	02.00	02.00	03.00	03.00	03.00	02.00
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 23.00 to 03.00				

<b>Supply of alcohol</b>							
<b>On / Off the premises or both</b>			<b>On sales</b>		<b>Off sales</b>		<b>Both</b>
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	07.00	07.00	07.00	07.00	07.00	07.00	07.00
End	02.00	02.00	02.00	03.00	03.00	03.00	02.00
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 07.00 to 03.00				

<b>Hours the premises are open to the public</b>							
Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start	07.00	07.00	07.00	07.00	07.00	07.00	07.00
End	02.30	02.30	02.30	03.30	03.30	03.30	02.30
Seasonal variations							
Non-standard timings			Sundays preceding Bank Holiday Mondays, Christmas Eve, New Year's Eve, Good Friday 07.00 to 03.30				

## 2. Conditions

### Offered on the operating schedule

1. Training will be given to all staff to ensure that drunken and anti-social guests are appropriately dealt with.
2. A high quality CCTV system will be fitted with cameras throughout the premises. Tapes/discs will be kept for 31 days.
3. Sufficient staff will be trained in the use of the CCTV system.
4. The premises have been fitted out in line with current and up to date British Building Regulation Standards for fire safety.
5. The perimeter of the building will be well illuminated.
6. Polite signs to be placed at all exits from the premises encouraging customers to be quite on leaving the premises and area and to respect the rights of people living nearby and on the route home. The same encouragement to be given to the bar and door staff at the end of the evening
7. A noise limiting device shall be installed, fitted and maintained in such a manner as to control the source of amplified music at the premises. The noise limiting device shall be connected to all permanent music and public address equipment and all available mains and power sockets within the area of the music equipment. Once set such a device should be inaccessible to the staff.
8. Amplified sound shall not be audible at the boundary of any noise sensitive premises.
9. Customers shall not be permitted to congregate and consume alcohol sold or supplied by the premises within the vicinity of the premises. The removal of alcohol shall be prevented if it is intended for such purpose.
10. All young children will be accompanied by an adult at all times.

## 2. Representations

Licensing Authority	Sally Harrington, Licensing Service Manager	Appendix 3a
Environmental Protection	Rita Parkin/Sam Riley, Environmental Protection Officer	Appendix 3b
Local Residents		Appendix 3c
Colchester Civic Society	Austin Baines, Secretary to Colchester Civic Society	Appendix 3d

### 3. Policy Context

Policy references are given for guidance only, they should not be regarded as a substitute for the Policy which contains the necessary detail for all parties in making and determining applications

2.2 The aims of this Licensing Policy are to pursue and promote the licensing objectives by encouraging:

- Desirable destinations for a wide range of age groups
- Licensed premises suitable for the area within which they are located
- Diversity of entertainment throughout the town centre that appeals to a wider audience
- A wide range of uses of premises

2.9 Applicants are expected to consider all the policies relevant to their application; these include general policies, key factors and where appropriate special policies.

#### **Special Policy for Colchester's Old Town Zone**

The application is in an area where the Council has adopted a special policy, known as the Old Town Zone Policy. This means that in the area in which the premises is situated, there is evidence of problems associated with operation of licensed premises and the promotion of the licensing objectives is being undermined. Regard must therefore be given to Section 9 of the Policy.

#### **Departures from Policy**

2.17 This Policy sets out the Licensing Authority's vision for the regulation of licensed premises throughout the Borough and outlines the standards expected in order to ensure the promotion of the licensing objectives. The Licensing Authority may depart from the policy should it consider doing so would benefit the promotion of the licensing objectives. However, it is expected that any such departure would only be in exceptional circumstances.

9.11 Exceptional circumstances will not include the quality of management or size of venue.

### 4. Background Information

Information relevant to the licensing and/or operation of the premises

The premises, known as the River Lodge, is currently operating under premises licence M004188. A copy of this licence is shown at Appendix 4.

## 5. Options available to the Sub-Committee

The Sub-Committee must take such of the following steps as it considers appropriate to ensure the promotion of the licensing objectives –

- Grant the application as requested
- Grant the application whilst imposing additional conditions
- Exclude or reduce the hours of operation of any licensable activities included within the application
- Reject the whole or part of the application

## Appendices

Appendix 1	Application
Appendix 2	Premises plans and location plan
Appendix 3	Responsible authorities/other bodies representations and supporting documentation
Appendix 4	Premises Licence for River Lodge

## Report Author

John Ruder, Licensing Manager	email <a href="mailto:jon.ruder@colchester.gov.uk">jon.ruder@colchester.gov.uk</a> telephone 01206 282840
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[Insert name and address of relevant licensing authority and its reference number (optional).]

**Application for a premises licence to be granted  
under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

**I/We Elysium Leisure Limited**

*(Insert name(s) of applicant)*

**apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003**

**Part 1 – Premises Details**

Postal address of premises or, if none, ordnance survey map reference or description <b>Pavilion Restaurant</b> <b>20-22 Middleborough</b> <b>Colchester</b>			
<b>Post town</b>	Colchester	<b>Postcode</b>	CO1 1QX

Telephone number at premises (if any)	01206 368369
Non-domestic rateable value of premises	£40,000

**Part 2 - Applicant Details**

Please state whether you are applying for a premises licence as

Please tick as appropriate

- |   |                                     |                             |
|---|-------------------------------------|-----------------------------|
| a) an individual or individuals *               | <input type="checkbox"/>            | please complete section (A) |
| b) a person other than an individual *          |                                     |                             |
| i. as a limited company                         | <input checked="" type="checkbox"/> | please complete section (B) |
| ii. as a partnership                            | <input type="checkbox"/>            | please complete section (B) |
| iii. as an unincorporated association or        | <input type="checkbox"/>            | please complete section (B) |
| iv. other (for example a statutory corporation) | <input type="checkbox"/>            | please complete section (B) |

- c) a recognised club ☐ please complete section (B)
- d) a charity ☐ please complete section (B)
- e) the proprietor of an educational establishment ☐ please complete section (B)
- f) a health service body ☐ please complete section (B)
- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales ☐ please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England ☐ please complete section (B)
- h) the chief officer of police of a police force in England and Wales ☐ please complete section (B)

\* If you are applying as a person described in (a) or (b) please confirm:

Please tick yes

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or ☐

I am making the application pursuant to a

statutory function or ☐

a function discharged by virtue of Her Majesty's prerogative ☐

**(A) INDIVIDUAL APPLICANTS** (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
I am 18 years old or over				<input type="checkbox"/> Please tick yes	
Current postal address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					

**SECOND INDIVIDUAL APPLICANT (if applicable)**

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
Surname			First names		
I am 18 years old or over				<input type="checkbox"/>	Please tick yes
Current postal address if different from premises address					
Post town		Postcode			
Daytime contact telephone number					
E-mail address (optional)					

**(B) OTHER APPLICANTS**

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name Elysium Leisure Limited
Address 7 The Centre Colchester Business Park Colchester CO4 9QQ
Registered number (where applicable) 07493972
Description of applicant (for example, partnership, company, unincorporated association etc.) Limited Company
Telephone number (if any) [REDACTED]
E-mail address (optional) [REDACTED]

### Part 3 Operating Schedule

When do you want the premises licence to start?

DD		MM		YYYY			
1	1	0	1	2	0	1	6

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD		MM		YYYY			
1	1	1	1	1	1	1	1

Please give a general description of the premises (please read guidance note 1)  
Restaurant/bar

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(Please see sections 1 and 14 of the Licensing Act 2003 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment

Please tick any that apply

- a) plays (if ticking yes, fill in box A) ☐
- b) films (if ticking yes, fill in box B) ☒
- c) indoor sporting events (if ticking yes, fill in box C) ☐
- d) boxing or wrestling entertainment (if ticking yes, fill in box D) ☐
- e) live music (if ticking yes, fill in box E) ☒
- f) recorded music (if ticking yes, fill in box F) ☒
- g) performances of dance (if ticking yes, fill in box G) ☒
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) ☐



**Provision of late night refreshment** (if ticking yes, fill in box I)



**Supply of alcohol** (if ticking yes, fill in box J)

**In all cases complete boxes K, L and M**

**A**

<b>Plays</b> Standard days and timings (please read guidance note 6)			<b><u>Will the performance of a play take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<b><u>Please give further details here</u></b> (please read guidance note 3)		
Tue					
Wed			<b><u>State any seasonal variations for performing plays</u></b> (please read guidance note 4)		
Thur					
Fri			<b><u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sat					
Sun					

**B**

<b>Films</b> Standard days and timings (please read guidance note 6)			<b>Will the exhibition of films take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3) Promotional material for example		
Mon	0700	0200			
Tue	0700	0200			
Wed	0700	0200	<b>State any seasonal variations for the exhibition of films</b> (please read guidance note 4)		
Thur	0700	0300			
Fri	0700	0300			
Sat	0700	0300	<b>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 0700 – 0300.		
Sun	0700	0200			

C

<b>Indoor sporting events</b> Standard days and timings (please read guidance note 6)			<b><u>Please give further details</u></b> (please read guidance note 3)
Day	Start	Finish	
Mon			
Tue			<b><u>State any seasonal variations for indoor sporting events</u></b> (please read guidance note 4)
Wed			
Thur			
Fri			<b><u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)
Sat			
Sun			

**D**

<b>Boxing or wrestling entertainments</b> Standard days and timings (please read guidance note 6)			<b><u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)		Indoors	<input type="checkbox"/>
					Outdoors	<input type="checkbox"/>
					Both	<input type="checkbox"/>
Day	Start	Finish				
Mon			<b><u>Please give further details here</u></b> (please read guidance note 3)			
Tue						
Wed			<b><u>State any seasonal variations for boxing or wrestling entertainment</u></b> (please read guidance note 4)			
Thur						
Fri			<b><u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)			
Sat						
Sun						



**E**

<b>Live music</b> Standard days and timings (please read guidance note 6)			<b>Will the performance of live music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon	0700	0200			
Tue	0700	0200			
Wed	0700	0200	<b>State any seasonal variations for the performance of live music</b> (please read guidance note 4)		
Thur	0700	0300			
Fri	0700	0300	<b>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 0700 – 0300.		
Sat	0700	0300			
Sun	0700	0200			

**F**

<b>Recorded music</b> Standard days and timings (please read guidance note 6)			<b>Will the playing of recorded music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon	0700	0200			
Tue	0700	0200			
			<b>State any seasonal variations for the playing of recorded music</b> (please read guidance note 4)		
Wed	0700	0200			
Thur	0700	0300			
			<b>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 0700 – 0300.		
Fri	0700	0300			
Sat	0700	0300			
Sun	0700	0200			

G

<b>Performances of dance</b> Standard days and timings (please read guidance note 6)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Mon	0700	0200			
Tue	0700	0200			
			<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 4)		
Wed	0700	0200			
Thur	0700	0300			
			<b><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 0700 – 0300.		
Fri	0700	0300			
Sat	0700	0300			
Sun	0700	0200			

# H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 6)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<b>Will this entertainment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<b>Please give further details here</b> (please read guidance note 3)		
Wed					
Thur			<b>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</b> (please read guidance note 4)		
Fri					
Sat			<b>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sun					

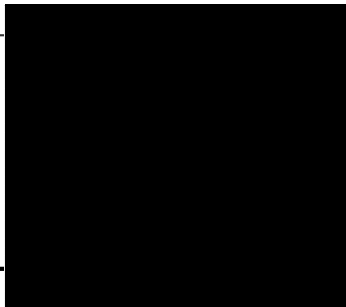
I

<b>Late night refreshment</b> Standard days and timings (please read guidance note 6)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Mon	2300	0200			
Tue	2300	0200	<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 4)		
Wed	2300	0200			
Thur	2300	0300			
Fri	2300	0300	<b><u>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</u></b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 2300 – 0300.		
Sat	2300	0300			
Sun	2300	0200			

**J**

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 6)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 7)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 4)		
Mon	0700	0200			
Tue	0700	0200			
Wed	0700	0200			
Thur	0700	0300	<b>Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 0700 – 0300.		
Fri	0700	0300			
Sat	0700	0300			
Sun	0700	0200			

**State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor:**

Name	
	
Personal licence number (if known) 4498	
Issuing licensing authority (if known) Colchester Borough Council	

K

**Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 8).**  
None

L

Hours premises are open to the public Standard days and timings (please read guidance note 6)			State any seasonal variations (please read guidance note 4)
Day	Start	Finish	
Mon	0700	0230	<p><b><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u></b> (please read guidance note 5) Sundays preceding Bank Holiday Mondays, Christmas Eve, New Years Eve, Good Friday: 0700 – 0330</p>
Tue	0700	0230	
Wed	0700	0230	
Thur	0700	0330	
Fri	0700	0330	
Sat	0700	0330	
Sun	0700	0230	

**M** Describe the steps you intend to take to promote the four licensing objectives:

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 9)**

**b) The prevention of crime and disorder**

Training will be given to all staff to ensure that drunken and anti social guests are appropriately dealt with.

A high quality CCTV system will be fitted with cameras throughout the premises. Tapes/discs will be kept for 31 days. Sufficient staff will be trained in the use of the CCTV system.

**c) Public safety**

The premises have been fitted out in line with current and up to date British Building Regulation standards for fire and safety.

The perimeter of the building will be well illuminated.

**d) The prevention of public nuisance**

Polite signs to be placed at all exits from the premises encouraging customers to be quiet on leaving the premises and area and to respect the rights of people living nearby and on the route home. The same encouragement to be given to the bar and door staff at the end of the evening.

A noise limiting device shall be installed, fitted and maintained in such a manner as to control the source of amplified music at the premises. The noise limiting device shall be connected to all permanent music and public address equipment and all available mains and power sockets within the area of the music equipment. Once set, such a device should be inaccessible to the staff.

Amplified sound shall not be clearly audible at the boundary of any noise sensitive premises.

Customers shall not be permitted to congregate and consume alcohol sold or supplied by the premises within the vicinity of the premises. The removal of alcohol shall be prevented if it is intended for such purpose.



e) The protection of children from harm

All young children will be accompanied by an adult at all times.

**Checklist:**

**Please tick to indicate agreement**

- I have made or enclosed payment of the fee. ☒
- I have enclosed the plan of the premises. ☒
- I have sent copies of this application and the plan to responsible authorities and others where applicable. ☒
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable. ☒
- I understand that I must now advertise my application. ☒
- I understand that if I do not comply with the above requirements my application will be rejected. ☒

**IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.**

**Part 4 – Signatures** (please read guidance note 10)

**Signature of applicant or applicant's solicitor or other duly authorised agent** (see guidance note 11).  
**If signing on behalf of the applicant, please state in what capacity.**

Signature	<i>F. Hens.</i>
Date	<i>18/12/15</i>
Capacity	Applicants solicitor

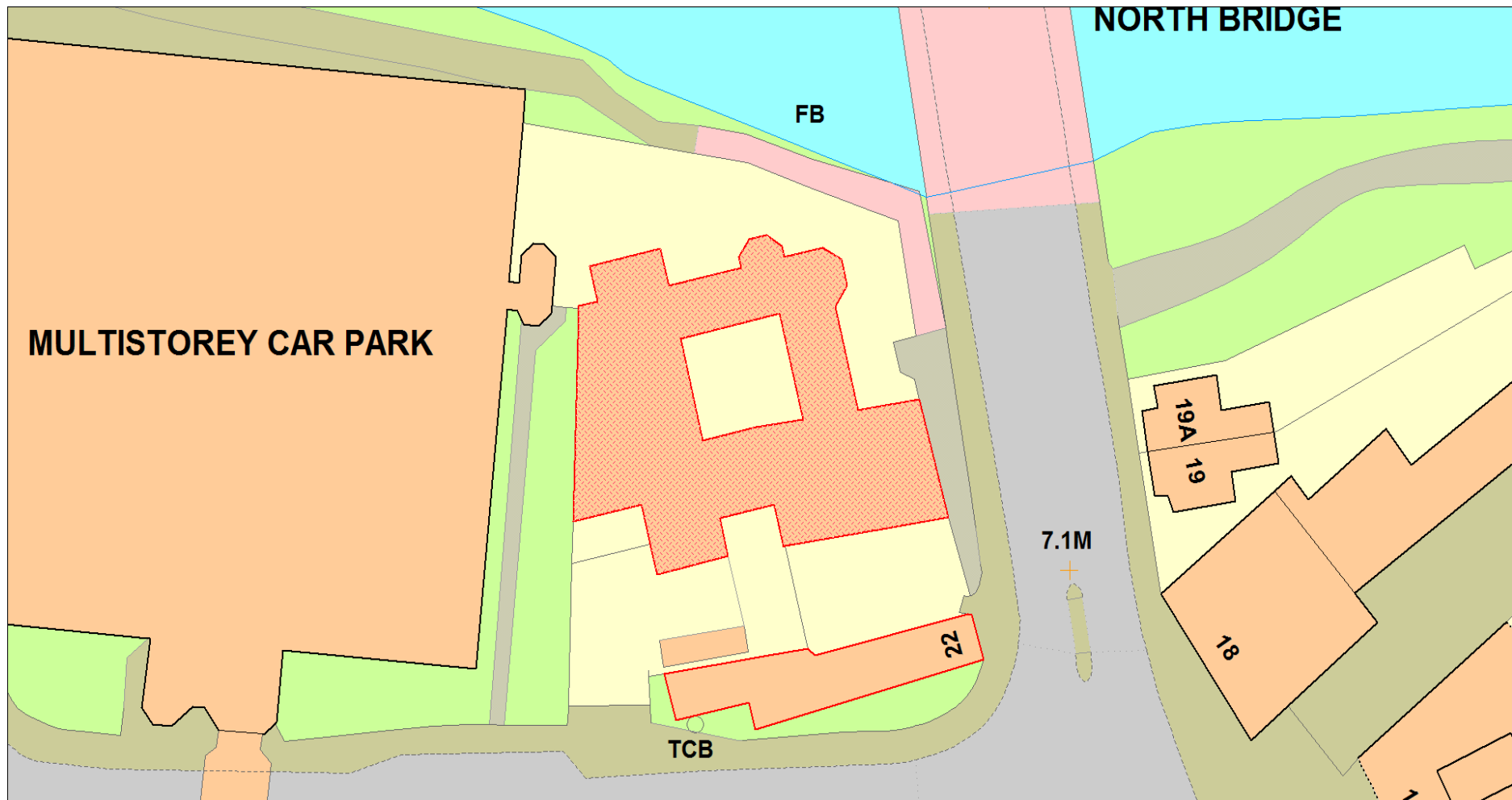
**For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent** (please read guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 13) Louise Bland Ellisons Headgate Court Head Street			
Post town	<b>Colchester</b>	Postcode	<b>CO1 1NP</b>
Telephone number (if any)	01206 719603		
If you would prefer us to correspond with you by e-mail, your e-mail address (optional) Louise.bland@ellisonssolicitors.com			

### Notes for Guidance

1. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
2. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
3. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
4. For example (but not exclusively), where the activity will occur on additional days during the summer months.
5. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
6. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.
7. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
8. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.
9. Please list here steps you will take to promote all four licensing objectives together.
10. The application form must be signed.
11. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
12. Where there is more than one applicant, each of the applicant or their respective agent must sign the application form.
13. This is the address which we shall use to correspond with you about this application.



## Premises Location Plan

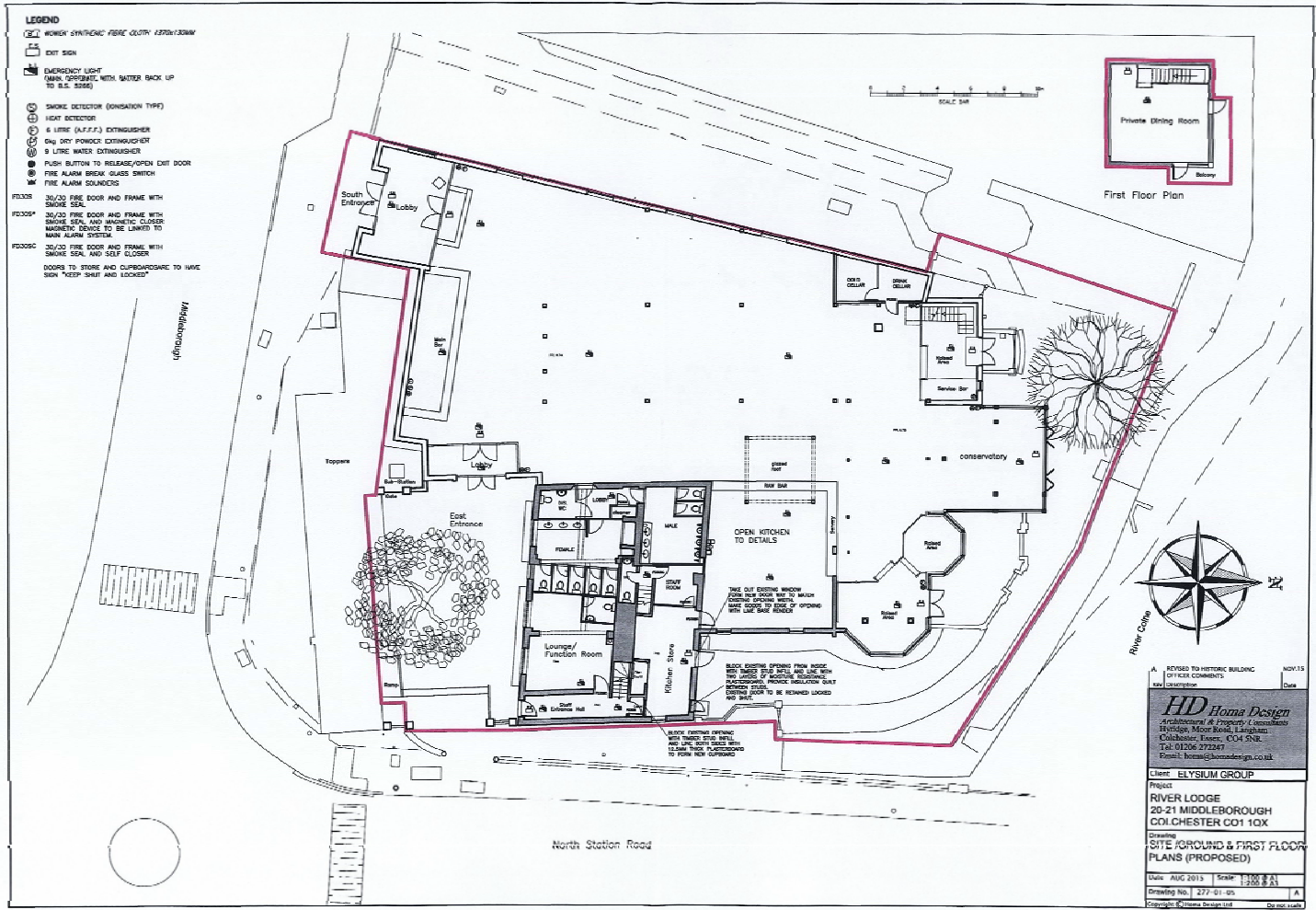
© Crown copyright and database rights 2015 Ordnance Survey 100023706.

