



# **L I C E N S I N G   S U B C O M M I T T E E   D**

Thursday 6 October 2022  
at 2.00 pm

## **SUPPLEMENTARY PAPER – ITEM 5**

### **Members of the Committee:**

Councillor Sheila Suso-Runge

Councillor Anya Sizer

Councillor Penny Wrouth

**Mark Carroll**  
**Chief Executive**  
**Wednesday 5 October 2022**  
[www.hackney.gov.uk](http://www.hackney.gov.uk)

Contact:  
Gareth Sykes, Governance Officer  
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**Licensing Sub Committee D**  
**Thursday 6 October 2022**  
**Agenda**

- 5      Variation of a Premises License: Hackney Tap ( Formerly Gyoza Town),  
Ground Floor, 354 Mare Street, E8 1 HR      (Pages 7 - 16)**

## BEFORE THE HACKNEY BOROUGH COUNCIL LICENSING SUB-COMMITTEE

### IN THE MATTER OF AN APPLICATION FOR A VARIATION OF THE PREMISES LICENCE

HACKNEY TAP 354 MARE STREET HACKNEY E8 1HR ('The Premises')

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#### WITNESS STATEMENT OF JOHN PALMER

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#### INTRODUCTION

1. My name is John Palmer and I am the General Manager at The Premises.
2. I have six years' experience in the trade, five of which in Hackney Central. I have been general manager at The Premises since October 2021.
3. Jon Dalton owns the premises and is DPS. I work closely with him and he regularly attends the premises in his role.
4. I am making this statement in relation to the variation application which seeks the following:
  - Opening Hours – Monday to Wednesday from 1000 hours to 0030 hours, Thursday from 1000 hours to 0100 hours, Friday to Saturday from 1000 hours to 0130 hours, Sunday 1100 hours to 2300 hours (Unchanged) (*Currently Monday to Thursday from 1000 hours to 2330 hours, Friday to Saturday from 1000 hours to 0030 hours and Sunday from 1100 hours to 2300 hours*).
  - Hours permitted for Sale of Alcohol – Monday to Wednesday from 1000 hours to 0000 hours, Thursday from 1000 hours to 0030 hours, Friday to Saturday from 1000 hours to 0100 hours, Sunday 1100 hours to 2230 hours (Unchanged) (*Currently Monday to Friday from 1000 hours to 2300 hours, Saturday from 1000 hours to 0000 hours and Sunday from 1100 hours to 2230 hours*).
  - Hours permitted for recorded music – Monday to Wednesday from 1000 hours to 0030 hours, Thursday from 1000 hours to 0100 hours, Friday to Saturday from 1000 hours to 0130 hours,

Sunday 1100 hours to 2300 hours (*Currently Monday to Thursday from 1000 hours to 2300 hours, Friday to Saturday from 1000 hours to 0000 hours and Sunday from 1100 hours to 2230 hours*).

Additionally, we are looking to vary the following conditions:

- Condition 39 to be varied so that it reads, "The external area shall be closed to the public at 23:30 hours from Monday to Thursday, 0000 hours from Friday to Saturday and 22:30 hours on Sundays and shall not re-open until the start of trade the following day, with the exception of smokers immediately outside the front of the premises who will not be permitted to take drinks outside after 23:30 hours from Monday to Thursday, 0000 hours from Friday to Saturday and 22:30 hours on Sundays. This currently reads, "*The external area shall be closed to the public at 22:00 hours and shall not re-open until the start of trade the following day, with the exception of smokers immediately outside the front of the premises who will not be permitted to take drinks outside after 22:00 hours.*"
- Condition 40 to be varied so that it reads, "The maximum number of persons (excluding staff) allowed in the external area of the premises shall not exceed 84 seated patrons" (*Currently 30 Patrons*).
- Condition 41 to be varied so that it reads, "*Notices will be displayed in the external area stating that this area is for seated patrons only. Waiter/Waitress services will be available in the external seating area after 17:00 hours on Thursday to Saturday between April 1<sup>st</sup> and September 30<sup>th</sup> each year.*" This currently reads, "*The external area will display notices advising customers that the area is for seated patrons only and customers that are not seated will be asked to leave this external area. Service to this area will include on a Thursday, Friday and Saturday night between 17:00 hours until close, which will be by waiter/waitress only between the months of April and September.*"
- The addition of a condition that states: The requirement for door supervisors shall be risk assessed by the DPS or a nominated staff member. The risk assessment will be documented and will detail the following:
  - a. Hours of operation (start and end)
  - b. Expected customer numbers and peak times for customer attendance
  - c. Any specific risks identified such as local events, particularly hot weather, national holidays etc.
  - d. Number of door supervisors (if any) to be employed and start and finish times.