**Application Reference:** 087819

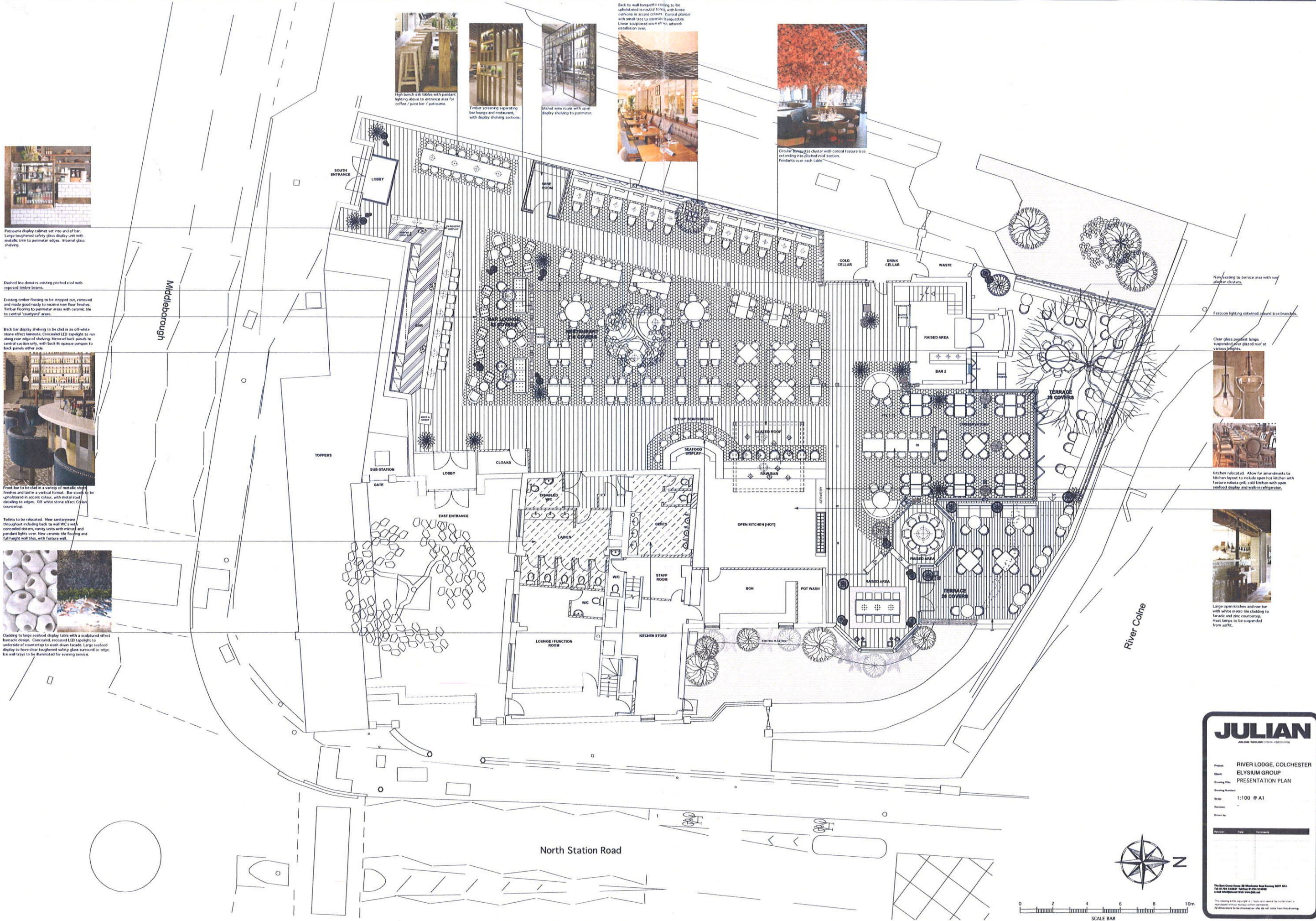
**Premises Address:** Pavilion Restaurant, 20-21 Middleborough, Colchester, CO1 1QX

**Date Produced:** 11 February 2016

(Map Not to Scale)







Perimeter display cabinet set into end of bar. Large toughened safety glass display unit with metallic trim to perimeter edges. Internal glass shelving.

Dashed line denotes existing pitched roof with exposed timber beams.

Existing timber flooring to be stripped out, removed and made good ready to receive new floor finishes. Timber flooring to perimeter areas with ceramic tile to central 'outdoor' areas.

Back bar display shelving to be clad in an off white stone effect laminate. Concealed LED spotlight to run along rear edge of shelving. Mirrored back panels to central section only, with back lit square pendants to back panels either side.



Front bar to be clad in a variety of metallic sheet finishes and laid in a vertical format. Bar stools to be upholstered in accent colour, with metal stud detailing to edges. Off white stone effect Colson countertop.

Toilets to be relocated. New sanitaryware throughout including back to wall WC's with concealed cistern, vanity units with mirror and pendant lights over. New ceramic tile flooring and full height wall tiles, with feature wall.



Cladding to large seafood display table with a sculptured effect laminate design. Concealed recessed LED spotlight to underside of countertop to wash down facade. Large seafood display to have clear toughened safety glass surround to edge. Ice well trays to be illuminated for evening service.



High bench oak tables with pendant lighting above to entrance area for coffee / juice bar / patisserie.



Timber screening separating bar lounge and restaurant, with display shelving sections.



Grated wine route with open display shelving to perimeter.



Back to wall banquet seating to be upholstered in neutral tones, with loose cushions in accent colour. Central planter with small trees to separate banquette. Linear sculptured wave effect artwork installation over.



Circular banquet cluster with central feature tree extending into pitched roof section. Pendants over each table.

**JULIAN**  
JULIAN ARCHITECTS LTD

Project: RIVER LODGE, COLCHESTER  
Client: ELYSIUM GROUP  
Drawing Title: PRESENTATION PLAN  
Drawing Number:  
Scale: 1:100 @ A1  
Revision:  
Drawn by:

Rev	Date	Comments

The River Lodge, 28 Wharfedale Road, Colchester, Essex, CO1 1AA  
Tel: 01206 511111 Fax: 01206 511112  
e-mail: info@julianarchitects.co.uk  
This drawing is the copyright of J. Julian and cannot be reproduced or used in any way without the written consent of Julian Architects Ltd. All dimensions to be checked on site, do not rely on this drawing.







## Licensing Authority – Representation

Premises Name	Premises Address
Pavilion Restaurant	20-22 Middleborough, Colchester CO 1 1QX <b>LA reference:</b> 87819

### Licensing Objectives affected

Failure to address the requirements of the Policy will undermine the following licensing objectives –

- Prevention of crime and disorder
- Prevention of public nuisance

### Licensing Authority Representation

The Licensing Authority objects to this application on the following grounds –

- It is contrary to the Council Borough Council Statement of Licensing Policy 2016-2021.
- The application does not demonstrate exceptional circumstances that would justify a departure from the Policy.
- [REDACTED]
- Failure to address the requirements of the policy will result in the licensing objectives of the prevention of crime and disorder and the prevention of public nuisance being undermined.

### Policy References

The premises is located within Colchester's Old Town Zone which is subject to a special policy. Section 9 of the Policy refers.

*Having regard to the issues within the Old Town Zone the Licensing Authority has also set out particular matters to which it expects operators to pay attention in order to ensure their operation will not add to problems in the area. Any applications which fail to address all appropriate matters may be refused or have conditions applied to comply with the policy measures.*

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## Consultation Response

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**Environmental Protection Officer:** Rita Parkin  
**Licensing Reference No:** 087819

**Ward:** Castle

**Location:** Pavilion Restaurant 20-21 Middleborough, Colchester, CO1 1QX

**Details:** Premises Licence Application

**Scheduled Response Date:**

---

### **Environmental Protection's Comments: -**

*The following comments are made in respect of the "Prevention of Public Nuisance" licensing objective*

### **Environmental Protection objects to this application.**

These premises are located in close proximity to a number of residential properties. The area is generally quiet late in the evening once traffic levels die down. In 2000 a Noise Abatement Notice was served to control noise levels when the premises were known as Quilters. Although there have been no recent complaints this serves to demonstrate its noise sensitive location.

We have particular concerns about the outside area, located on the northern side close to the river, which is likely to impact on the Riverside Cottages if used late in the evening/night. Past investigations by Environmental Protection Officers has shown that people talking loudly in the early hours of the morning in this outside area will impact on the nearby residents. This yard is the designated smoking area so late opening will result people congregating here even if the dining/drinking is inside.

Environmental Protection appreciates that noise issues have been taken into consideration with the design of the restaurant with the entrance being located away from nearby residents. However we are concerned that people leaving late at night by pickups, taxis and people walking may negatively impact on the locality.

It is our opinion that a premises which is primarily a restaurant does not need to be open until 03.00am. We also believe that the open plan nature of the restaurant lends itself to a future as potential bar rather than restaurant and this is likely to have an even greater impact upon residents.



It is the opinion of Environmental Protection that the existing premises licence which allows opening until 01.30am on a Friday and Saturday and 23.30 Monday – Thursday and Sundays is adequate for a restaurant/bar at this location and has not generated complaints from local residents. Furthermore we understand that the proposed opening hours of this application fall outside of recommendations made under the new Licensing Policy for this zone in Colchester.

*If the application were to be approved Environmental Protection recommends the following conditions:-*

- Opening hours for Bank Holiday Monday is restricted to finish at 00.30.
- The patios/garden/courtyard must not be used by customers after the hours of 23:00.
- No live or amplified music to be played in the open air (including temporary structures such as marquees and tents).
- No music or speech shall be relayed via external speakers.
- Customers shall not be permitted to congregate and consume alcohol sold or supplied by the premises within the vicinity of those premises. The removal of alcohol from the premises shall be prevented, if it is intended for such a purpose.
- Prominent and clear notices will be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- All external doors & windows opening onto the terrace must be kept closed after 23.00 other than for access and egress.
- A noise limiting device shall be installed, fitted and maintained in such a manner as to control all sources of amplified music at the premises. The noise limiting device shall be connected to all permanent music and public address equipment and all available mains power sockets within the area of the stage/music equipment. Once set such a device should be inaccessible to the licensee or staff.

*Note to the Applicant:*

*The use of noise limiters does not necessarily solve or prevent noise nuisance. To be wholly effective they must be used in conjunction with other measures and structural attenuation, and need regular calibration /*

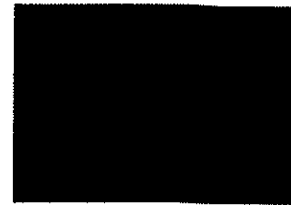
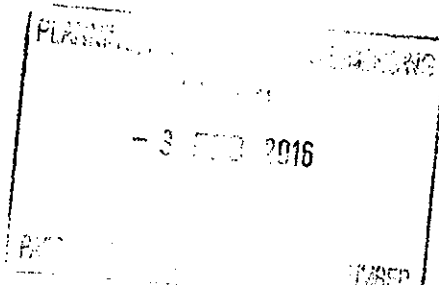
*checking by the owner or operator. Maintenance records must be kept for 12 months.*

Signed: *Rita Parkin*

Date: 17/1/2016

Environmental Protection Officer

1st Feb 2016



1<sup>st</sup> February 2016

**With reference to:**

**The Licensing Act 2003: Pavilion Restaurant, 20-22 Middleborough, Colchester, CO1 1QX  
Applied for by Elysium Leisure Ltd**

Dear Sirs,

I am writing on behalf of myself and the residents of [REDACTED] inclusively to oppose the application of the above notice.

Our experience, of many years, since River Lodge opened has led us to believe this local area to be most unsuitable for the above application. Although River Lodge was described as a restaurant – in which case it could have possibly enhanced this area, it was being run as a night club. Residents of the towpath and the many residents living in this area have had the privilege of being in the middle of one of Colchester's treasures, whilst being close to the town centre, we are able to enjoy the delights of nature, frequented not only by local people but also by the many tourists visiting our town, all enjoying walks along the towpath which lead directly into our Castle Park and also enjoying the wildlife and nature that exists here.

The opening of River Lodge changed the ambience of the areas and caused disruption.

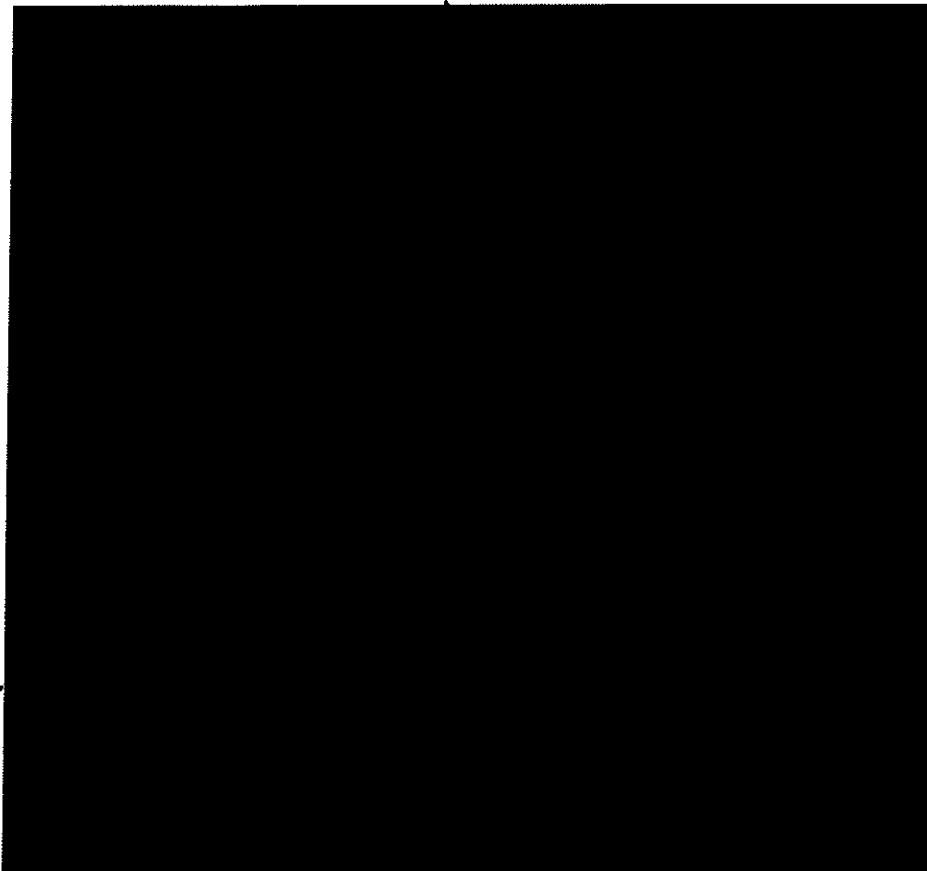
The doors of these premises opened out into a garden eating area which led down to the river bank. As a result, our weekend evenings were filled with the noise of customers and loud music, making it necessary for us to call Noise Abatement on numerous occasions, resulting in these premises being given notice to keep the doors closed and music to an agreed level. However, this notice was constantly ignored, leading to considerable public nuisance which continued after the premises were closed. The residents in the area were then subjected to petty crime, vandalism and noise. On many occasions our flower pots were thrown in the river, side windows in cars were broken, door bells were rung at late hours, cans and bottles were littered around – causing a danger to dog walkers on early morning walks having to avoid broken glass.

Having experienced first hand all of the above, we have every reason to believe a new business run in the same manner with yet more late night opening hours would only serve to encourage more nuisance and vandalism.

As representatives of this opposition, we feel it is a valid and fair reason to oppose this application.

Page 2 of 2

Signed:

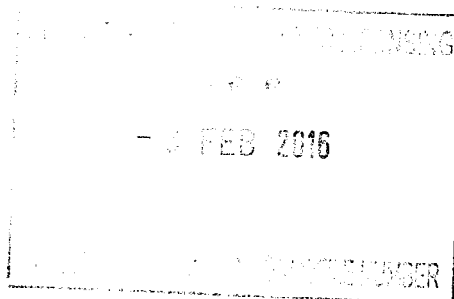


[REDACTED]

The Clerk of the Licensing Committee,  
Colchester Borough Council,  
Rowan House, CO3 3WG

[REDACTED]

2nd February 2016



Dear Sir,

In the matter of the Application of  
Elysium Leisure Ltd. and  
In the matter of Pavilion Restaurant  
at 20-22 Middleborough Colchester.

Pardon me for "stating the bleeding obvious" but I think it is important in any case like this to examine the aspirations of all those involved in the application, the full terms of which are before me as I write and as published in the Daily Gazette. There<sup>are</sup> essentially four parties. I will list them.

1. The Applicant. The sole purpose is to make money, not in itself necessarily a bad thing, by selling alcoholic beverages.
2. The Punters. These are mainly young persons for whom a weekend would not be a weekend without a night - or even two of them - on the town.
3. The persons who live in the surroundings of the Premises.
4. The Borough Council.

As to the Applicant, I would respectfully

Suggest that the Committee enquire into its bona fides. After all it is in no different position than the man or woman who seeks a licence to run the village pub. What track record have they? The Applicant seeks to have granted to it a licence for a quite extraordinary range of activities which taken all together will require extraordinary management skills. Is it really appropriate that the activities listed should all be allowed to take place between the hours of 7.00am and 3.00am the following day? (Many years ago there stood, not on this site but in the vicinity, the 'Market Tavern'. It closed when the cattle market closed. In common with many another market tavern across the country, it enjoyed licensing hours in the early morning for the benefit primarily of the drovers who had set out early in the day to drive their sheep, cattle and pigs to market and were living in a different time zone from the rest of us. But who nowadays needs to be sustained by alcohol at 7.00 am.)

There is little to say about the punks. They are going to be recruited from that pool of revellers, as the Gazette likes to call them, that make Colchester town centre, and particularly the Queen Street and St. Botolph Street area, so notorious. As I write, the local paper's front page today carries the news that two young men have been goaded for an incredibly vicious assault on a bouncer who was only doing his job. Hardly a day goes by without some new alcohol driven activity in the town.

Along with my immediate neighbours whose letter I have signed and fully endorse, I live in a well

maintained property as do many others in and around this area, and I have to ask the Committee members personally how much would you welcome an establishment as is here proposed on your doorstep. If the Committee were to regard it as suitable to this district then I suppose it would be suitable in The Avenue, Exendon, Mile End or even some rural village, say Layer de la Haye. What would the residents there have to say and would they be ignored? Would any of your committee like to buy my house when I cannot stand the racket, the thud, thud, thud, the boisterous punters, the screaming arguments in the street any longer and seek to move away? The value of my house and all others in the vicinity will plummet if this application goes ahead in anything like its present proposals.

Finally, the Borough itself. Sadly the roll call of shops that are empty grows longer by the day and business rates diminish accordingly. I urge the Committee not to yield to the temptation to seek to replace failed businesses with different kinds of businesses such as these in the hope they will at least pay the rates.

Two former proprietors gave up on this site. Each has caused us a lot of unnecessary grief as also your own Noise Abatement team. I fear the only way this Applicant will succeed is if it is given full rein to ride roughshod over all the quiet, decent and law-abiding citizens - they pay their rates and taxes too - who have hitherto lived contentedly in these parts.



# Colchester Civic Society



2 February 2016

Dear Sir

Proposed new licence – Pavilion, 20-21 Middleborough, Colchester

Having considered this application the Colchester Civic Society make the following observations on this application:-

It lies within the Old Town Zone as defined in the *Statement of Licensing Policy 2016-2021*, and in a part of that zone which has mixed residential and commercial uses. It also lies adjacent to a popular exit from the town centre.

The application includes live and recorded music as well as performance of dance ***both indoors and outdoors***. There is thus a strong likelihood of public nuisance from noise for nearby residents. Moreover there is a likely consequence of disorderly behaviour spilling out into neighbouring streets.

The application is also for the sale of alcohol both on and off the premises. There are thus concerns over problem of on-street drinking or associated public disorders.

The *Statement of Licensing Policy* indicates a preference for last sale times as follows:

Restaurant:	until midnight
Cafe/bar:	until 01.00
Live entertainment:	until 01.00

However the current application is for last sale times of 02.00 Sundays to Wednesdays and 03.00 Thursdays to Saturdays, with closing times of 02.30 and 03.30 respectively. These hours suggest that there will be possible disturbance at very late hours, which, considering that the site is on a principal route out of town, will be causing additional and unacceptable nuisance to residents.

In the light of these observations we believe that this application, as submitted, contravenes the current licensing policy and should be refused.

Yours faithfully

Austin Baines  
Secretary, Colchester Civic Society





# Colchester Borough Council

## Premises Licence

Granted under the Licensing Act 2003 s18

Colchester Borough Council  
Licensing Team  
PO Box 889  
Rowan House, 33 Sheepen Road  
Colchester CO3 3WG

Premises licence number: 004188

### PART 1 - PREMISES DETAILS

River Lodge  
20-21 Middleborough

**Post town:** Colchester

**Post code:** CO1 1QX

**Telephone number at premises:** 01206 368369

**Date Licence Granted:** 6 September 2005

### Regulated Activities authorised by this licence:

Performance of Plays	
Film Exhibitions	Licensed
Indoor Sporting Events	Licensed
Boxing or Wrestling Entertainment	
Performance of Live Music	Licensed
Playing of Recorded Music	Licensed
Performance of Dance	Licensed
Other Music or Dance Entertainment (see Schedule)	Licensed
Facilities for Making Music	Licensed
Facilities for Dancing	Licensed
Other Facilities for Music & Dance	Licensed
Late Night Refreshment	Licensed
Sale by Retail of Alcohol	Licensed

The times the licence authorises the carrying out of licensable activities:		
a) The sale by retail of alcohol :-		
Monday	09.00 to 23.00	
Tuesday	09.00 to 23.00	
Wednesday	09.00 to 23.00	
Thursday	09.00 to 01.00	
Friday	09.00 to 01.00	
Saturday	09.00 to 01.00	
Sunday	09.00 to 23.00	
Seasonal Variations		
Non-Standard Times	09.00 to 01.00 on Christmas Eve, New Years Eve and every Friday, Saturday and Sunday preceeding Bank Holiday Mondays. New Years Eve and New Years Day - the period between the standard finish time of the authorised period starting on New Years Eve and the standard start time on New Years Day.	
On/Off Premises	Alcohol may be served ON and OFF the premises	
Further Details		
b) The provision of regulated entertainment and entertainment facilities: –		
	Performance of Plays	Exhibition of Films
Monday		09.00 to 23.00
Tuesday		09.00 to 23.00
Wednesday		09.00 to 23.00
Thursday		09.00 to 23.00
Friday		09.00 to 00.00
Saturday		09.00 to 00.00
Sunday		09.00 to 23.00
Seasonal Variations		
Non-Standard Times		
Indoors/Outdoors		Activity may take place INDOORS
Further Details		Films on DVD etc may be used as part of customer entertainment both on large screens and the surrounding screens. Age restricted films will only be shown where appropriate to the age guidelines issued by the British board of film classification.
	Indoor Sporting Events	Boxing or Wrestling Entertainment
Monday	09.00 to 23.00	
Tuesday	09.00 to 23.00	
Wednesday	09.00 to 23.00	
Thursday	09.00 to 23.00	
Friday	09.00 to 0.00	
Saturday	09.00 to 0.00	
Sunday	09.00 to 23.00	
Seasonal Variations		
Non-Standard Times	It is possible that we may wish to stage darts matches or table games like race nights etc.	

<b>Indoors/Outdoors</b>		
<b>Further Details</b>		
	<b>Performance of Live Music</b>	<b>Playing of Recorded Music</b>
<b>Monday</b>	20.00 to 23.00	09.00 to 23.00
<b>Tuesday</b>	20.00 to 23.00	09.00 to 23.00
<b>Wednesday</b>	20.00 to 23.00	09.00 to 23.00
<b>Thursday</b>	20.00 to 23.00	09.00 to 23.00
<b>Friday</b>	20.00 to 23.00	09.00 to 23.00
<b>Saturday</b>	20.00 to 23.00	09.00 to 23.00
<b>Sunday</b>	20.00 to 23.00	09.00 to 23.00
<b>Seasonal Variations</b>		
<b>Non-Standard Times</b>	20.00 to 24.00 Fridays, Saturdays and Sundays of Bank Holiday weekends, Christmas Eve and New Years Eve.	
<b>Indoors/Outdoors</b>	Activity may take place INDOORS	Activity may take place INDOORS
<b>Further Details</b>	We wish to stage from time to time live music with groups/artists etc using their own PA systems and amplified music we recognise that this can be of potential nuisance and have restricted the hour of termination to 23.00.	We seek permission to play recorded music from when we are open 09.00 to 24.00 hrs. Recorded music will be of background nature in the main bar but amplified to a higher level on the dance area (yellow) and function room.

	<b>Performance of Dance</b>	<b>Other Music or Dance Entertainment</b>
<b>Monday</b>	20.00 to 23.00	20.00 to 23.00
<b>Tuesday</b>	20.00 to 23.00	20.00 to 23.00
<b>Wednesday</b>	20.00 to 23.00	20.00 to 23.00
<b>Thursday</b>	20.00 to 23.00	20.00 to 23.00
<b>Friday</b>	20.00 to 0.00	20.00 to 0.00
<b>Saturday</b>	20.00 to 0.00	20.00 to 0.00
<b>Sunday</b>	20.00 to 23.00	20.00 to 23.00
<b>Seasonal Variations</b>		
<b>Non-Standard Times</b>		
<b>Indoors/Outdoors</b>	Activity may take place INDOORS	Activity may take place INDOORS
<b>Further Details</b>	We would like to employ cabaret's act from time to time some of which will use dancers.	On occasions adult entertainment associated with specific events such as hen nights, stag parties etc. These events will be staged in such a way as not to offend customers or minors present in the premises.
	<b>Facilities for Making Music</b>	<b>Facilities for Dancing</b>
<b>Monday</b>	20.00 to 23.00	20.00 to 23.00
<b>Tuesday</b>	20.00 to 23.00	20.00 to 23.00
<b>Wednesday</b>	20.00 to 23.00	20.00 to 23.00
<b>Thursday</b>	20.00 to 23.00	20.00 to 23.00
<b>Friday</b>	20.00 to 0.00	20.00 to 00.00
<b>Saturday</b>	20.00 to 0.00	20.00 to 00.00
<b>Sunday</b>	20.00 to 23.00	20.00 to 23.00
<b>Seasonal Variations</b>		
<b>Non-Standard Times</b>		
<b>Indoors/Outdoors</b>	Activity may take place INDOORS	Activity may take place INDOORS
<b>Further Details</b>	We seek permission to operate Karaoke and talent nights with amplified music associated with the form of entertainment.	If permissions are granted we would like to introduce dancing to the central square area (yellow) and for private parties taking place in the function room. We understand that sound monitoring provisions will need to be addressed.
	<b>Other Facilities for Music &amp; Dance</b>	<b>Late Night Refreshment</b>
<b>Monday</b>	08.00 to 23.00	23.00 to 23.30
<b>Tuesday</b>	08.00 to 23.00	23.00 to 23.30
<b>Wednesday</b>	08.00 to 23.00	23.00 to 23.30
<b>Thursday</b>	08.00 to 23.00	23.00 to 01.30
<b>Friday</b>	08.00 to 23.00	23.00 to 01.30
<b>Saturday</b>	08.00 to 23.00	23.00 to 01.30
<b>Sunday</b>	08.00 to 23.00	23.00 to 23.30
<b>Seasonal Variations</b>		
<b>Non-Standard Times</b>		
<b>Indoors/Outdoors</b>	Activity may take place INDOORS	The provision of Late Night Refreshments is permitted INDOORS and OUTDOORS

<b>Further Details</b>	We seek permission to hold comedy club events, fashion shows and day and evening seminars with or without the provision of food also with amplified music background and voice overs.	We understand late night refreshment to mean food service after 23.00 hrs we request the opportunity of serving substantial food between 23.00 and 24.00 hrs in the main bar and terrace overlooking the river.
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<b>The Opening Hours of the Premises</b>	
<b>Monday</b>	09.00 to 23.30
<b>Tuesday</b>	09.00 to 23.30
<b>Wednesday</b>	09.00 to 23.30
<b>Thursday</b>	09.00 to 01.30
<b>Friday</b>	09.00 to 01.30
<b>Saturday</b>	09.00 to 01.30
<b>Sunday</b>	09.00 to 23.30
<b>Seasonal Variations</b>	09.00 to 01.30 Christmas Eve, New Years Eve and every Friday, Saturday and Sunday preceeding Bank Holiday Mondays. New Years Eve and New Years Day - the period between the standard finish time of the authorised period starting on New Years Eve and the standard start time on New Years Day.
<b>Non-Standard Times</b>	

<b>Where the licence authorises supplies of alcohol, whether these are on and/or off supplies:</b>
Alcohol may be served ON and OFF the premises

<b>PART 2</b>	
<b>Name, (registered) address, telephone number and e-mail (where relevant) of holder(s) of premises licence</b>	
<b>Licence Holder 1</b>	<b>Licence Holder 2</b>
Elysium Leisure Limited 2 Brook House Wivenhoe Business Centre Hamilton Road Wivenhoe CO7 9DP Tel: 01206 844448 E-mail:	Tel: E-mail:

<b>Registered number of holder; for example, company number, charity number (where applicable):</b> 07493972
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<b>Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:</b>
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<b>Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol:</b>  004498 Colchester BC
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*Karen Newman*

Karen Newman – Public Health & Enforcement Service Manager

30 October 2012

**Date of Issue**

## Annex 1 – Mandatory Conditions

### Alcohol

1. No sale/supply of alcohol shall be made when there is no Designated Premises Supervisor in respect of the Premises Licence.

2. No sale/supply of alcohol shall be made when the Designated Premises Supervisor does not hold a Personal Licence or when his/her Personal Licence is suspended.

3. Every sale/supply of alcohol under the Premises Licence shall be made, or authorised by a person who holds a Personal Licence.

### Door Supervision

Where a premises licence includes a condition that at specified times one or more individuals must be present at the premises to carry out a security activity, they must be licensed by the Security Industry Authority

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**Please note that Conditions 1,2,3 and 5 below do NOT apply to those premises ONLY authorised for off sales of alcohol**

1.—(1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on—

(i) the outcome of a race, competition or other event or process, or  
(ii) the likelihood of anything occurring or not occurring;

(e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or

glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

2. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
3. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.
- 4.—(1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.  
  
(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.
5. The responsible person shall ensure that—
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml; and
  - (b) customers are made aware of the availability of these measures.

## **Exhibition of Films**

1. Any exhibition of films must be screened in accordance with the category issued by the British Board of Film Classification (BBFC) certification.
2. Admission of persons under the age of 18 shall be restricted in accordance with any recommendation made by the above film classification body and any guidance issued under the Licensing Authority's Statement of Licensing Policy

## **Annex 2 – Embedded Restrictions**

Nothing listed

## **Annex 3 – Conditions Carried Forward on Conversion**

Nothing listed



## **Annex 4 – Conditions Consistent with the Operating Schedule**

### **Conditions Offered by Applicant in the Operating Schedule**

Age restricted films will only be shown where appropriate to the age guidelines issued by the British Board of Film Classification.

Recorded music shall comprise music of a background nature in the main bar but amplified to a higher level on the dance area and in the function room.

The binge drinking unsocial behaviour patterns seen in the past to be remedied by strong management controls and new procedures introduced.

Risk assessments for the premises, the events, customer numbers, age groups and other activities that place to be documented to form part of staff training and also as a result of the changing circumstances.

Management to take more notice of the licensing objectives to ensure that a harmonious co-existence develops between customer and neighbour.

Use of the CCTV system to assist in spotting trouble and identifying the culprits, and also to act as a deterrent.

The use of registered door staff on all busy nights and on occasions when the occupancy might pose a capacity threat i.e. England football matches.

That door staff be in radio communication with other venues and Colchester Central CCTV monitoring station.

To employ strict controls on underage drinking with proof of age identification with photographs to ensure children do not purchase alcohol.

Look for drunkenness on the premises and to ask such offenders to leave.

Staff serving alcohol to be instructed not to serve a person they feel is overly intoxicated.

Zero tolerance on drugs and violent behaviour which if occur would result in an automatic bar, and notification to the authorities.

To deter drug abuse the toilet areas to be regularly inspected.

To take part as a member of Pubwatch and regularly attend any police or local authority initiatives.

The use of plastic drinking glasses when the situation warrants.

The perimeter of the building to be well illuminated.

Compliance with health and safety legislation.

The fire alarm system to be maintained and regularly tested.

Means of escape, illuminated signage and staff training in case of fire are adopted.

When larger than normal crowds are expected (for example football cup finals etc), door staff be employed, plastic drinking glasses be used, the premises be closed for one hour after the match (where practical) to enable the sports crowd to disperse and the bar to be cleaned.

Broken glass, drink spillages, full ash trays etc to be cleared up immediately.

Non-Smoking policy in place at the bar servery.

Provision of air extraction system.

The occupancy capacity for the premises be considered when planning events under the new arrangements.

A dance floor and speaker system be installed in the central courtyard and this area be roofed over with sound proofing materials and all external walls to the building, if required, to have additional sound proofing measures to assist in avoiding noise breakout across the river. This is to ensure that noise levels would be contained in the middle of the building, protected by the main bars in the two flanks, which in turn would be redesigned to contain the sound within the building.

Following the installation of the dance floor in the central courtyard, the periphery sound systems be lowered in volume, to that of background levels, to restrict the sound breakout to the terrace area and front of the building.

A 30 minute wind down period after the last sale of alcohol to allow for the appropriate dispersal of customers.

A last admissions policy be operated to close the premises to new admissions or re-admission one hour before the bars close.

Children accompanied by an adult to be permitted in the building during lunch times and in the afternoons. After 18.00 children would not to be permitted into the bar unless associated with a private/family style function. Accompanied children will be permitted in the function room during the evenings.

The prohibition of strong language and sexual expletives which would be inappropriate for young people to hear, as set out in the Operating Policy.

Any film exhibitions taking place during the period when children are permitted on the premises will be subject to age restricted films, classified as such by the British Board of film censors.

Any adult performances inappropriate for children will not be permitted unless the performance takes place in a child free environment or behind closed doors separate from the main bar area.

Any advertising in house for adult performances should be appropriate for children to view.

Adults accompanying children are expected to maintain strict control of the child's behaviour and general safety whilst in the premises.

Recorded music shall comprise music of a background nature in the main bar but amplified to a higher level on the dance area and the function room.

Adult entertainment associated with specific events such as hen nights and stag parties will be staged in such a way as not to offend customers or minors in the premises.

### **General - all objectives**

We believe that the New Licensing Act provides opportunities for businesses to re-assess their current operations. The binge drinking unsocial behaviour patterns seen in the past need to be remedied by strong management controls and new procedures introduced. Although already in place further risk assessments for the premises, the events, customer numbers, age groups and the activities that go need to be documented to form part of staff training and also as a result of the changing circumstances. In return we would expect local licensing authorities to support these endeavours and allow extra flexibility on opening hours and support business opportunities in the spirit of the governments desire to move licensed premises more towards a continental trading method. Management must take notice of the licensing objectives to ensure that a harmonious co-existence develops between customer and neighbour.

The owners of Quilters have considerable experiences in operating busy venues with high standards and strict controls and therefore feel well placed in submitting our variation application, which we trust, can meet the authorities required criteria.

### **Prevention of Crime & Disorder**

We have a sophisticated computer CCTV surveillance system, which can help managers to spot trouble and assist in identifying the culprits, which also acts as a deterrent. We employ registered door staff on all busy nights and on occasions when the occupancy might pose a capacity threat ie (England football matches) the door staff are in radio communication with other venues and Colchester central CCTV monitoring station. This enables door staff to be made aware of any disturbances caused by other venues and heading our way. We employ strict controls on underage drinking with proof of age identification necessary if in doubt.

The managers are instructed to look for drunkenness on the premises and to ask such offenders to leave. Staffs serving alcohol are also instructed not to serve a person they feel is overly intoxicated.

We practice a zero tolerance on drugs and violent behaviour, which if found results in an automatic bar and notification to the authorities.

Toilets are regularly inspected for drug abuse. We support our local pubwatch committee and regularly attend any Police or local authority initiatives.

We use plastic drinking glasses when the situation warrant (ie England Football matches etc) and the perimeter of the building is well illuminated.

Managers are instructed to be polite, reasonable but resolute in dealing with potential flash points and staff are asked to keep a watchful eye on areas of possible trouble.

### **Public Safety**

We comply with Health & Safety legislation and have maintained fire alarm system. Means of escape, illuminated signage and staff training,

in case of fire are adopted. The system is regularly tested. The premises are large and as such occupancy levels can be substantial, however there is a great deal of fixed and casual seating which makes for comfortable environment which is not crowded. However when we anticipated larger than normal crowds ie football cup finals, European football and world cup matches, we would employ door staff, utilise plastic drinking glasses and close for one hour after the match (where practical) to enable the sports crowds to disperse and the bar cleaned. We employ registered door staff, who have undergone approved training and they are instructed to patrol the building at intervals during the evening. Staff training includes the immediate clearing up any broken glass, drink spillages, full ash trays etc and waitress staff are employed to do this as part of their customer service. There is a non-smoking policy at the bar server and our air extract systems are effective. We do not have an occupancy capacity for the premises, but understand that if the variation to our licence was granted then this and other issues would form part of the discussion and conditions attached to any new arrangement. From the plan you will see the many exit doors around the building, which can be used in case of fire breaking out.

### **Prevention of Public Nuisance**

We are conscious that local residents must be protected from unreasonable nuisance in all its forms.

We have a restriction to our current licence that states that doors onto the terrace to be kept closed after 23.00 hrs.

Noise breakout is a major problem and needs to be properly addressed when considering amplified music and the dancing that goes with it.

I'm seeking the authority's permission to have music and dancing, we would address this situation by putting the dance floor and the speaker system into the central courtyard (edged yellow) this area would in turn be roofed over with sound proofing materials and all external walls to the building, if required, could have additional sound proofing measures to assist in avoiding breakout across river.

In this way the noise levels would be contained in the middle of the building, protected by the main bars to the two flanks, which in turn would be redesigned to contain the sound within the building.

Although we have requested an extension to our existing hours it should be noted that we seek a 30 minute wind down period once the bar is closed to assist in a controlled leaving program to be implemented, which if practiced by other bars will stagger the amount of people put out on the street thus helping to avoid the likelihood of public nuisance.

The introduction of the dance floor area (see above) will enable the periphery sound systems to be lowered in volume, to that of background levels thus restricting the sound breakout to the terrace area and front of the building. After 23.00 hrs all external windows and doors to the river terrace will be closed.

The bar is situated in a predominately commercial area with busy streets leading away from the premises towards the town centre.

A large multi storey car park is next door with free parking at night and local taxis and public transport convenient to the building.

We practice a last admission time which can change from time to time dependent on the circumstances prevailing but at present is normally about 1 hour before we close the bar.

We ask customers to leave the premises quietly and in an orderly manner. There is always effective and responsible management on the premises.

### **Protection of Children**

As is envisaged that some children will be allowed into the bar, if accompanied by an adult during the lunch times or afternoons, evening as well as in the case of the function room.

Our operating policy includes the prohibition of strong language and sexual expletives, which would be inappropriate for young people to hear. It is envisaged that after 18.00 hrs children will not be permitted into the bar unless associated with a private/family style function.

Any film exhibitions taking place during these hours will be subject to age restricted films, classified as such by the British board of film censors.

Any adult performers felt inappropriate for children will not be permitted unless the performance takes place in a child free environment or behind closed doors separate from the main bar area.

Any advertising in house for such adult performances should be appropriate for children to view.

Responsible management and control of staff can create a family friendly premises but the protection of children from harm is a most important issue, which is recognised by the Quilters management. We expect and insist that adults accompanying children maintain strict control of their child's behaviour and general safety whilst in the premises.

Underage drinking is a major concern for the managers and proof of age with photographs plus measures taken to ensure children do not purchase alcohol are in force with door and other bar staff in general.

### **Adult Entertainment Details**

We seek permission for gaming machines also the occasional adult entertainment with specific events such as hen parties, stag parties, ladies and gentlemen's evenings. These events will be staged in such a way as not to offend customers or young people in the premises.

## **Annex 5 – Conditions Agreed with Responsible Authorities**

All external doors and windows opening onto the terrace must be kept closed after 23.00 other than for access and egress.

The patios/garden/courtyard must not be used by customers after the hours of 23.00.

No live or amplified music to be played in the open air (including temporary structures such as marquees and tents).

No music or speech shall be relayed via external speakers.

Customers shall not be permitted to congregate or consume alcohol sold or supplied by the premises within the vicinity of those premises. The removal of alcohol from the premises shall be prevented, if it is intended for such a purpose.

Prominent and clear notices will be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.

Adult entertainment will be limited to the function room. During adult entertainment children will not be permitted in the function room.

During adult entertainment children will not be allowed into the function room.

## **Annex 6 – Conditions Attached after a Hearing by the Licensing Authority**

CCTV shall be installed on the premises in consultation with the Police and to be kept working at all times premises are open.

No off sales.

If door staff employed, they must be registered door staff.

Substantial food shall be available at all times.