Where the risk assessment identifies door supervisors are required, they shall be employed in the numbers and at the times identified. A copy of each risk assessment will be retained for a minimum of 12 months and shall be made available to the Metropolitan Police on request.

## **ABOUT THE APPLICANTS**

5. The Hackney Tap forms part of an estate of around 15 premises that includes, amongst other leisure premises, a number of gyoza bars and craft beer bars. These are in London, Bristol and Manchester. They are run to the highest standards and are often found in 'difficult' locations that suffer from homelessness or street drinking, such as major transport hubs. It is fair to say that having well managed premises open and trading in these areas has been considered a benefit in moving on these types of problem and allowing the area to become more welcoming. This is exactly what happened here. These premises operate without trouble and over the past 20 years the operators have built up an excellent track record of serving their communities.

## **ABOUT THE HACKNEY TAP**

6. Opened in April 2021, the Hackney Tap has been a welcome addition to the Hackney Central area. We have excellent relations with residents in the area, including our immediate neighbours on the Mare Street Narrow Way, many of whom are regular customers. We have never had a noise complaint.
7. The last year under this management has seen only one police call-out for a burglary on site, but we have in the past provided the police with our CCTV footage to help with off-site criminal investigations. Any problems we experience with homeless people or drunks are de-escalated and resolved quickly, politely and ensuring no adverse consequences.
8. Some people use The Premises as part of a general exploration of the area, staying for shorter times and a quick bite to eat or drink and others stay longer- especially people who live and work in the area.
9. We attract a mixed crowd of young and older customers, male and female. It has been commented on to me that our female customers witness are sometimes affected by cases of inappropriate behaviour in the parks around the church, but not at the Hackney Tap, including outside.
10. Customers often use the outside area because it feels safe and welcoming. Some people still are worried about using indoor spaces- especially those with health issues and we find that regularly we are having to turn away customers due to the limits on the numbers we can have outside.

11. Customers enjoy using the the QR codes on tables letting them get served their food and drinks by the staff as it means they are not required to come inside.
12. Whilst we do not have data on how much customers drink on average or how long they stay, we have very few issues with customers getting intoxicated at our premises. We serve a number of low and non-alcoholic drinks, including beers, that are popular and I would say that as a rule of thumb customers tend to stay for a maximum of three drinks- although some may stay for more.

## SUMMARY

1. This application will allow us to build on our success and continue to grow and serve our customers as they would like. The Premises itself is relatively small inside and without the additional seating outside, we struggle to serve all of our customers and have to turn people away.
2. The Premises has been a benefit to the area. Customers who live nearby often tell us about how the area has been improved by our presence and that some of the issues they faced before with anti-social behaviour and intimidation have reduced because of our presence. Allowing people to stay outside later will allow them to benefit from this deterrence from anti-social behaviour later.
3. Additional people in the external area will not cause any issues. We already reach capacity and manage customers well, which means there have been no complaints about noise outside. A small number of badly managed customers causes a lot more issues than a well managed larger capacity.
4. The changes are all requested to allow the business to develop and grow in very uncertain times, where hospitality premises are facing significant problems with staffing, cost increases and now huge energy bill increases- even with government support. All of this means that we must look at how we can trade effectively to ensure the business remains viable.
5. Of course, we understand that we need to promote the licensing objectives, and we will work hard to do so. We will also listen to our neighbours should any of the changes cause them issues- but given our track record of trading, the support from our neighbours and the fact that we have an unblemished track record in operating for 16 months, we believe that these changes will be of benefit for us and the community.

The Contents of this statement are true to the best of my knowledge and belief.

SIGNED.....

DATED .....2022

**BEFORE THE HACKNEY BOROUGH COUNCIL LICENSING SUB-COMMITTEE**

**IN THE MATTER OF AN APPLICATION FOR A VARIATION OF THE PREMISES LICENCE**

**HACKNEY TAP 354 MARE STREET HACKNEY E8 1JD ('The Premises')**

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**APPENDIXES**

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**Hackney Tap Mare Street: Letters in support**

[REDACTED]  
[REDACTED] Mare Street  
[REDACTED] E8 [REDACTED]

Hackney Council,

This is a letter of support to our local pub, The Hackney Tap. We are aware the venue is looking to extend their license which has been rejected due to the accusation that the pub is a problem for our local area which I can assure you it's not. It's a pleasure to have the pub across the street and it would be a huge disappointment to see this local business not get the support from the council that it deserves. Please find down below a list of more reasons to extend the Hackney Tap's license.

We've never had any issues with noise from this venue. Customers outside who are drinking are talking at normal/ civilised volumes and aren't amplified by loud music. Comparing the noise and ruckus behaviour that comes from around the area there is absolutely no cause for concern regarding noise levels from the Hackney Tap.