**APPLICANT'S BUNDLE FOR  
COLCHESTER BOROUGH COUNCIL LICENSING COMMITTEE HEARING  
26<sup>TH</sup> FEBRUARY 2016  
IN RESPECT OF PAVILION RESTAURANT**

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**INDEX**

<b>No</b>	<b>Document</b>	<b>Date</b>
1	Email from Rita Parkin	08.02.16
2	Press releases regarding Qube & Colchester Council highlighting polycarbonate glasses	
3	Letter to Applicant from Civic Society	
4	Details of Mimosa Restaurant	

## **Louise Bland**

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**From:** Rita Parkin <Rita.Parkin@colchester.gov.uk>  
**Sent:** 08 February 2016 15:10  
**To:** Louise Bland  
**Cc:** Sarah White; Rita Parkin; Samantha Riley  
**Subject:** RE: Pavilion Restuarant application for variation

Dear Louise

I confirm that there have been no complaints to the Environmental Protection Team or noise abatement notices served relating to the premises since October 2012.

Regards

*Rita*

Rita Parkin  
Environmental Protection Officer

Tel: 01206 282591 Mon-Tuesday & Weds am  
email: [rita.parkin@colchester.gov.uk](mailto:rita.parkin@colchester.gov.uk)

Tel: 01206 505860 Weds pm, Thurs & Fri  
email: [samantha.riley@colchester.gov.uk](mailto:samantha.riley@colchester.gov.uk)

Website [www.colchester.gov.uk](http://www.colchester.gov.uk)

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**From:** Louise Bland [<mailto:Louise.Bland@ellisonssolicitors.com>]  
**Sent:** 08 February 2016 13:13  
**To:** Rita Parkin  
**Subject:** Pavilion Restuarant application for variation

Dear Rita

Could I ask you to let me have disclosure of the records of complaints and any noise abatement notices etc relating to the premises during the period of my client's ownership (from 10 Oct 2012). Obviously I understand that you may have to redact any individuals personal details.

I look forward to hearing from you.

Kind regards  
**Louise Bland**  
**Partner, Solicitor**  
**Insurance Litigation Department**  
**Ellisons, Headgate Court, Head Street, Colchester, Essex, CO1 1NP**

Tel : +44 (0)1206 719603  
Mobile : 07940 732 028  
Secretary : +44 (0)1206 719679 Gloria Murray  
Fax : +44 (0)1206 546016



Email : [Louise.Bland@ellisonssolicitors.com](mailto:Louise.Bland@ellisonssolicitors.com)  
Web : [www.ellisonssolicitors.com](http://www.ellisonssolicitors.com)

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# Qube and Colchester Council joined forces for three-month pilot of polycarbonate glasses



Barman Zoltan Hajdu

Thursday 3 December 2015 / News

A TRIAL which saw a bar swap glasses for unbreakable cups has been hailed a success and has been extended.

Qube Bar, in Crouch Street, Colchester, ran a three-month pilot of polycarbonate glasses with Colchester Council.

Now it hopes more town centre venues will get involved.

The cups are intended to protect customers from broken glass.

Qube will extend the trial until February and will roll it out to its sister venue Hudson Cellar in Head Street.

Shirin Nia, business development manager at the Elysium Group, which runs the bars, said: "It's such a good idea in terms of making the club environment safer for customers.

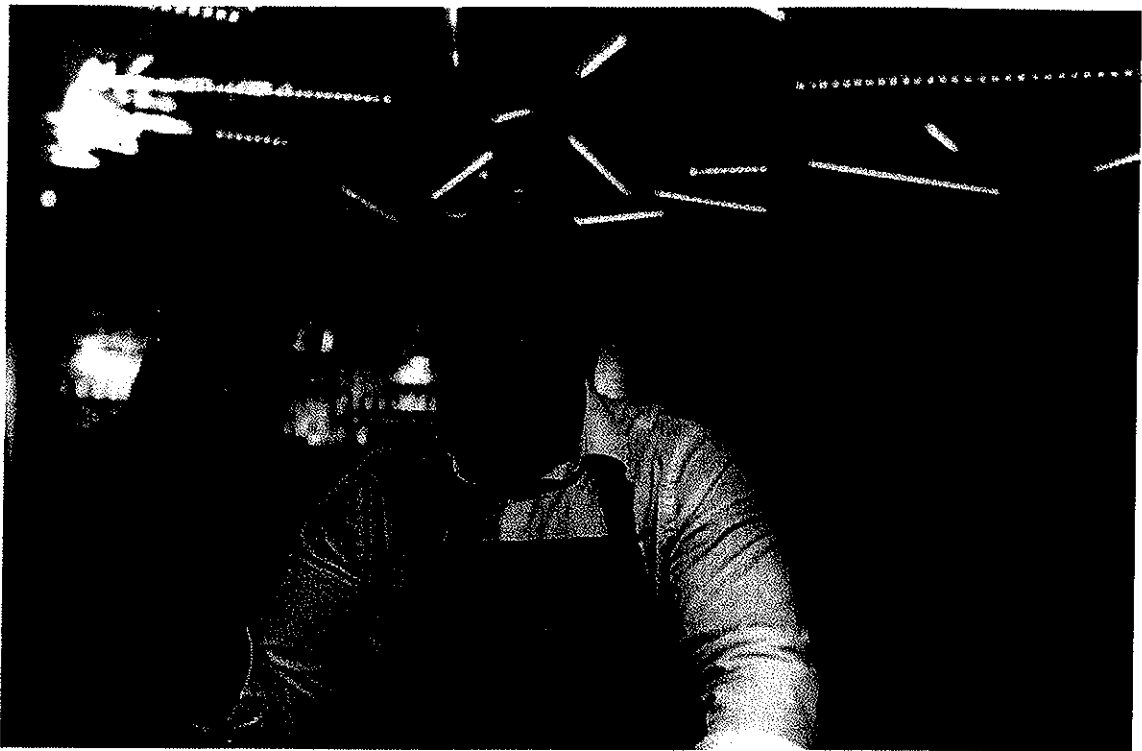
"We are really pleased with the results of the pilot.

"We haven't made a final decision yet but so far everything has gone really well and it's most likely that we will carry on with it.

"The staff are really pleased with it and it's easier for them to walk around picking up glasses rather than sweeping up broken glass.

"Hopefully other venues around town will do it. It just promotes a safer environment for the town centre.

"The more venues that do it, the safer it will be."



She said they have had positive feedback from customers and staff and the company has saved saved £600 by not having to replace smashed glasses.

Missoula, in Head Street, has been using the glasses for two and a half years.

The bar uses glass in the day when serving food, but switches to polycarbonate in the evening.

Manager James Longman said: "Our customers just expect it.

"It's a reduction in violent crime and broken glass on the floor."

Colchester District Commander Sharn Taylor said: "We are very pleased to hear the trial of the polycarbonate drinkware has been a success.

"The use of these products appears to have reduced the risk of injury caused by breakages and ultimately helps ensure the safety of those choosing to work in and visit Colchester.

"We would certainly welcome other venues using 'polycarbonate drinkware'."

#### **Share article**

Tim Young, councillor responsible for community safety, said: "I'm extremely impressed and encouraged by the results of the polycarbonate trial.

"The results of the pilot appear to indicate that, both from a public safety and commercial point of view, there are few, if any, disadvantages to using virtually unbreakable drinkware – only benefits. I hope this trial encourages many other bars and clubs in Colchester to consider using it."

# Colchester's Qube bar to introduce unbreakable drink containers



Bar to introduce unbreakable drink containers



Andrea Collitt, Chief Reporter / Monday 10 August 2015 / News

UNBREAKABLE drinks containers will be introduced at Colchester's Qube bar in a bid to keep customers safe.

The popular nightspot in Crouch Street is working with the Safer Colchester Partnership on the trial which starts today.

The polycarbonate glasses will be used for three months in Qube's upstairs club area.

They have successfully been used at Missoula bar in Colchester's Head Street for two years.

The Qube trial follows discussions between Safer Colchester Partnership, Pub Watch, Essex Police and BBP Marketing.

They will use the results to consider whether the drinkware could be used at more venues in Colchester.

Shirin Afzalnia, business development manager at Elysium Group, which Qube is part of, said: "Elysium Group is looking forward to being the first to work together with Safer Colchester Partnership to trial this new high-quality product at Qube.

"We hope it will help create a better and safer environment for our customers, leading the way for safer nightlife in Colchester."

Chief Inspector Richard Phillibrown, District Commander for Colchester, said: "I am extremely pleased to see the efforts being put in to create a safer environment in the town centre and fully support this scheme.

"Having personally dealt with people who have been injured by broken bottles and glasses accidentally or intentionally, I feel this is another step in the right direction for Colchester."

As the drink containers are shatter-proof, staff are also spared having to clear up any breakages and floors and furnishings are not damaged.

Tim Young, cabinet member for licensing, said: "Safer Colchester Partnership is pleased to be working with Qube and Pub Watch on this drinkware trial.

"With the product's potential to deliver so many benefits for staff, customers and the businesses that use them, we are keen to see the reactions and results in Colchester.

This is just one of the many ways we are working to support Colchester's safe and vibrant environment."

Craig Gill, Missoula general manager, said: "Having used polycarbonate drinking vessels here for a few years the benefits are clear to see.

"They have been absolutely great, both financially and more importantly for the cleanliness of the venue and safety of our customers and staff, reducing the risk of injury when glasses are accidentally dropped."



# Pilot of plastic glasses in Colchester bar deemed a success

03 December, 2015 - 18:48



Trial of plastic glassware in Colchester bar hailed a success.

**A trial of unbreakable plastic glasses in a Colchester bar has been hailed a success.**

The Safer Colchester Partnership teamed up with Qube Bar in Crouch Street in August to test a range of polycarbonate glasses over a three-month pilot period.

It is hoped the shatter-proof material not only removes the risk of injury caused by shards when glasses are dropped and broken, but it also has high-insulation properties which keeps drinks cooler for longer.

Both staff and customers have given positive feedback during the trial, with a majority of drinkers saying they preferred the new material to standard glasses while bar workers said they had no breakages to clear away.

Elysium Group, which owns Qube, has also reported cost savings of almost £600 as they have not had to replace glasses or repair flooring and furniture.



As a result of the success of the first phase of the pilot in Qube the owners have agreed to prolong the trial until February, in order to cover the busy Christmas and New Year periods.

The Elysium Group is also planning to extend the pilot to their new club in Colchester, Hudson Cellar, which recently opened in Head Street.

Shirin Nia, business development manager at the Elysium Group, said: "We are really pleased with the results of the pilot.

"We are now extending the use of virtually unbreakable drinkware to some of our other venues, to reinforce its positive impact on our client's safety and Colchester's nightlife as a whole."

Tim Young, Colchester borough councillor for community safety and licensing, said: "I'm extremely impressed and encouraged by the results of the polycarbonate trial.

"The Safer Colchester Partnership and the Elysium Group are to be congratulated for helping to make a night out in Colchester a safer and more enjoyable experience for customers and staff alike.

"The results of the pilot appear to indicate that, both from a public safety and commercial point of view, there are few, if any, disadvantages to using virtually unbreakable drinkware – only benefits. I hope this trial encourages many other bars and clubs in Colchester to consider using it."

## Polycarbonate Drinking Vessels Pilot

An exciting new partnership initiative for polycarbonate drinking vessels in Colchester



Qube Bar Colchester is working with Safer Colchester Partnership to test the business, customer and staff benefits of using virtually unbreakable drink-ware.

From Friday 7 August 2015, customers enjoying Qube's upstairs club area on Crouch Street can experience the new, high quality all white drink-ware range. Possessing a range of benefits not found in traditional glass vessels or other plastic alternatives, the trial is planned for at least three months to hear the experiences of everyone handling it.

Manufactured from a shatter-proof material, the vessels help create a better environment for staff and customers by removing risk of damage to floors and furnishing, as well as injury from breakages. Staff can safely stack and clear away more containers and will need to spend less time attending to spillages.

The polycarbonate drink-ware range is suitable for all alcoholic and non-alcoholic drinks sold on site. With a comparable weight to glassware, customers will enjoy a similar experience, but with the added benefit of drinks staying cool for longer thanks to the material's insulated property.

Product testing and its use elsewhere, including on a widespread basis in some other UK towns, has shown that along with removing the cost of replacing broken glasses, the drink-ware has added benefits for businesses of remaining blemish-free for up to 500 washes, and being recyclable at end of life. By contributing to a safer premises environment there is also the potential for reduced insurance premiums.

The trial follows discussions between Safer Colchester Partnership, Pub Watch, Essex Police and BBP Marketing. Both Qube and the other organisations involved will use the results of the trial to consider whether this drink-ware could be used elsewhere in Colchester.

Dear Ms Nia,

On behalf of Colchester Civic Society I would like to congratulate you for taking the initiative in trialling the use of polycarbonate glasses in your bars. Hopefully other bars and clubs will follow your lead in making Colchester a safer place.

Elisabeth Baines,  
Chair,  
Colchester Civic Society



**01206 751555**

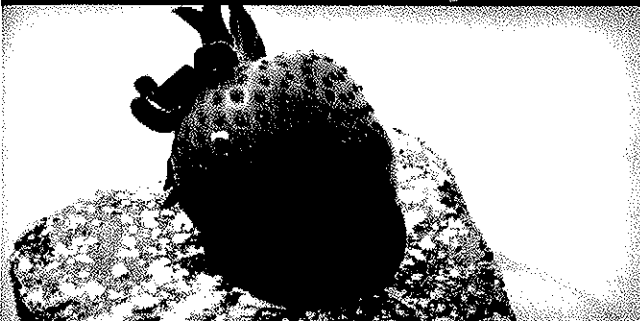
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## About Mimosa

Designed by award winning Julian Taylor Design Associates, Mimosa is the Elysium group's fifth venue. Having fostered a team of talented and creative individuals, we are always looking for new development opportunities to expand our exciting portfolio. By constantly assessing market trends and listening to customer demands we aim to deliver the most unique concepts for our bars, restaurants and clubs.

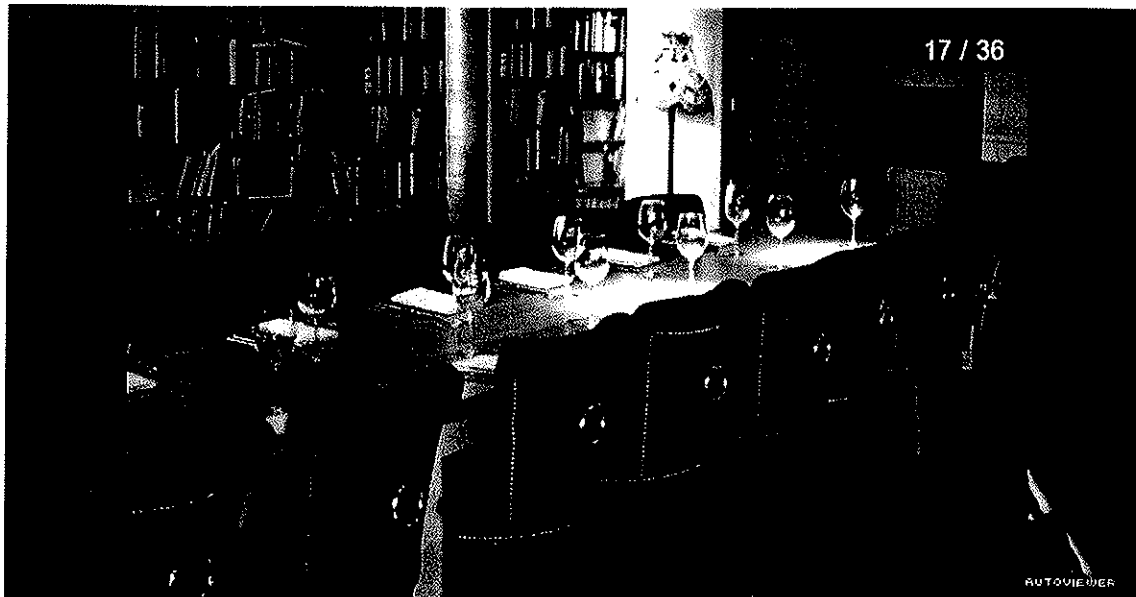
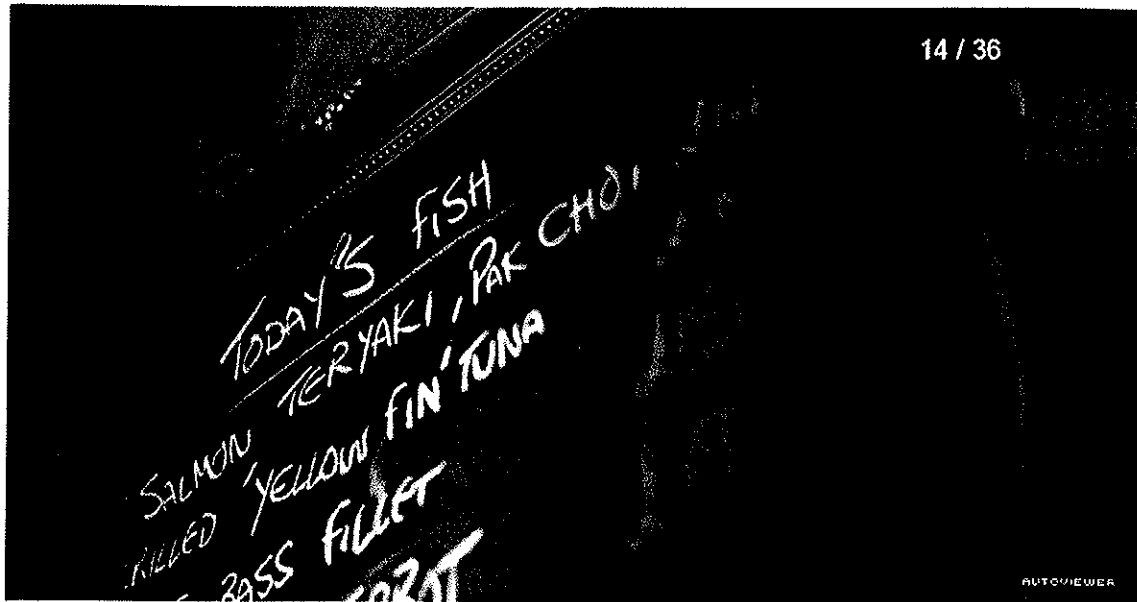
Inspiration for Mimosa has come from travelling the world, looking at the most successful venues where a high value is placed on customer service and food quality and we look forward to maintaining our standards of excellence and pioneering in the hospitality industry.

Open from breakfast until late seven days a week, this magnificent 8,000 sq ft venue is located in the heart of Colchester's Business Park. Boasting ample car parking space and with prime access to the A12, this sophisticated haven is set to become an iconic regional destination for both business and pleasure.

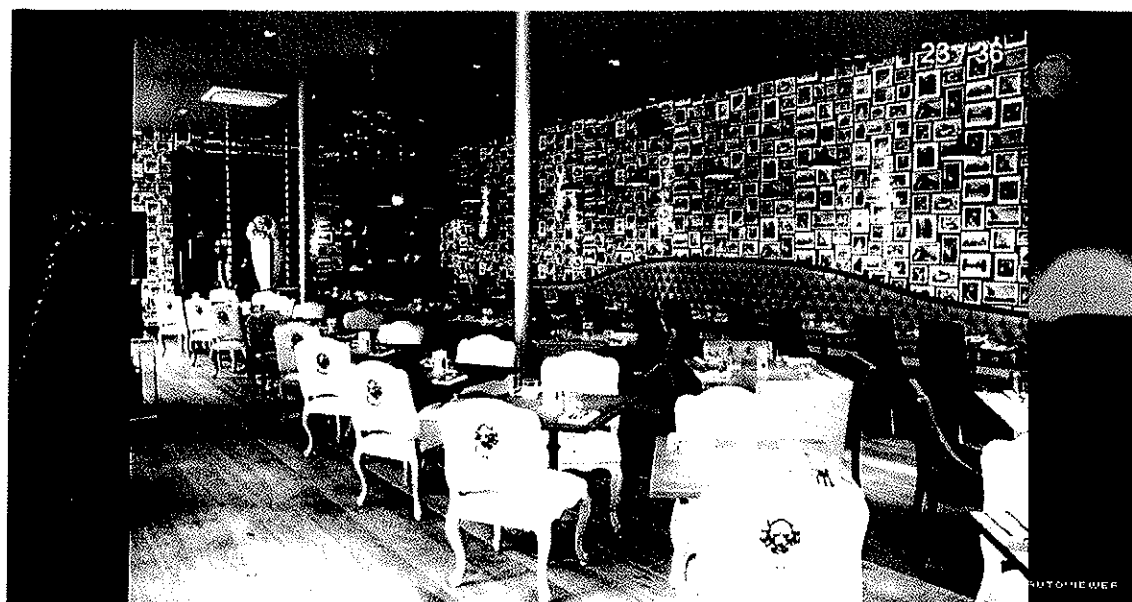
Whether you're just in for breakfast on the way to the office, hosting a business meeting over lunch, or joining friends and colleagues for casual drinks and a late bite, there's an array of seating, eating and drinking options to suit your mood regardless of the time of day.

Part of the  
Elysium Group

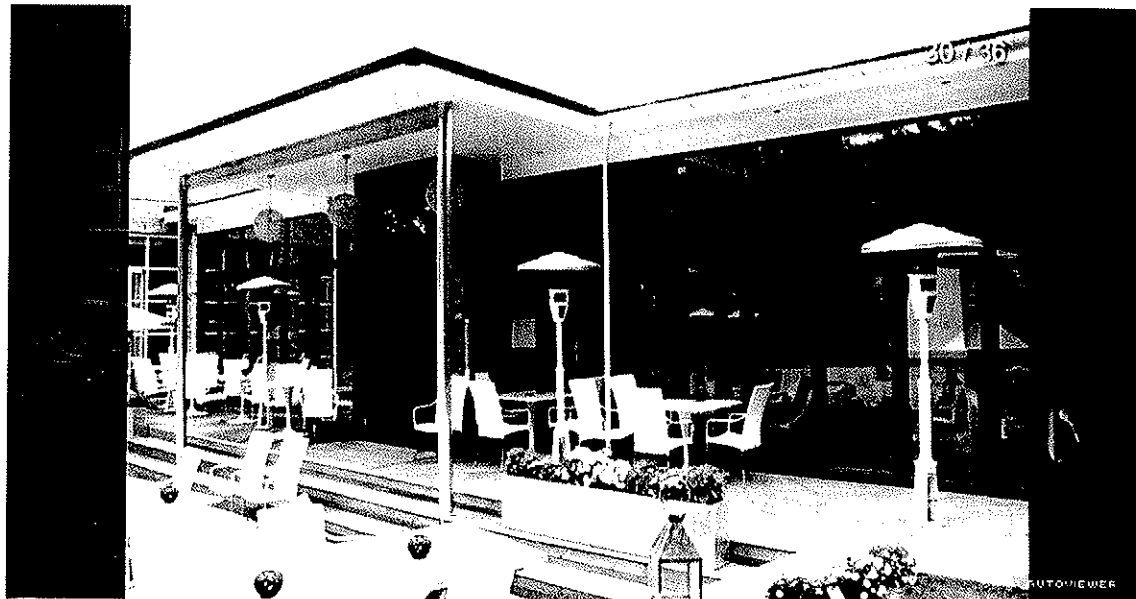


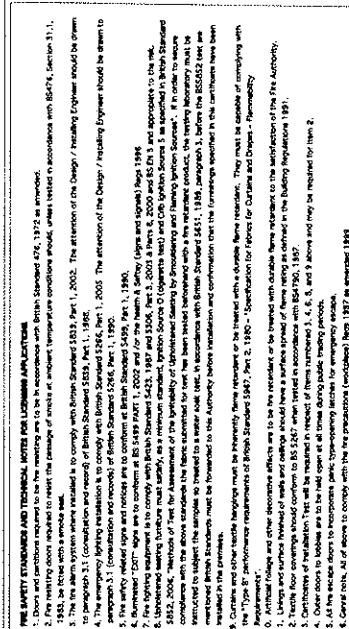










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## Breakfast Menu

Served from:

7.30 am to 11.45 am Monday to Friday  
10.30 am to 11.45 am Saturday and Sunday

2 slices of toast, white or wholemeal, with butter	£1.95
Freshly baked croissant	£2.25
Tiptree preserve pot	£0.35

Porridge with banana & honey	£3.95
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Smoked salmon & scrambled eggs	£8.95
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<b>On 2 slices of toast:</b>	£4.95
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Scrambled eggs  
Two fried eggs  
Two poached eggs

### **Add additional:**

Mushrooms	£1.50
Baked Beans	£1.50
Bacon (2 rashers)	£1.50
Sausage	£1.50
Tomato	£1.50
Hash browns (2 pieces)	£1.50

### **Baps**

Bacon bap with 3 rashers	£4.50
Sausage bap with 2 sausages	£4.50
Breakfast bap, fried egg, 2 bacon rashers and 1 sausage	£5.95

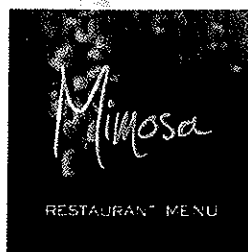
### **On toasted English muffin:**

Eggs Florentine – poached eggs, spinach & hollandaise sauce	£7.50
Eggs Benedict – poached eggs, ham & hollandaise sauce	£7.50
Eggs Royale – poached eggs, smoked salmon & hollandaise sauce	£8.95

<b>Full English breakfast</b>	£11.95
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Includes: 2 sausages, 2 bacon rashers, 2 hash browns, baked beans & tomato  
Add 2 eggs of your choice, with 1 slice of buttered toast

All our menus come with a full allergen breakdown, kindly ask your server for more information  
For groups of 10 or more guests a discretionary service charge of 12.5% will be added to your bill



## Nibbles

Artisan bread board plus a choice of any 3 bowls:

Selection of black and green marinated olives  
Marinated baby sun blushed tomatoes  
Peppadew baby sweet peppers filled with cream cheese  
Red pepper houmous  
Feta cheese  
Tzatziki – Greek yoghurt with cucumber, mint and garlic  
Smoked mackerel and chive pâté  
Mini mozzarella balls with pesto

All at £3.50

£9.95

## Starters

**Vegetarian soup of the day (V)**

£4.95

**Caesar salad**

Smoked crispy bacon with crumbled feta cheese

£5.95

**Heritage tomato and shallot salad (V)**

Avocado crème fraîche with chilli battered halloumi and chick peas

£5.45

**Brancaster rope grown mussels (GF)**

Steamed in a white wine, garlic cream sauce with parsley

£6.45

**Sticky pork ribs (GF)**

Cooked in our own special pepper and orange sauce

£5.95

**Posh cheese on toast with Crab salad**

Toasted onion bread with Red Leicester rarebit, roasted fennel and tomato puree

£6.95

**Salmon tartare, spicy lemon**

Beetroot puree, honey, soy and sesame dressing, crispy sushi

£7.45

**Pan fried scallops**

Spiced pork belly, carrot puree carrot crisps, citrus and vanilla dressing

£8.45

## Mains

**Deep fried yeast battered cod & chips**

Served with triple cooked chips, mushy peas, lemon & tartar sauce

£13.95

**Fillet of line caught seabass**

Crushed new potatoes, smoked bacon and roasted shallot cream sauce with confit fennel and chive batons

£16.95

**Grilled Dover Sole**

Lemon butter with Lilliput capers, crayfish tails and raisins served with "Pont Neuf" hand cut chips

£22.00

**Poached gnocchi with wild mushrooms (V)**

Cream sauce with spinach and roasted butternut squash, parmesan shavings and a side Caesar salad

£14.95

**Corn-fed chicken breast with confit boudin**

Pomme puree, crispy smoked bacon, sweetcorn puree and parsnip crisps with sage scented jus

£15.95

**Slow roasted belly of pork**

Dauphinoise potatoes, roasted root vegetables, quince and orange puree and pork popcorn

£16.45

**Mint and honey crusted rump of lamb**

Braised red cabbage, sweet potato chips, aubergine fritters, rosemary jus

£18.95

**Mimosa steak burger**

Our burgers are all made in house with 28 day aged chuck steak

Caramelised onion relish, mayonnaise and baby gem leaves served with French fries and coleslaw

Add - Cheese, bacon or mushroom

BBQ pulled pork

£10.95

£1.00

£2.00

## About our dry aged steaks

At Mimosa we dry-age all our own Grass Fed beef for a minimum of 28 days, in a temperature controlled, environment.

We use Himalayan Salt in our ageing cabinet during the hanging process which removes the excess moisture from the meat, bringing out the full concentration of flavour giving our steaks that authentic rich taste with a soft buttery texture that comes with properly hung aged steaks. All our cuts are cooked to your taste on our lava grill which seals in the flavour.

The age of the meat can be seen on the date labels on each joint in the display cabinet.

## Large Cuts

These are all cut in-house and priced per 100 grams. They are generally large steaks and will vary in size and are ideal if you're hungry or would like to share for two. Please ask your server for available steaks and prices.

**"Tomahawk"**

Bone in prime Rib

£6.00 / 100g

**"T- Bone"**

Best of both prime sirloin with the fillet attached

£7.00 / 100g

**"Porterhouse"**

King of the T-bones larger in size ideal for sharing

£8.00 / 100g

**"Chateaubriand"**

Cut from the head of the fillet, grilled then roasted

£11.00 / 100g

## Steaks

300 / 400 gms Rump steak

£21.95 / 26.95

250 / 300 gms Sirloin steak

£21.95 / 27.95

250 / 300 gms Rib eye steak

£21.95 / 27.95

200 / 250 gms Fillet steak

£23.95 / 28.95

All our steaks come with either triple cooked chips or French fries

## Sauces

Béarnaise  
Peppercorn  
Peppercorn with stilton  
Café de Paris steak butter

£1.95

## Extras

4 king prawn skewer  
2 fried eggs  
75g pan fried foie gras

£5.95

£2.45

£6.95

## Side dishes

Mixed chopped salad  
Caesar salad  
Heritage tomato and shallot salad  
Slow roasted garlic mushrooms  
Grilled cherry vine tomatoes  
Tenderstem broccoli  
Roasted root vegetables  
Honey and lemon sweet and sour carrots  
Dauphinoise potatoes  
Mashed potatoes  
Sweet potato fries

£2.95

Mimosa offers a range of menus and packages suitable for all occasions. If you have an event or a special occasion that you are planning please ask a member of staff for further details or visit our website [www.mimosa-colchester.co.uk](http://www.mimosa-colchester.co.uk)

For groups of 10 or more guests a discretionary service charge of 12.5% will be added to your bill.

Regrettably we cannot guarantee that any of our menu items are free from nuts

(GF) – Gluten free, (V) Suitable for vegetarian



## White

	175ml	250ml	Bottle
1. <b>Arpeggio Catarratto, Settesoli</b> - Italy Lightly aromatic and floral	£4.75	£6.75	£18.95
2. <b>Sauvignon Blanc, La Paz</b> - Chile Aromatic nose of gooseberries and lychees	£5.25	£7.45	£20.95
3. <b>Pinot Grigio, Via Nova</b> - Italy Lemony on the nose, with a delicious balance in the mouth	£5.25	£7.45	£20.95
4. <b>Chardonnay, Tooma River Warburn Estate</b> - Australia Packed with grapefruit, lime and melon flavors	£5.45	£7.95	£21.95
5. <b>Sauvignon Blanc, The Frost Pocket Marlborough</b> - New Zealand Deliciously crisp and fresh	£6.25	£8.45	£23.95
6. <b>Fiano, Mandra Rossa</b> - Italy For those who love Pinot Grigio, a fine alternative			£22.95
7. <b>Muscadet de Sevre et Maine sur Lie, Chateau du Poyet</b> - France Pale yellow in colour with a touch of complexity on the nose			£23.95
8. <b>Vignier IPG Pays d'Oc, Leduc</b> - France Peach, apricot and almond aromas prevail with a refreshing yet fruity palate			£23.95
9. <b>Pinot Gris Black label, Yealands Estate</b> - New Zealand Concentrated aromas of poached pears and melon, With underlying notes of quince and ginger			£27.95
10. <b>Albarino de Rias, Bodegas Bidosela</b> - Spain Aromatic with good straight forward fruit showing hints of apricot stones			£27.95
11. <b>Chablis, Olivier Tricon</b> - France This benchmark Chablis has crisp, citrus overtones			£30.95
12. <b>Gavi di Gavi, La Minaia, Nicola Bergaglio</b> - Italy Crisp and dry, with hints of ripe pears			£30.95
13. <b>Sancerre, Le Petit Broux, Les Celliers de Ceres</b> - France Good concentration of green fruits and crisp citrus flavours			£31.95
14. <b>Pouilly Fumé, Cuvée de Boisfleury, Alain Cailbourdin</b> - France Aromas are very expressive from the very first sip are essentially fruity citrus, Passion fruit as well as floral			£34.95
15. <b>Chateaufort du Pape Blanc, Domaine Chante Cigale</b> - France Hauntingly fragrant, reminiscent of almond and peach blossom			£43.95
16. <b>Puligny Montrachet 1er Cru, Domaine Gilles Bouton</b> - France Intense aromas of apple, pear and zesty citrus fruit combine With creaminess and a notion of minerality			£58.95

## Champagne & Sparkling

	125ml	Bottle
17. <b>Prosecco DOC, Terre Di Sant Alberto</b> - Italy A lively, crisp, sparkling wine with a delicate lemon character	£6.45	£30.95
18. <b>Gobillard, Baron De Marek</b> - France A clean and soft Champagne with stylish character	£8.45	£39.95
19. <b>Gobillard Rosé</b> - France Juicy ripe red fruits on the nose with a good body		£44.95
20. <b>Veuve Clicquot Yellow Label</b> - France This world famous champagne is as good as ever		£59.95
21. <b>Veuve Clicquot Rosé</b> - France Fine, delicate and, as you would expect, delicious		£69.95
22. <b>Laurent Perrier Rosé</b> - France Pale cherry red in colour with a rich blackcurrant and raspberry nose		£84.95
23. <b>Ruinart Blancs de Blancs</b> - France Citrus, peach and white flower aromas evolve into a fresh and supple palate		£84.95
24. <b>Ruinart Rosé</b> - France Simple rose that is balanced, light and filled with sumptuous red berry flavours		£84.95
25. <b>Dom Perignon</b> - France Full, round and complete with balancing acidity, and a long silky elegant finish		£139.95
26. <b>Louis Roederer Cristal</b> - France Elegant and deep, this medium to full-bodied iconic Champagne is immensely concentrated		£199.95

Please enquire with your server our wine vintages



## Red

	175ml	250ml	Bottle
27. <b>Arpeggio Nerello, Settesoli</b> - Italy Medium bodied red with ripe fruit character	£4.75	£6.75	£18.95
28. <b>Merlot, La Paz</b> - Chile Red cherry and plum aromas	£5.25	£7.45	£20.95
29. <b>Shiraz, Tooma River, Warburn Estate</b> - Australia A rich nose with red and blackberry aromas	£5.45	£7.95	£21.95
30. <b>Vina Collada Rioja, Marques de Riscal</b> - Spain Attractive ripe dark fruit flavours with a delicious savoury character with a hint of toast on the finish	£6.25	£8.45	£23.95
31. <b>Cabernet Sauvignon Reserva, De Gras</b> - Chile Offers soft tannins with lingering spicy fruit and a firm finish			£22.95
32. <b>Malbec, Humberto Canale Patagonia</b> - Argentina Full bodied, with a complex structure and surprising notes of dried berries, Eucalyptus, spice and black pepper			£24.95
33. <b>Cotes Du Rhone Rouge, Le Pas de la Beaume Cave de Cairanne</b> - France Medium bodied and supple, the structure is soft and the finish clean and moreish			£24.95
34. <b>Cabernet Merlot, Are You Game</b> - Australia Deep crimson colour with violet hues, sweet earthy and complex dark fruit characters The balance is full bodied, finishing with finely balanced tannins			£26.95
35. <b>Barbera Bricotondo, DOC Fontanafredda, Piemonte</b> - Italy Deep rustic red in colour with an aromatic, spicy nose of red fruits and damsons			£26.95
36. <b>Pinot Noir Black Label, Yealands Estate</b> - New Zealand Complex with hints of black cherries and spice with well-rounded tannins			£28.95
37. <b>Fleurie, Louis Tête</b> - France Juicy, ripe sweetness, cherry and chocolate flavours and a raspberry finish			£29.95
38. <b>Chateau Bertinat, St Emilion</b> - France A deep ruby colour, abundance of wood flavours. Its round and supple in the mouth			£31.95
39. <b>Chianti Classico, Fonterutoli</b> - Italy Perfumed nose of black cherry and spice with hints of woodsmoke and tobacco			£33.95
40. <b>Rioja Reserva, Marques de Riscal</b> - Spain Dark cherry colour with good depth. Balsamic aromas with hints of ripe fruit			£33.95
41. <b>Chateaufort du Pape, Reserve des Oliviers, Favier</b> - France Succulent attack balanced by fine tannins and good acidity			£42.95
42. <b>Gevrey Chambertin En Joule, Domaine Harmand Geoffroy</b> - France A wine with velvety smooth tannins and class with superb richness			£58.95

## Rosé

	175ml	250ml	Bottle
43. <b>Arpeggio Rosato, Settesoli</b> - Italy Light and refreshing with a fruity finish	£4.75	£6.75	£18.95
44. <b>Pinot Grigio Blush IGT Veneto, Il Sospiro</b> - Italy An aromatic nose of freshly crushed cranberries	£5.25	£7.45	£20.95
45. <b>Grenache Rosé, Montagne Noire, Languedoc</b> - France Intense red berry nose, refreshing and round on the palate	£5.45	£7.95	£21.95
46. <b>Zinfandel, Devil's Ridge, California</b> - USA Aromas of strawberries and cream with luscious sweetness and fruit filled bouquet	£6.25	£8.45	£23.95
47. <b>Sancerre Rosé, Domaine des Vieux Pruniers</b> - France Dry and light with a mouth watering layer of red Fruits covering it's vivacious, mineral acidity			£31.95
48. <b>Chateau Sainte Marguerite Grande Reserve Cote de Provence</b> - France A splash of a fresh fruit bouquet with a nose of flowers			£33.95

## Dessert & Port

	50ml	125ml	Bottle
49. <b>Muscat, Domaine de Barroubio</b> - France Medium bodied with a delicious honeyed richness		£7.95	£19.95
50. <b>Late Harvest Tokaji Katinka, Patricius</b> - Hungary Sweet and opulent with a clean finish			£24.95
51. <b>Cockburn's Special Reserve port</b> - Portugal Perfectly balanced Reserve Port, well structured, With rich, ripe fruit and gentle spicy tannins	£2.95	£6.95	£28.95
52. <b>Graham's 10yr old Tawny port</b> - Portugal An exceptionally fine old tawny blend, Aged for an average of 10 years in oak casks	£3.95	£8.95	£44.95



## **Children's Menu**

### **Starters**

Vegetable spring rolls with sweet chilli dip

Soup of the day with fresh bread

Prawn cocktail with bread and butter

### **Mains**

Battered chicken fingers with chips and peas

Mini meatballs cooked in a tomato sauce with pasta

Mini cheeseburger with fries

### **Desserts**

Trio of mixed ice cream

Chocolate brownie with vanilla ice-cream

2 American pancakes, fresh fruit & chocolate sauce

1 course £7.95; 2-course £10.95; 3-course £13.95





# Pavilion Restaurant

## Operating Schedule



## **1. GENERAL**

Well trained staff will contribute to a well run operation and a responsible approach to the sale of alcohol, provision of entertainment and late night refreshment.

Senior management will undertake formal training to personal license level (BII) so they are fully aware of the 4 main licensing objectives and the company policies in relation to these objectives. All staff will be given training on Elysium Group's specific health and safety policies relevant to the operation of Pavilion.





## **2. PREVENTION OF CRIME AND DISORDER**

Substantial renovations will be undertaken at the premises with a great deal of consideration paid during the design and planning stage to minimise the potential for crime and disorder.

Installation of remote monitored security alarm which will notify management and police in the event of activation.

Emergency exits will be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening and tampering.

All private areas and cellars/storage rooms will be kept locked and secured whilst the premises are open to the public

High quality digital CCTV will be installed with cameras covering inside and immediately outside the premises with a minimum of 31 day recordings data capacity.

There will be external lighting to the perimeter of the building to provide deterrence against any crime.

Effective security policies will be implemented and reviewed based on risk assessments undertaken to protect staff and customers from threats, conflicts and violence. Security policies will be formulated in consultation with the police and the licensing authority. All staff will be made aware of such policies and necessary training given.

Whilst it is not anticipated that the premises will require queue management or door supervision due to the nature of its offering, in the event that such becomes necessary as identified by periodical risk assessment this will be done by way of secure barrier ropes and monitored by SIA registered security personnel. The pavement will be kept clear at all times to allow for passing pedestrians.

All security personnel will be identifiable by wearing a clearly visible SIA badge in a florescent holder and appropriate identifiable uniform and employed in appropriate numbers to the risk as identified by security risk assessment. All new personnel will be given induction to company health and safety policy as well as the necessary risk assessment including fire risk assessment and capacity limit.

A register of all security personnel will be kept with timed sign in and out sheet.

The company will keep a record of all security personnel's SIA badge number as well as proof of ID.

The company will document and record any incident relating to admission refusal, anti-social behaviour, domestic abuse, drug abuse, theft, accident, illness or injury and investigate all reported matters in thorough manner and in collaboration with the relevant authorities where necessary. (Please refer to attached incident form template).



All staff will be given training to ensure that drunken and anti-social guests are appropriately dealt with and their responsibilities in complying with the premises license conditions and the licensing Act.



### 3. PUBLIC SAFETY

A full risk assessment taking into account public and staff safety will be carried out at the premises to identify potential hazards posed to staff or customers and setting out precautions to manage the hazards.

All staff will be made aware of the risk assessments and precautionary measure therein.

A copy of the risk assessment will be kept at the premise and made available for inspection.

First aid boxes will be available at the premises and kept stocked up.

A fire risk assessment will be undertaken to document the safe capacity of the premises. The capacity will form part of the premises risk assessment and all staff and management made aware of the safe capacity with the information printed and readily available.

Whilst it is not anticipated that the premises will run at maximum capacity due to the nature of the offering in the event that such situation may arise the capacity will be monitored and logged by security personnel and record kept.

The premises will be fitted out to current British building regulation standards for fire and safety.

All empty glassware will be collected by waiters/waitresses and not left unattended.

There will be fully working and regularly serviced fire fighting equipment and fire alarm.

All means of escape will be kept clear of obstructions and identifiable.

All staff will undertake fire safety induction and emergency evacuation procedure.

All accidents and incidents will be documented and recorded on the incident report form.



#### 4. PREVENTION OF PUBLIC NUISANCE

Polite signs to be placed at all exits from the premises encouraging customers to be quite on leaving the premises and area and to respect the rights of people living nearby and on the route home. The same encouragement to be given to the bar and door staff at the end of the evening.

A noise limiting device shall be installed, fitted and maintained in such a manner as to control the source of amplified music at the premises. The noise limiting device shall be connected to all permanent music and public address equipment and all available mains and power sockets within the area of the music equipment. Once set, such a device should be inaccessible to the staff.

Amplified sound shall not be clearly audible at the boundary of any noise sensitive premises.