We've never had issues of alcohol induced violence or bad behaviour from customers at this pub. The staff are extremely vigilant and professional. They're quick to diffuse any situation and are first to not serve if a customer is acting inappropriately. The pub is a great way for people to sit and have a drink in a safe and secure environment. Over the last year living in the area as young women, we've had more cases of inappropriate behaviour in the parks around the church from people sitting and drinking cans without supervision. To see the pub leave our neighbourhood would indefinitely increase the problems induced by unsupervised drinking particularly in the warmer months.

As you can gather from the above paragraph the venue has never had any police call outs. This reiterates the venues efforts to keep their pub a safe and secure spot for their customers.

On a more positive note this pub is at the hub of our local community. It's our place to relax and grab a quick one. We want to support local business particularly in these tough times and cherish what they do for our community. I don't understand why Hackney Council wouldn't extend their license. All of our neighbours in the building are regulars and have zero complains regarding this local business.

We hope this letter of support goes a long way to keep the council ensured that The Hackney Tap is a great and reputable business in our area. Please feel free to phone [REDACTED] anytime regarding this issue further.

Signed Residence of Flat

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



I have lived in Hackney for 25 years and have really enjoyed the burgeoning beer scene since the opening of the Pembury Tavern about 15 years ago. Other places have followed and one of the best, in my opinion, is the opening of the Hackney Tap.

With that area being somewhere we always avoided for safety reasons, we now have a beautiful new pub and community space. The beer is great quality and well kept, and there is always something new and interesting on.

The pub itself is terrific but this has only been enhanced by the manager, John. A community-minded man, he has made the pub his own. He is always welcoming to punters and very knowledgeable about the beer. Everyone knows him, and the place would not be the same without him.

The Hackney Tap is a fantastic addition to our local area and economy, and has enlivened a once dingy corner of Hackney. We love it.



E8

Dear Sir / Madam,

The Hackney Tap - Mare Street Hackney - Attention of Hackney Council

Just a few words to say how much we value the addition of the Hackney Tap to the central area of Hackney on Mare Street opposite Marks and Spencers. An area that was previously blighted by too many betting shops (of which the Old Town Hall was one) and equally spoiled by antisocial behaviour and the incursion of many delivery scooters onto the newly pedestrianised part of Mare Street (The Narrow Way)

The Tap brings a whole new social vibe to the space which I note the Council is trying to turn into an arty space with the addition of various sculptures. The whole feel is much more sociable and safe and this is no small part to the way the tap is run. There is no over loud music, occasional themed events / displays and a genuine engagement by the staff of the customers. It always feels safe and welcoming.

The Tap's out door seated area on the raised paving helps to make the whole area around the bus station feel much more socially engaging and secure and helps the many and invasive scooter deli very riders understand that this is a pedestrian area.

The Tap is very well managed and has security personnel at busy times which makes complete sense. Dogs and people are always fully welcomed and looked after.

The whole area is much improved by the change of use of the Old Town Hall - a heritage building in which the whole community can now feel welcome.

Your sincerely

██████████

████ St John's Church Rd  
London E9 █████

[REDACTED]  
Oriel Road  
Hackney  
London  
E9 [REDACTED]

To whom it may concern,

I've been a local resident for more than twenty years and I've seen how the overall regeneration of the area has been helped by the rise of good, well-run pubs. The opening of the Hackney Tap has played a very significant part in this and has been a good fit with Hackney Council's welcome improvements of the Narrow Way/Mare Street area.

'The Tap' is a safe and welcoming place, appealing to locals as well as the customers it draws to Hackney from further afield. It's a particularly well-managed and friendly place and deserves continuing success.

Hackney Council Licensing Service  
Hackney Service Centre  
1 Hillman Street  
E8 1DY

Dear Sir/Madam,

I am writing from St John at Hackney Church in support of a proposed weekend licence extension for our local pub, The Hackney Tap, which sits on the edge of our grounds. The church has found The Hackney Tap, its clientele, and its staff to be good, courteous neighbours, and has never knowingly suffered any issues with nuisance noise or anti-social behaviour relating to its operations. It is also our understanding that the pub has never suffered a police call out.

The Hackney Tap is well liked and is regularly used by members of our congregation and community throughout the week, including at the weekends, and is also a popular venue with attendees at live music events held at the church. The pub has become an important local community asset as such, as well as a significant contributor to the local night time economy in Hackney Central.

The church also welcomes the increased traffic and footfall the opening of the Hackney Tap has brought to the entrance of the churchyard, which has in turn attracted additional visitors to our historic church and its grounds.

As such we see no reason to oppose a limited licence extension such as that being proposed. We hope that you will take this letter of support into consideration when making your decision.

Yours Sincerely,

[REDACTED]

St John at Hackney Church

[REDACTED] Lower Clapton Road, London, E5 [REDACTED] Registered [REDACTED]  
[REDACTED]