Customers shall not be permitted to congregate and consume alcohol sold or supplied by the premises within the vicinity of the premises. The removal of alcohol shall be prevented if it is intended for such purpose.

Maintain regular dialogue with neighbours and provide them with a direct point of contact in the event that they wish to raise any concerns with the premises.

External terrace to be regularly monitored by staff and management to ensure customers are not causing excessive noise.

Ensure all external areas are kept clean and tidy at all times and with ample cigarette bins/ashtrays made available. All areas to be cleaned down as part of the opening and closing operating schedules by the cleaning contractors and staff where necessary.

Provide customers with assistance in calling taxi service.

Increase lighting levels and turn down music volumes prior to close down to allow for a wind down period and gradual customer dispersal.

Participate in local pub watch scheme.

Flyers will not be distributed outside the premises.

All waste will be collected between the hours of 8am-6pm and not on Sundays.

There will be no amplified music in the riverfront terrace after the hours of 8pm.

No drinks will be served in the riverfront terrace beyond 11pm Sunday-Wednesday and midnight Thursday-Saturday, with customer notices displaying this message.



## **5. PROTECTION OF CHILDREN FROM HARM**

All young children must be accompanied by an adult at all times.

Only children that are accompanied by an adult may use the children's play area.

Challenge 25 ID program adopted.



# Contents

## Introduction – Fire Risk Assessment for Pavilion Restaurant

### Section

1	Premises Particulars
2	General Statement of Policy
3	Management Systems
4	General Description of Premises
5	Fire Safety Systems within the premises
6	Plan Drawing
7	Fire Hazards
8	People at Risk
9	Means of Escape (Horizontal Evacuation)
10	Means of Escape (Vertical Evacuation)
11	Fire Safety Signs and Notices
12	Fire Warning System
13	Emergency lighting
14	Fire Fighting Equipment
15	Maintenance
16	Method of calling the Fire Service
17	Emergency Action Plan
18	Training
19	Record of Fire Safety Deficiencies
20	Significant Findings
21	Additional Hazards

# Fire Risk Assessment

1

## Premises particulars

Premises Name – Pavilion Restaurant  
Middleborough  
Colchester  
Essex  
CO1 1QX

Tel no: 01206 369269

Use of Premises Restaurant

Owner/Employer/Person in control of  
the workplace  
Elysium leisure ltd

Date of Risk  
Assessment 3 Nov 2015

Date of  
Review 3 Nov 2016

Name & relevant details of the person who carried out the Fire Risk Assessment

Jonathan Tindal – General Manager

2

## General statement of policy

### Statement:

It is the policy of Elysium Leisure Ltd. to protect all persons including employees, customers, contractors and members of the public from potential injury and damage to their health which might arise from work activities.

The company will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

The company will give a high level of commitment to health and safety and will comply with all statutory requirements.

**Commentary:**

**A fire risk assessment is kept in the office on the first floor on site.**

Any deficiencies identified by the fire risk assessment process will be prioritised and rectified accordingly.

The manager will have overall responsibility for fire safety matters which include;

- Fire risk assessment and all matters appertaining to it.
- Deciding the fire safety protective and preventative measures
- Ensuring they are implemented and communicated to other employees
- Ensuring co-ordination between other responsible persons

Fire Safety will be an agenda item for the monthly Staff Meeting.

6 monthly planned evacuations

Identify fire assembly point

The manager will be responsible for monitoring the effectiveness of the fire risk assessment process and its implementation.



**4**

## **General description of premises**

### **Description:**

Pavilion is a single storey brick built structure together with a 3 story listed building comprising a ground floor restaurant area with an open plan kitchen, a private dining room, a 1<sup>st</sup> floor staff room and office space and a 2<sup>nd</sup> floor storage facility. The main restaurant on ground floor has two access points, one at Middleborough and the second on North Station road. There is 1 staircase leading to the rear private dining room and two staircases leading to the 1<sup>st</sup> floor of the listed building and onto to the 2<sup>nd</sup> floor. There are four exit points from ground floor, two from 1<sup>st</sup> floor and two from 2<sup>nd</sup> floor.

The premises are considered to be low risk as in the event of a fire there is little chance of anyone being placed at risk due to the fire safety measures in place.

### **Occupancy**

Times the Premises are in use: 7am to 3am

The Total Number of persons Employed  
Within the premises at any one time: 50

The Total Number of persons who may  
Resort to the premises at any one time: 750

### **Size**

Building footprint  
(Metres x Metres): 800

Number of floors: 3

Number of Stairs: 3

**5**

## **Fire safety systems within the premises**

**Fire Warning System:** (i.e. automatic fire detection, break-glass system to BS 5839, other)

- Automatic fire detection & Fire alarm break- glass system to British Standard 5839.

**Emergency Lighting:** (i.e. maintained/non-maintained, 1hr/3hr duration to BS 5266)

- Fire exit signs illuminated above fire exits.

**Other:** (i.e. Sprinkler system to LPC rules BS 5306)

- Fire extinguishers to all floors comprising Water, Co2 and Wet Chemical extinguishers
- Fire Blankets

Floor Plan

See attached plans

**Sources of Ignition:**

Naked Flames - staff to stay in kitchen when food is being cooked on gas  
Cooking facilities - staff to stay in kitchen when food is being cooked on gas  
Electrical equipment e.g. overloaded sockets etc. - all electrical equipment to pat tested only existing sockets used  
Lighting equipment - all lighting is checked as part of the annual maintenance checks, weekly housekeeping checks in place.  
Arson - Bin store located at the rear  
Smoking materials - smoking area situated at rear of building and ashtrays will be provided

**Sources of Fuel:**

Compressed gas in cellar - Gas to be chained and cellar locked  
Flammable liquids - cooking oil kept in containers and away from ignition sources  
Electrical equipment - all equipment pat tested annually  
Furniture & Fixings - all soft furnishings are fire retardant  
Display materials - Menus & Posters to be kept away from heat sources  
Waste materials - regular removal of waste material  
Faulty electrical equipment - Reported and repaired

**Work Processes:**

All emergency lighting is checked as part of the annual maintenance check.  
Ashtrays provided and Smoking only permitted outside.

**Structural features that could promote the spread of fire:**

Extraction canopy

**Identify and specify the likely location of people at significant risk in case of fire, indicating why they are at risk, and what control's are or need to be in place:**

- Staff working alone
- People unfamiliar with the site – Clear illuminated exit signage and fire alarm provided
- Persons whose mobility, hearing or eyesight is impaired -
- Contractors – all contractors briefed before commencing work.

- Separate ignition sources from combustables
- Menus and posters are kept away from heat sources
- All soft furnishing are fire retardant
- Paper is stored on shelving with no sources of ignition nearby.
- All lighting is checked as part of the annual maintenance check
- Test and maintain all fire safety equipment

**10****Means of escape – horizontal evacuation****Commentary:**

On the ground floor there are four fire exits

- 2 front entrances, Main doors located left and right at the front of the building
- 2 exits to the rear

**11****Means of escape – vertical evacuation****Commentary:**

From the ground floor there are 4 exits

On the first floor there are 3 exits

- Main stairs to front & 2 internal stairs at rear
- Fire exit from terrace area at back of building

On the second floor there are 2 exits

- Main stairs to floor then via two exits to ground floor

**12****Fire safety signs & notices****Commentary:**

- Fire induction given to staff
- Risk assessment on site and available to staff
- Signage above call points

**13****Fire warning system****Commentary:**

- Alarm will sound
- Signs for fire exit will light

**14****Emergency lighting system****Commentary:**

- Fire exits illuminated

**15****Fire fighting equipment****Commentary:**

Extinguishers to all floors to include Water, Co2 and Wet chemical  
Fire Blanket in Kitchen area

**16**

## **Management - maintenance**

**Is there a maintenance programme for the fire safety provisions in the premises**

**Commentary: Yes**

**Are regular checks of fire resisting doors, walls & partitons carried out**

**Commentary: Yes**

**Are regular checks of escape routes & exit doors carried out**

**Commentary: yes**

**Are regular checks of fire safety signs carried out**

**Commentary: Yes**

**Is there a maintenance regime for the fire warning system**

**Commentary: Bi Annually**

**Is there a maintenance regime for the emergency lighting system**

**Commentary: Bi Annually**

**Is there maintenance of the fire fighting equipment (By competent person?)**

**Commentary: Annually**

**Are records kept & their location identified**

**Commentary: Yes**



**17****Method for calling the fire service****Specify:**

Duty manager carries mobile phone to enable 999 to be called safely from any location and landline located at reception

**18****Emergency Action Plan (EAP)****Commentary:**

Person will break glass and press button on fire warning switch upon sign of fire, fire alarm will sound, staff/security will evacuate customers from the building, manager will call necessary agencies, i.e. fire brigade. Security will check the premises for any remaining customers.

**19****Training****Commentary:**

All staff receive introductory fire training as part of induction pack,  
Planned 6 monthly evacuations

20

## Fire safety deficiencies to be rectified

Deficiency/Rectification	Priority	Date to be Rectified	Date Rectified
<p>*Insert additional pages as required</p>			

21

**Significant findings****Significant Finding****Control Measure/Action**

**\*Insert additional pages as required**

**22**

**Additional hazards**

Specify:

# Emergency Evacuation Procedure.

Once the alarm has been activated, alert lights will flash and buzzers/bells will sound immediately.

## **Alarm Raised**

Upon the alarm being raised, the Duty Manager/Fire Marshall will immediately check the control panel and then proceed to establish if there is an issue or whether it is a false alarm, during this time all staff and supporting personnel (Doormen and DJ's) should;

- Staff should remain at their work stations and stand by for a possible evacuation of the building.
- Doormen should stop anyone further from entering the premises and stand by the exit routes and doors and wait for an announcement.
- Bar/ catering staff should prepare to close bars and turn off kitchen appliances should this be necessary.
- DJ should turn the music volume down and standby for announcement.

## **Evacuation Procedure**

In the event that an evacuation is required Duty Manager/Fire Marshall will cut the music and make an announcement. **"We need you to immediately vacate the building, can you please make you way as quickly as possible (via the following route) to our assembly point outside the old cinema, to the right of the nightclub in a calm manner"**

Where appropriate they will then notify the various support agencies by dialling 999.

## **Evacuation Roles**

Duty Manager/Fire Marshall will resume overall responsibility for overseeing the evacuation process and they will be identifiable by a high visibility vest.

Doormen and staff will be strategically located, without putting them at risk to provide the best means of direction and try to control any panic. They will also assist any customers who may need further assistance.

Duty Manager/Fire Marshall and staff will only attempt to fight the fire themselves if it seems safe to do so using the onsite firefighting equipment.

## **Evacuation routes**

In the event of a fire at the rear of the premises staff and customers will be directed the use the internal staircase and vacate out of the main front door.

In the event of a fire at the front of the premises, that renders the main front door inoperable staff and customers will be directed to vacate the premises through the rear of the building and down the adjoining alleyway. In the event that a rear evacuation is required, we will (providing it is safe to do so) have a member of our door team or staff located at both ends of the alleyway, to ensure that customers are kept calm and that we are able to get everyone out of the building as quickly as possible.

## **Signage**

If power is lost due to the emergency, sufficient secondary lighting operated by batteries will automatically come on. While the general lighting will be much dimmer, it will be sufficient enough for people to see their way, reducing the risk of panic.

## Fire Safety Induction

Title and address of premises to which this document is relative:

.....  
Employee:

Name.....Date.....

You should be shown, or have explained, the following by your Line Manager:

**FIRE INSTRUCTIONS**

☐

**TELEPHONE NUMBER TO CALL FIRE BRIGADE**

☐

**FIRE ALARM CALL POINTS**

☐

**FIRE EXTINGUISHERS**

☐

**LOCATION OF FIRE EXITS**

☐

**LOCATION OF ASSEMBLY AREA**

☐

Name of Manager

Signature of employee

Date.....





Hudson Daily Head Count Log		
Date:		
Time	In clicker	Out clicker
21:00		
21:30		
22:00		
22:30		
23:00		
23:30		
00:00		
00:30		
01:00		
01:30		
02:00		
02:30		
03:00		
MAXIMUM BUILDING CAPACITY = 750		

Hudson Daily Head Count Log		
Date:		
Time	In clicker	Out clicker
21:00		
21:30		
22:00		
22:30		
23:00		
23:30		
00:00		
00:30		
01:00		
01:30		
02:00		
02:30		
03:00		
First aid boxes located at Office, Potwash area, kitchen		

# Health and safety policy

This is the statement of general policy and arrangements for:

Overall and final responsibility for health and safety is that of:

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

Elysium Leisure Ltd
Bryan Smith
Jon Tindal

Statement of general policy	Responsibility of (Name / Title)	Action / Arrangements (Customise to meet your own situation)
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	Jon Tindall - Manager	Relevant risk assessments completed and actions arising out of those assessments implemented.
To provide adequate training to ensure employees are competent to do their work	Jon Tindall - Manager	Monthly staff training sessions to cover the areas at risk and highlight any potential dangers as per the relevant risk assessment.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	Jon Tindall - Manager Bryan Smith - Ops Director	Staff and management routinely consulted on health and safety matters as they arise and also reviewed during monthly staff training sessions or sooner if any matters arise.
To implement emergency procedures - evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: (See note 1 below)	Jon Tindall - Manager	All fire exits to be clearly signed and illuminated by emergency lighting and kept clear at all times. Evacuation plans to be explained to all staff and security personnel prior to start of initial employment/contract.
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage / use of substances	Jon Tindall - Manager	Maintenance contracts in place with qualified engineers for all plant and machinery. All cleaning chemicals to be kept in designated storage containers and cupboards away from any source of heat or naked flames.

Health and safety law poster is displayed:	Staff room	
First-aid box and accident book are located: Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) (see note 2 below)	Staff room	
Signed: (Employer)	Elysium Leisure Ltd	Date: 3 November 2015
Subject to review, monitoring and revision by:	Bryan Smith	Every: 12 Months or sooner if work activity changes



# Risk assessments

Company name: Elysium Leisure Ltd

Risks are categorized on a level of 1-5		1. Highly Unlikely 2. Unlikely 3. Possible 4. Probable 5. Certain				
Slips, trips and falls.	Staff and customers may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> <li>Staff clean up spillages immediately using suitable methods and leave the floor dry.</li> <li>Bar floor areas only washed out of hours, staff know about proper use of detergents, correct detergent rates to avoid residue- wash, leave, rinse etc.</li> <li>Good housekeeping – work areas kept tidy, goods stored suitably etc.</li> <li>Drainage channels and drip trays provided where spills likely.</li> <li>Equipment maintained to prevent leaks onto floor.</li> <li>Good lighting in all areas including steps outside or access to cellar areas.</li> <li>Ensure stairways are not obstructed.</li> <li>Carpets firmly secured.</li> <li>Doormats for wet weather.</li> <li>No trailing cables or obstructions in walkways.</li> <li>Cable covers used for all electrical cables, especially when hosting bands or DJs.</li> <li>Kitchen equipment maintained to prevent leaks onto floor.</li> </ul>	<ul style="list-style-type: none"> <li>Repair damaged floor covering and check carpet grips.</li> <li>Ensure suitable footwear with good grip worn by staff.</li> </ul>	Opps Manager Duty Manager All Staff	Before each shift	3

Falls from height	Staff may suffer serious, possible fatal, injuries if they fall from any height i.e. ladders whilst cleaning.	<ul style="list-style-type: none"> <li>Cellar hatches, check they have been closed after delivery. Ensure other people are excluded from area while hatch is open and in use.</li> <li>Ladders to be suitable, regularly inspected, and used only for light work of short duration by trained staff.</li> <li>All other work at height, such as above the roof light, is done by contractors under a permit to work system and using trained staff and appropriate equipment</li> <li>Warning signs</li> <li>High level fencing erected to prevent alcohol influenced climbing</li> </ul>	<ul style="list-style-type: none"> <li>Speak to brewery about any problems with pedestrians walking by when pavement cellar hatches open and agree if signs, barriers or staff needed to direct pedestrians away from danger area.</li> </ul>	Manager	Immediately	1	
External smoking Terrace	Unsupervised customers	<ul style="list-style-type: none"> <li>Warning signs</li> <li>High level fencing erected to prevent alcohol influenced climbing</li> </ul>	Area to be supervised via CCTV and regular inspections	Duty Manager All Staff	At all times		
Violence	Staff and customers may suffer stress and/or physical injuries from aggressive customers.	<ul style="list-style-type: none"> <li>Staff adhere to legal requirement not to sell alcohol to intoxicated customers.</li> <li>Staff trained in good, polite behavior and how to avoid confrontation following violence policy when to call police.</li> <li>Incident log book kept and filled out as soon as possible after incident.</li> <li>Staff made aware of barred customers.</li> <li>Information sharing scheme with police and other licensed premises in area.</li> <li>Regular glass collection implemented for very busy events or as appropriate.</li> <li>Cashing up done after hours/out of customers sight.</li> </ul>	<ul style="list-style-type: none"> <li>Keep good liaison with local police and check latest advice.</li> <li>Manager to give talk to re-emphasize 'coping with disputes' training.</li> <li>Ensure all incidents promptly investigated.</li> </ul>	Duty Manager	Immediately and ongoing.	3	
Transport	Staff may suffer serious injuries if struck by a vehicle e.g. during deliveries.	<ul style="list-style-type: none"> <li>Reversing of vehicles to be supervised if other people are in the area.</li> </ul>	<ul style="list-style-type: none"> <li>Talk to brewery, wholesaler and other suppliers about agreeing safe procedures for deliveries, to try to eliminate reversing, or ensuring staff available.</li> </ul>	Manager	Immediately	1	
Manual handling	Staff receiving back, neck and limb injuries from lifting heavy loads e.g. barrels, crates of bottles etc.	<ul style="list-style-type: none"> <li>Trolleys used to wheel kegs/casks around.</li> <li>Staff training in rolling and stllaging casks.</li> <li>Sack trucks and trolleys available for beer and bottle crates etc.</li> <li>Staff training in lifting techniques and posture for items behind the bar.</li> </ul>	<ul style="list-style-type: none"> <li>Consider sighting and design of shelving for items behind bar to eliminate bending and reaching at next refurbishment.</li> </ul>	Manager	Immediately	3	

Gas	Staff and others risk injury from fire and explosion if equipment is not properly maintained and used.	<ul style="list-style-type: none"> <li>Boiler checked and serviced annually by a gas safe engineer.</li> <li>Staff trained to recognize and report defects.</li> </ul>	<ul style="list-style-type: none"> <li>No further action at this stage.</li> </ul>			1	
Pressurized equipment	Risk of explosion from over-pressurization of beer pump systems, or faulty or damaged cylinders.	<p>Pressurised systems:</p> <ul style="list-style-type: none"> <li>Designed, installed and maintained in line with BBPA's Code of practice 2006.</li> <li>Staff trained to use the system.</li> <li>Cleaning containers suitable to accept systems maximum pressure and labeled to avoid confusion over detergents and flushing water.</li> <li>System inspected by competent engineer every five years or to schedule produced by the competent engineer.</li> <li>Certificate displayed stating date of next inspection and any damage reported immediately.</li> </ul> <p>Gas cylinders:</p> <ul style="list-style-type: none"> <li>Only obtained from reputable suppliers.</li> <li>Numbers kept to an absolute minimum.</li> <li>Moved and stored properly to prevent damage.</li> <li>Chained up and choked, away from heat sources, in a dry area with the valves closed.</li> <li>Used in an upright position in a safe, secure, dry place.</li> </ul>	<ul style="list-style-type: none"> <li>Put forward another full-time member of staff for training to cover absences and weekends.</li> </ul>	Manager	Immediately and ongoing	1	
Noise	Staff suffering hearing damage from live and recorded music	<ul style="list-style-type: none"> <li>Bands and DJs speakers located in areas away from the bar and seating areas.</li> <li>Staff allowed to take regular rest breaks in designated quiet area to reduce noise exposure.</li> </ul>	<ul style="list-style-type: none"> <li>Educate all staff about noise and damage to hearing and assess whether health surveillance needed, Check volume levels and consider need for volume limiters.</li> <li>Consider acoustic screening for exposed bar areas.</li> <li>Make suitable ear plugs available for staff collecting glasses and serving in dance area.</li> </ul>	Manager	Immediately and ongoing	2	

Electricity	Staff and customers could get electric shocks from faulty/damaged wiring or electrical equipment.	<ul style="list-style-type: none"> <li>Wiring checked every five years by a qualified electrician.</li> <li>Yearly PAT done by a qualified electrician.</li> <li>Staff trained to spot damaged equipment, plugs, cable and fittings and take out of service.</li> <li>Staff told where fuse box is to turn off electricity in the event of an emergency.</li> <li>Fuse box/consumer unit is kept accessible at all times.</li> </ul>	<ul style="list-style-type: none"> <li>Check to see if fuse box has 30 mA RCD protection.</li> <li>RCD sockets and plugs to be fitted if protection is not at consumer unit.</li> <li>Ensure induction talk for any new staff or temporary staff includes how to turn off the electricity.</li> <li>Speak to contractors to ensure that they will only use low-voltage equipment.</li> </ul>	Opps Manager Duty Manager	Immediately and ongoing	1	
Hazardous substances COSHH	Staff can suffer chemical burns or develop dermatitis from contact with or use of cleaning chemicals	<ul style="list-style-type: none"> <li>All products safety data sheets checked to see what gloves and eye protection is necessary for use with cleaning chemicals.</li> <li>Chemicals used are reviewed with reps/suppliers every six months to see if safer alternatives are available.</li> <li>Staff told about skin care when washing glasses and handling dishwasher chemicals etc.</li> <li>Chemicals always kept in original labeled containers; any containers for decanted chemicals are clearly marked.</li> <li>PPE-gloves and eye protection available when using, decanting or diluting chemicals.</li> <li>Dishwasher used instead of washing up by hand.</li> <li>Where possible cleaning products marked irritant are not purchased and milder products are purchased instead.</li> <li>Staff wash rubber gloves after using them and store them in a clean place.</li> </ul>	<ul style="list-style-type: none"> <li>Tell cleaning product rep they should check for safer alternatives before next visit.</li> </ul>	Opps Manager Duty Manager	Immediately and ongoing	1	
Manual handling – handling heavy items such as boxes or meat/produce, trays of glasses/crockery, kegs etc.	Staff may suffer from injuries such as strains or bruising from handling heavy bulky objects.	<ul style="list-style-type: none"> <li>Ingredients bought in package sizes that are light enough for easy handling.</li> <li>Commonly used items and heavy stock stored on shelves at waist height.</li> <li>Suitable mobile steps are provided and staff are trained to use them safely.</li> <li>Handling aids are provided for movement of large/heavy items.</li> <li>Sinks at a good height to avoid stooping.</li> <li>Staff trained to lift safely.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure a team is working for times when moving heavier items are required.</li> </ul>	Manager	Immediately and ongoing	2	

Contact with steam, hot water, hot oil and hot surfaces. Bar/spirits	Staff/customers may suffer scalding or burns injuries.	<ul style="list-style-type: none"> <li>Staff trained in risks of hot oils and on procedure for emptying/cleaning fryers.</li> <li>Staff trained in risks of release of steam.</li> <li>Water mixer taps provided.</li> <li>All staff told to wear long sleeves.</li> <li>Heat resistant gloves/cloths/aprons provided.</li> <li>No spirits/cocktail are to be ignited under any circumstance i.e. Sambuca.</li> </ul>	<ul style="list-style-type: none"> <li>Display hot water signs at sinks and hot surface signs at hot plates.</li> <li>Ensure handles on pans are maintained.</li> <li>Ensure staff are trained in the use of coffee machines.</li> <li>Ensure all staff are aware that we cannot under any circumstance ignite spirits.</li> </ul>	Manager	Immediately and ongoing	2	
Knives	Staff involved in food preparation and service could suffer cuts from contact with blades.	<ul style="list-style-type: none"> <li>Staff trained to handle knives.</li> <li>Knives suitably stored when not in use.</li> <li>First aid box provided and first-aid is always on site.</li> </ul>	<ul style="list-style-type: none"> <li>Tell staff not to use knives to remove packaging.</li> </ul>	Manager	Immediately and ongoing	3	
Food handling	Frequent hand washing can cause skin damage. Some food can cause some staff to develop skin allergies.	<ul style="list-style-type: none"> <li>Where possible and sensible staff use tools to handle food rather than their hands.</li> <li>Food grade, single-use, non-latex gloves are used for tasks that can cause skin allergies.</li> <li>Where handling cannot be avoided hands are rinsed promptly after finishing the task.</li> </ul>	<ul style="list-style-type: none"> <li>Staff reminded to thoroughly dry hands after washing.</li> <li>Remind staff to check for red, dry or itchy skin on their hands and to tell a manager if this occurs.</li> </ul>	Manager	Immediately and ongoing	1	
Machinery	Staff risk serious injury from contact with dangerous/moving parts on machinery.	<ul style="list-style-type: none"> <li>Staff trained in cleaning, assembly and operating procedures.</li> <li>All dangerous parts to machinery are suitably guarded.</li> <li>Daily checks of machinery guards are carried out before use.</li> <li>Staff trained to spot and report any defective machinery.</li> <li>Safety-critical repairs carried out by competent person.</li> <li>Operating instructions easy to locate.</li> </ul>	<ul style="list-style-type: none"> <li>Remind staff to always isolate and switch off machinery before carrying out maintenance or cleaning work.</li> </ul>	Manager	Immediately and ongoing	2	
Workplace temperature	Kitchen staff may suffer ill health when they overheat in hot working conditions.	<ul style="list-style-type: none"> <li>Fans and extractors are provided to control air temperature.</li> <li>Staff are encouraged to take rest breaks in cooler conditions when required.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage staff to have regular drinks of water and to keep well hydrated</li> </ul>	Manager	Immediately and ongoing	1	

**Assessment review date:** (usually within one year, or earlier if working habits or conditions change)



## INCIDENT REPORT FORM

- This form to be completed for **all job-related injuries or illnesses – regardless of extent.**
- Must be completed by supervisor within 24 hours of incident

**IF EMPLOYEE RECEIVES MEDICAL TREATMENT OR MISSES TIME FROM WORK A COPY OF THIS INCIDENT SHOULD BE SENT TO HEAD OFFICE (admin@elysiumgroup.co.uk)**

Name \_\_\_\_\_ Job Title \_\_\_\_\_  
First Middle Last

Date of Injury: \_\_\_\_\_ Hour: \_\_\_\_\_ AM PM Time Left Work: \_\_\_\_\_ AM PM Date of Birth: \_\_\_\_\_

Venue	Name of Supervisor	Date Reported
Exact Location of Accident:		Name of Witness:

### TYPE OF INCIDENT

ADMISSION REFUSAL    DOMESTIC    DRUGS    SCUFFLE    FIGHT    INTOXICATION  
ANTI-SOCIAL BEHAVIOR    THEFT    COMPLAINT    ACCIDENT    ILLNESS OR INJURY

Describe Incident (Full details of incident including circumstances, and forces needed to eject and why. Any nature of injury's and allegations made against staff):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Name and Position	Working Shift	AM PM	to	AM PM
----------------------------	---------------	----------	----	----------

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### ACTION

### BODY PART INJURED

### NATURE OF INJURY

FIRST AID CASE ONLY	HEAD	FACE	EYE	ABRASION	LACERATION	
PUNCTURE						
REQUIRED DOCTOR'S CARE	NECK	BACK	CHEST	BRUISE	FRACTURE	BURN
HOSPITALISED	ARM	HAND	FINGER	SPRAIN/STRAIN	FOREIGN BODY	POISON
OAK						
TIME LOSS	LEG	KNEE	ANKLE	COLD INJURY	HEAT NJURY	
DEMATITIS						
NO INJURY/NEAR MISS	FOOT	TOE		LOSS OF CONSCIOUSNESS		
OTHER _____	OTHER _____			OCCUPATIONAL ILLNESS		
				OTHER		

Was incident captured on CCTV? YES NO CAMERA NUMBER: \_\_\_\_\_

Were the Emergency Services Called? YES NO TIME CALLED: \_\_\_\_\_ TIME OF ARRIVAL: \_\_\_\_\_  
POLICE OFFICER(S) ATTENDING: \_\_\_\_\_

NAME: \_\_\_\_\_ NUMBER: \_\_\_\_\_ NAME: \_\_\_\_\_ NUMBER: \_\_\_\_\_

**SUPERVISORS MUST COMPLETE OTHER SIDE**

## SUPERVISOR'S INVESTIGATION OF CAUSE (CHECK ONE OR MORE)

If employee admitted to hospital, Head Office must also be notified within 24 hours. This is a supervisor's responsibility.

Did you personally view the incident site?    Yes    No    Person's Category    FOH Staff    BOH Staff  
Customer

### UNSAFE ACTS

- |   |   |
|---|---|
| <input type="checkbox"/> OPERATING WITHOUT AUTHORITY                  | <input type="checkbox"/> HORSEPLAY                                  |
| <input type="checkbox"/> FAILURE TO WARN OTHERS                       | <input type="checkbox"/> FAILURE TO USE PERSONAL PROTECTIVE DEVICES |
| <input type="checkbox"/> MAKING SAFETY DEVICES INOPERATIVE            | <input type="checkbox"/> FAILURE TO OBSERVE SAFETY REGULATIONS      |
| <input type="checkbox"/> FAILURE TO SECURE OBJECTS                    | <input type="checkbox"/> LACK OF TRAINING OR KNOWLEDGE              |
| <input type="checkbox"/> USING UNSAFE EQUIPMENT OR EQUIPMENT UNSAFELY | <input type="checkbox"/> SLIPS AND FALLS                            |
| <input type="checkbox"/> UNSAFE LOADING, MIXING, CARRYING             | <input type="checkbox"/> OTHER: _____                               |
| <input type="checkbox"/> TAKING UNSAFE POSITION OR POSTURE            |   |

### UNSAFE CONDITIONS

- |   |   |
|---|---|
| <input type="checkbox"/> IMPROPERLY GUARDED EQUIPMENT OR MACHINE  | <input type="checkbox"/> INADEQUATE WARNING SYSTEM  |
| <input type="checkbox"/> DEFECTIVE TOOL OR EQUIPMENT              | <input type="checkbox"/> HAZARDOUS STORAGE OR ARRANGEMENT   |
| <input type="checkbox"/> POOR HOUSEKEEPING                        | <input type="checkbox"/> HAZARDOUS DRESS OR APPAREL   |
| <input type="checkbox"/> IMPROPER LIGHTING                        | <input type="checkbox"/> HAZARDOUS WORK PROCEDURE   |
| <input type="checkbox"/> IMPROPER VENTILATION (DUST, FUMES, ETC.) | <input type="checkbox"/> HAZARDOUS WEATHER OR ENVIRONMENT   |
| <input type="checkbox"/> UNSAFE DESIGN OR CONSTRUCTION            | <input type="checkbox"/> CONTACT WITH POISONOUS INSECTS, TOXIC CHEMICALS, SKIN IRRITANTS, BITES, ETC. |
| <input type="checkbox"/> SLIPPERY OR OTHER UNSAFE SURFACE         | <input type="checkbox"/> OTHER: _____   |

#### • REASONS FOR UNSAFE ACT (Must be completed by Supervisor)

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#### • REASONS FOR UNSAFE CONDITION (Must be completed by Supervisor)

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#### • WHAT PRACTICAL CORRECTIVE ACTION WILL BE TAKEN BY SUPERVISION TO PREVENT RECURRENCE? (Must be completed by Supervisor.) Note: The wording "be more careful" is unacceptable, as it does not present a viable solution. If the cause is properly identified, there should be several solutions.

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SUPERVISOR'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

MANAGEMENT REVIEW SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

CHECK IF HEAD OFFICE HAS BEEN INFORMED DUE TO HOSPITALISATION.

CHECK IF YOU BELIEVE THIS INJURY **IS NOT WORK CONNECTED** AND REPORT TO HEAD OFFICE.

## **How to handle Antisocial & Drunken Customers**

### **Customer Service**

The first step in great customer service is fantastic restaurant team. A well trained front of house team will keep customers happy and coming back for more.

Not just anyone can wait tables or tend bar. Good wait staff are among the most talented people out there.

They are friendly, but not annoying. They can multitask, but still give customers their undivided attention. And they are honest, trustworthy and can work as a team

### **2. Customer Complaints**

The next step in great customer service is how you handle customer complaints. No matter how hard you try, things are bound to go wrong once in a while. Food gets burned, orders get forgotten in the middle of a dinner rush, or new servers simply forget all their training. No matter the reason for the complaint, the important thing is to try and please the customer. You should acknowledge that yes, there was a problem, but it is not what they should expect from your restaurant.

### **Show your Customer Appreciation**

Actions speak louder than words, and that is certainly true of customer appreciation. There are countless ways you can show your customers how much you appreciate their business. And it doesn't have to cost you a lot of money (or any money in some cases). For example, personal attention can go a long way in making customers feel special.

### **4. Be Responsible.**





Responsibly serving liquor is probably the biggest way to show customers you value them. After all, you don't want to see a patron who's had too much to drink get behind the wheel of a car and hurt themselves or someone else. Therefore, you should be familiar with all licensing laws. In most cases if a person is involved in an accident while drunk we, as the restaurant them, may be held liable as well. It is also important that wait staff understand how to identify a person who is intoxicated, so they don't serve (or continue to serve) them. Occasionally you may have to deal with a patron who's more than a little tipsy.

The best way to avoid any potential incidents stemming from drunkenness is to not serve a customer who appears drunk.

Of course, some people can hold their liquor very well, and your staff may not realize the patron is drunk until it is too late. If you are faced with a customer who has had too much to drink, here are some tips for handling them:

- STOP serving them immediately. If the customer has wandered in from another bar or restaurant, you can refuse to serve them. They may claim you're acting illegal, but your not. You are acting responsible.
- Offer the customer some coffee and some food, as an alternative to a drink.
- Call a cab or another ride home for the customer. Do not let them drive!
- If a customer becomes belligerent or angry, escort them outside of the restaurant and call the police, who can look after the customer, until he or she is safe and sober.



	Date	signed employee	signed manager	Notes
Employee name				
Date employment commence				
Induction booklet issued				
Induction booklet reviewed with manager				
Team handbook issued				
Team handbook reviewed with manager				
Temporary Contract reviewed and completed				
New employee details complete				
Identification/Ni received				
Health and safety covered (fire/risk assessments)				
Mentor assigned				
Date of first review (2/3 weeks)				
Manager completing induction				



Unit 19 Moorside Business Park

<u>Location:</u>	Riverside Lodge	<u>Date:</u>	21/02/16
<u>Perfomed By:</u>	Mike McGrath	<u>Department:</u>	Kitchen/Bar Build Quotation

Colchester, CO1 2ZF

01206 870 863

[www.marigolds.uk.com](http://www.marigolds.uk.com)

Please find estimated costs for installation and supply of equipment, subject to full site survey.

<u>Inven No.</u>	<u>Item Description</u>	<u>Location</u>	<u>Quantity</u>	<u>Total Cost</u>
1.	Prepare and lay floor	Kitchen	1	£6,300.00
2.	White cladding wall covering	kitchen	1	£5,250.00
3.	Bespoke fabrication stainless	kitchen	11	£27,575.00
4.	Under bench fridges	kitchen	3	£9,750.00
5.	Double door fridges	kitchen	2	£5,280.00
6.	Walk in freezer	kitchen	1	£9,275.00
7.	Walk in fridge	kitchen	1	£10,310.00
8.	Rational 20 grid gas combi ovens	kitchen	2	£32,110.00
9.	Extraction & canopy	kitchen	1	£18,375.00
10.	Mechanical fresh air installation	kitchen	1	£4,500.00
11.	Gas supply upgrade by Transco	kitchen	1	£8,000.00
12.	New gas run throughout kitchen	kitchen	1	£6,500.00
13.	Gas inter lock system	kitchen	1	£1,250.00
14.	Electrical upgrade/new board/supply run	Kitchen/bar	1	£8,925.00
15.	Pass through dishwasher & tabling	Kitchen	1	£6,120.00
16.	Under counter glass washer	Bar	2	£2,630.00
17.	Automatic water softeners	Kitchen/ bar	2	£908.00
18.	Plumbing sundries	Kitchen/bar	1	£475.00
19.	Electrical sundries	Kitchen/bar	1	£864.00
20.	Gas sundries	Kitchen	1	£180.00

21.	Solid top ovens	kitchen	2	£18,504.00
22.	Four burner oven ranges	Kitchen	2	£18,234.00
23.	Smooth chrome griddle	Kitchen	1	£5,355.00
24.	Twin 25litre tank fryer	Kitchen	2	£18,496.00
25.	Mobile frame & kick plates	Kitchen	1	£4,172.00
26.	Robata holding oven	Kitchen	1	£11,998.00
27.	Heavy duty microwave	Kitchen	2	£2,150.00
28.	Twin position salamander platform	Kitchen	2	£13,987.00
29.	Stainless steel bar frame work	Bar	1	£13,690.00
30.	Installation test commision	Kitchen		£17,500.00
			Total	£288,663.00
			Vat	£57,726.60
			Grand total	£346,389.60

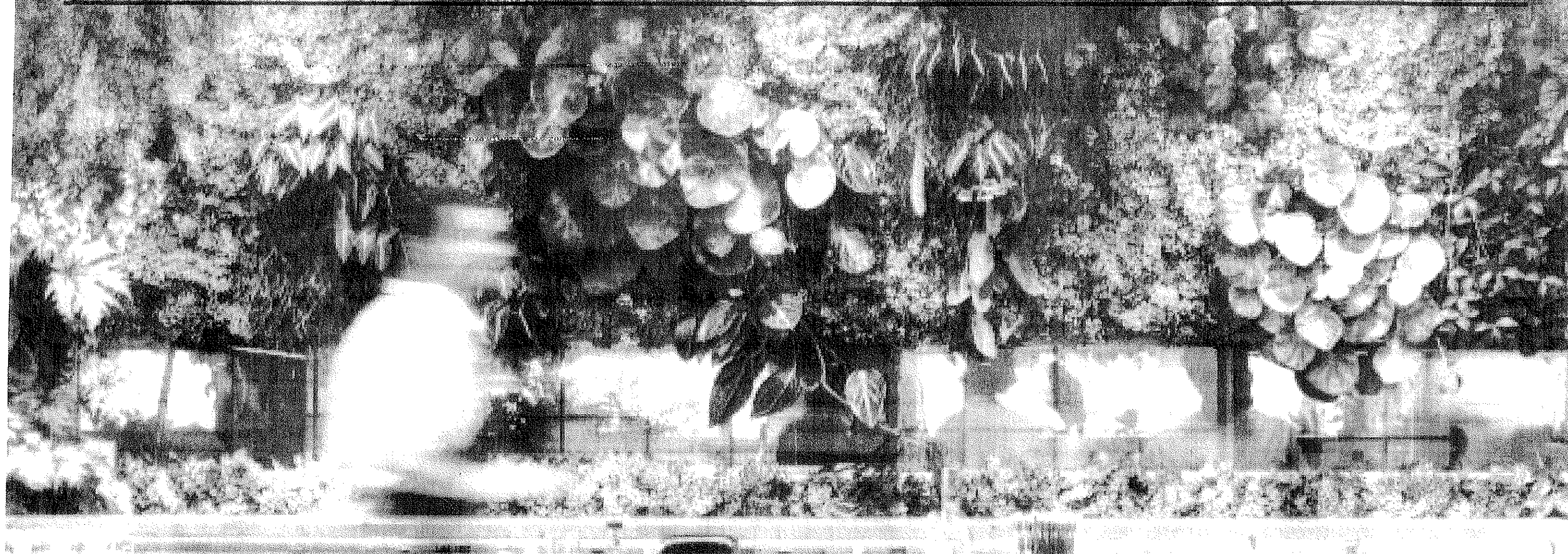
All prices subject to 28 day's quotation and in depth site survey.

Additional full CAD will be carried at cost to client.



# RIVER LODGE INTERIOR DESIGN CONCEPT

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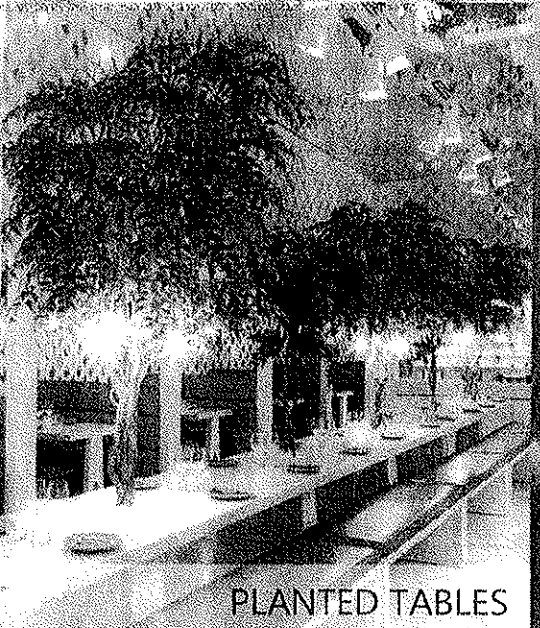
# KITCHEN • DINING • RESTAURANT

WOOD • BRASS • CEMENT • CLOTH • LINEN • SHEETS • TINS

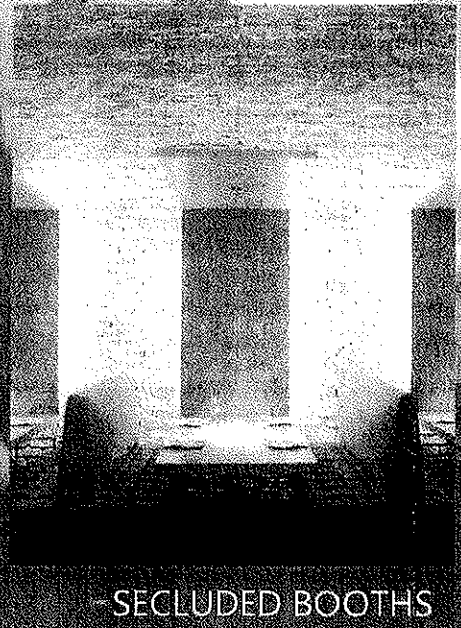
OVERSIZED PENDANTS  
BLEACHED LINEN



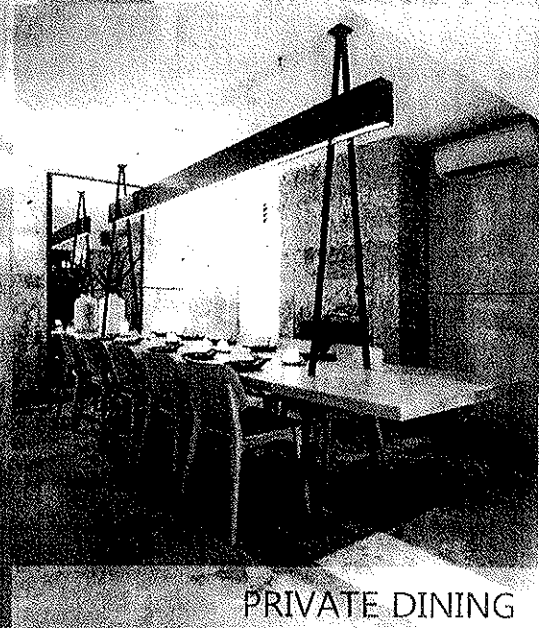
WARM LED LIGHTING



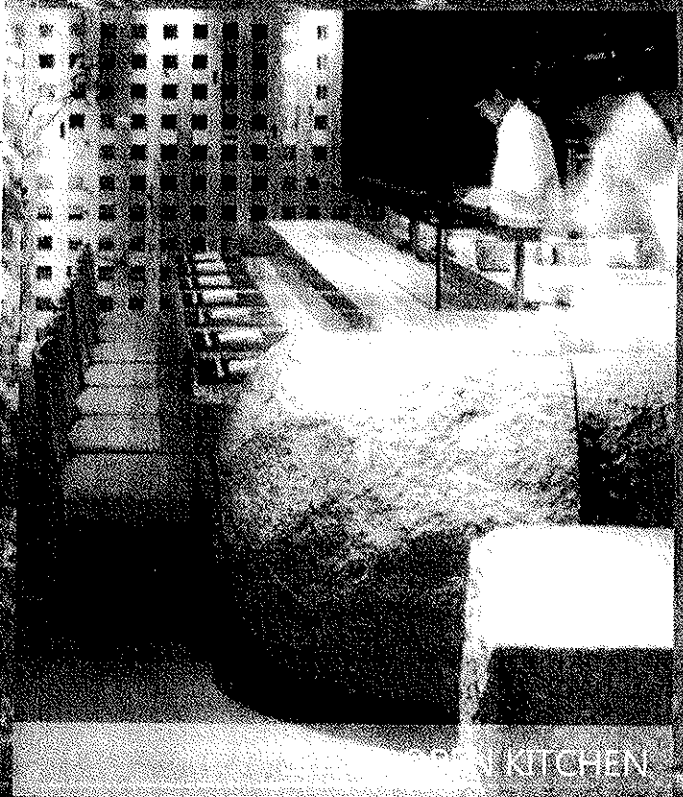
PLANTED TABLES



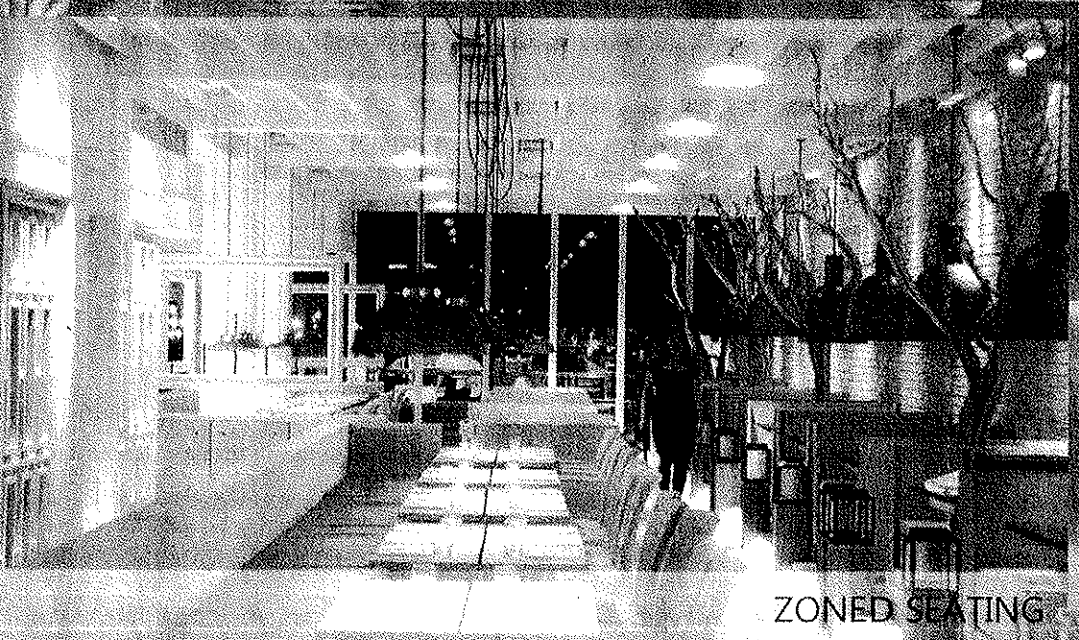
SECLUDED BOOTHS



PRIVATE DINING



OPEN KITCHEN



ZONED SEATING



MOOD LIGHTING

EED DESIGNS®

L16 101 • RIVER LODGE COLORADO • INTERIOR DESIGN CONCEPT • FEB 2016



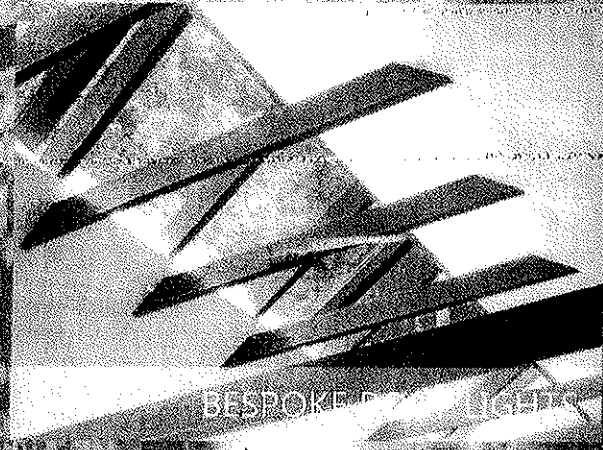
# RECEPTION • RETAIL • BAR

LIGHT • ORGANIC • OPEN

RECLAIMED TIMBER CLADDING



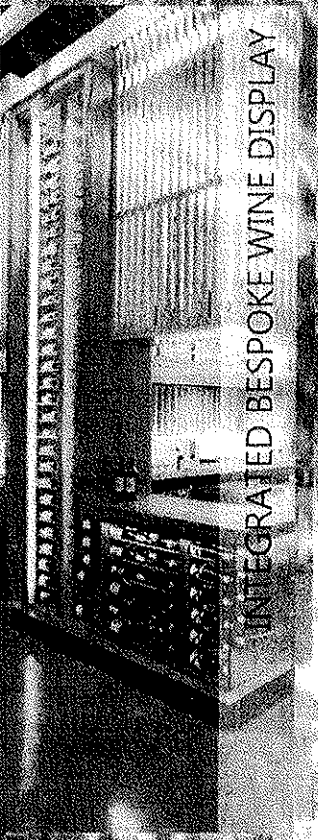
BESPOKE LIGHTING



CONTRASTING FEATURE GANTRY



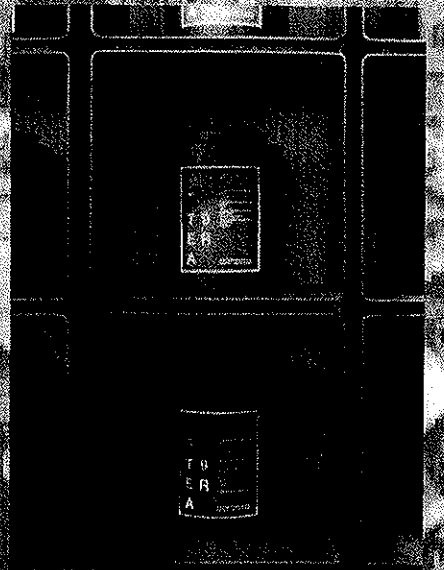
INTEGRATED BESPOKE WINE DISPLAY



LOUNGE BAR LOW & HIGH LEVEL SEATING



RETAIL DISPLAY



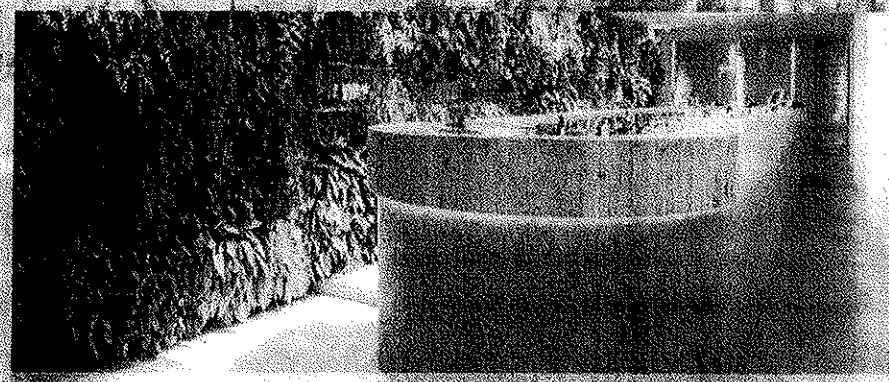
MOSS SIGNAGE



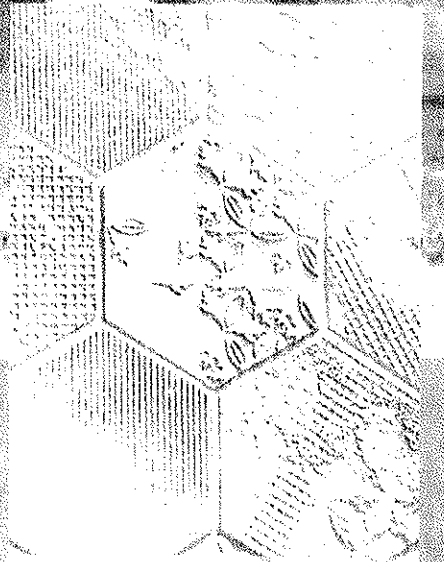
WHITE WASHED TIMBER ROOF



FEATURE STONE ISLAND BAR/LIVING WALL



ORGANIC TEXTURE



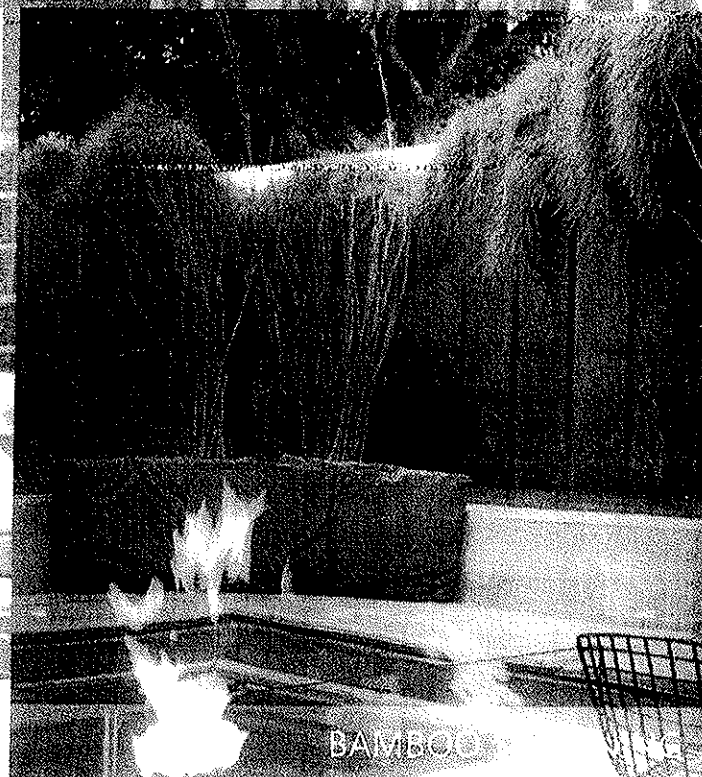


# EXTERNAL TERRACES

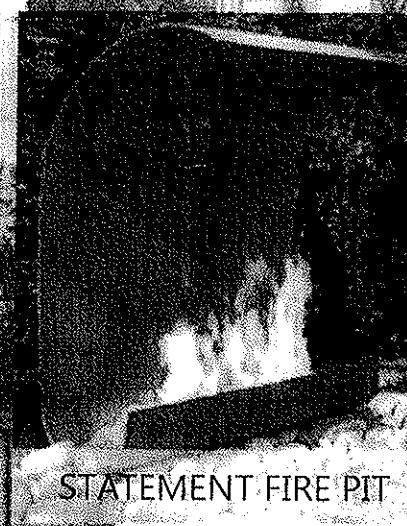
CONTEMPORARY • ELEGANT



OUTSIDE ACCESSIBLE BAR



BAMBOO



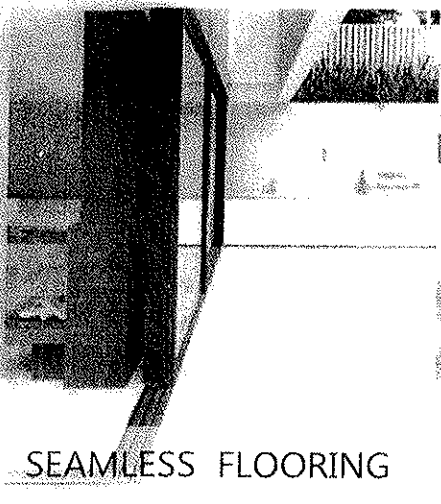
STATEMENT FIRE PIT



LED LIGHTING



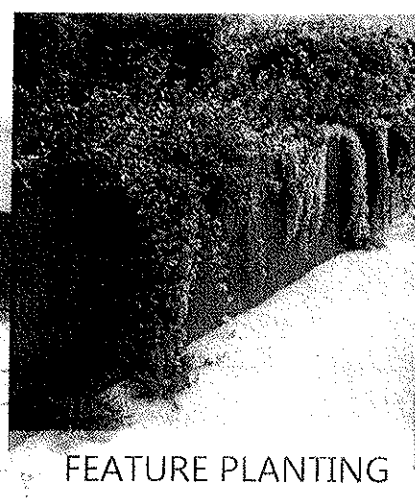
COUNTERTOP PERSONALITY



SEAMLESS FLOORING



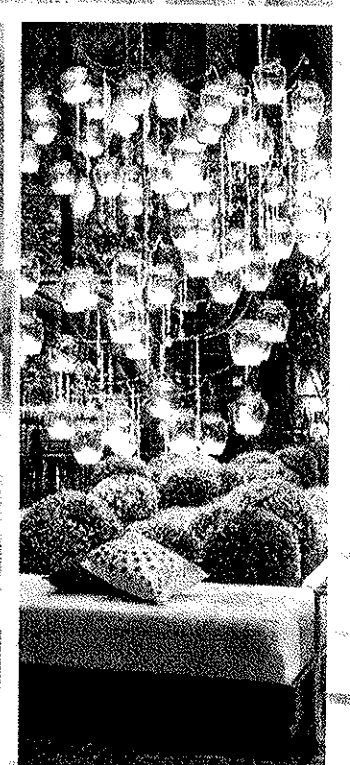
FEATURE PLANTING



PERIMETER PLANTING/RAISED PLANTERS



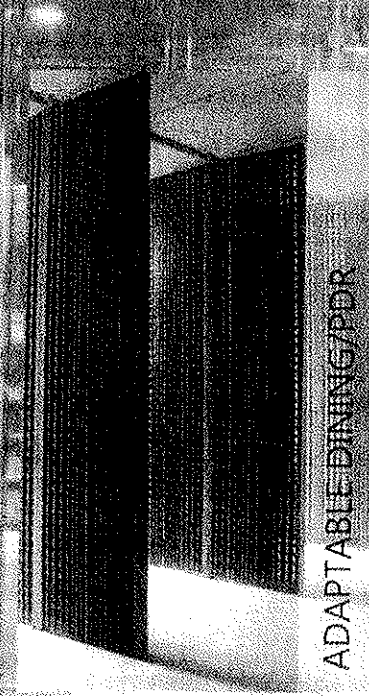
CLEAN/CONTEMPORARY



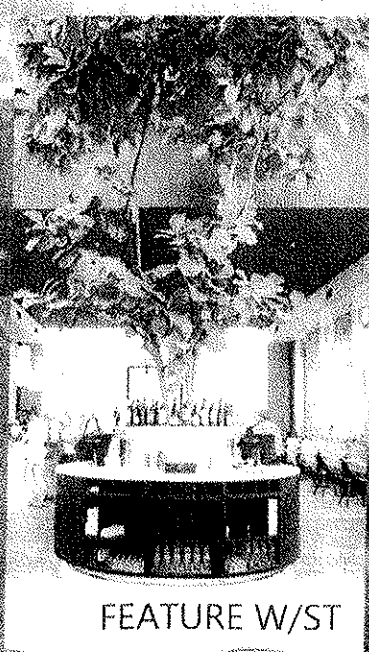


# DETAILS • FEATURES

CONTRASTING TEXTURES • QUIRKY ACCENTS • NATURAL RAW FINISHES



ADAPTABLE DINING/PDR



FEATURE W/ST



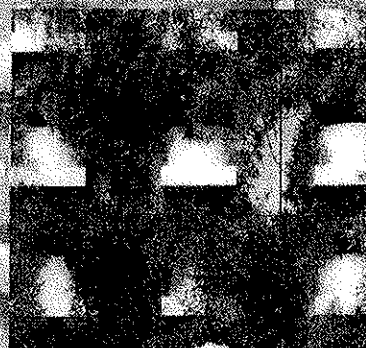
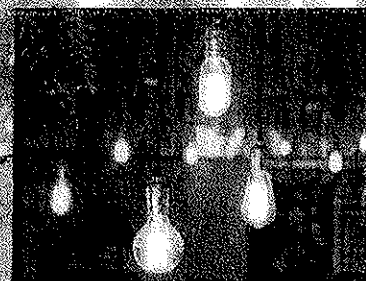
LIGHTS & PLANTING TO ROOF



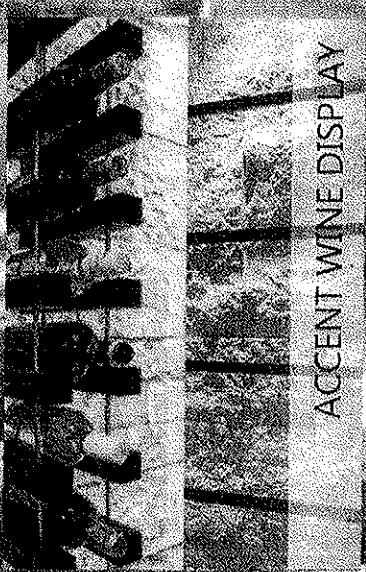
CONTRASTING TEXTURES



FLOOR DETAIL



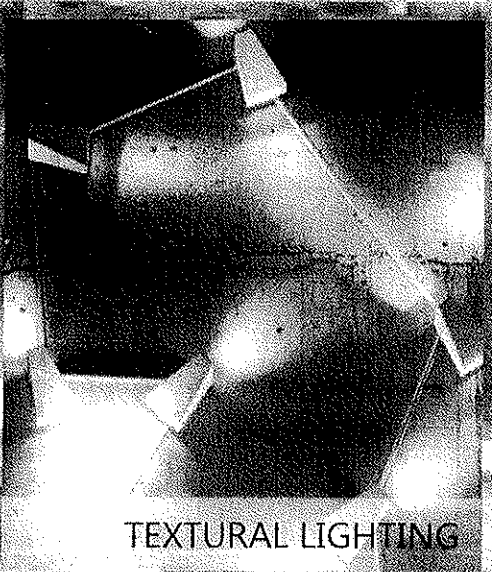
LIVING WALLS



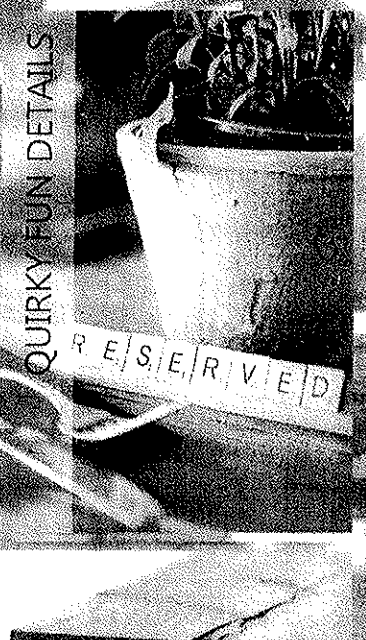
ACCENT WINE DISPLAY



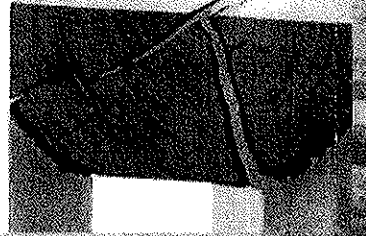
TEXTURAL LIGHTING



TEXTURAL LIGHTING



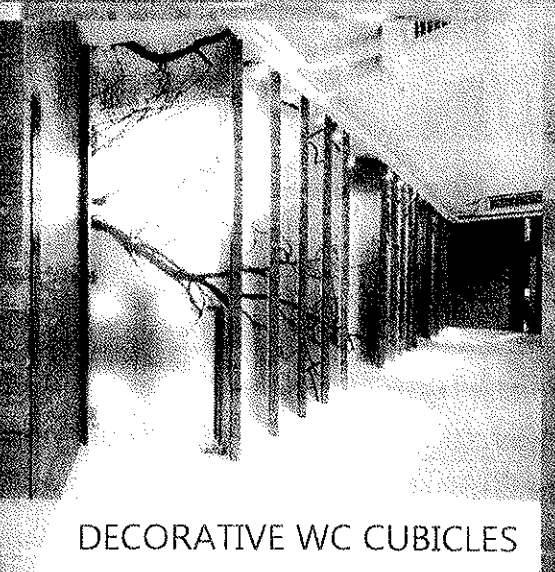
QUIRKY FUN DETAILS



BOTANICAL ACCENTS



VANITY DETAIL



DECORATIVE WC CUBICLES



