



Subangini Sriramana <subangini.sriramana@hackney.gov.uk>

Fwd: Nest Hearing one doc with Supplementary

1 message

Sanaria Hussain <sanaria.hussain@hackney.gov.uk>
To: Subangini Sriramana <subangini.sriramana@hackney.gov.uk>

21 June 2021 at 16:16

Hi Suba,

The attached documents have been sent following a request from David.

Kind Regards
Sanaria Hussain
Senior Licensing Officer
Hackney Service Centre
1 Hillman Street
London E8 1DY
Direct Line:020 8356 4972
Duty Line:020 8356 2431
www.hackney.gov.uk/licensing



We have launched the new [Hackney Nights portal](#) for licensees. This portal will help us rebuild a safer, stronger and more connected night time economy for everyone and give access to free training and guidance on a range of key night time economy safety issues as well as provide updates from the council.
Sign up [here](#) to receive access.

----- Forwarded message -----

From: **Andy Newman** [REDACTED]
Date: Mon, 21 Jun 2021 at 15:05
Subject: Nest Hearing one doc with Supplementary
To: Sanaria Hussain <sanaria.hussain@hackney.gov.uk>, David Tuitt <David.Tuitt@hackney.gov.uk>

Sanaria thanks for your help earlier.

Hope that the below makes it easier by having docs. In the same pack.(best not to include Luke's Conditions as his numbering will confuse everyone).

Understand that [REDACTED] supporting background docs are already in the bundle. Included to be on the safe side.

I have taken the Conditions and their numbers from the council Doc. Luke has somewhat confusingly added different numbers. Off Sales will simply be withdrawn from the Application but happy to add as a condition if you deem fit.

Luke's condition no 11 merely expands Condition 18

Luke's Condition no 15 should be covered by the Policy.

Luke's Sustainability and Fairness should in my view be Better placed as a Policy.

Nest Hearing Supplementary Material

Supporting Evidence

from [REDACTED] Mentmore St, and from [REDACTED], a local resident in a next-door street who also hires a desk and works in the Fisheries, Mentmore Street, and has a business nearby.


Dispersal Policy following meeting with residents.

Nest Letter with update on hours and offering more Conditions following meeting with residents.



Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

6 attachments

 **Nest Background Evidence [REDACTED].docx**
92K

From: Andy Newman [REDACTED]
Date: 18 June 2021 at 14:40:40 BST
To: Sanaria Hussain <sanaria.hussain@hackney.gov.uk>
Subject: Nest Mentmore Terrace offer to London Fields Park Users Group.

Hi Sanaria

Would you please be so kind as to forward the below to [REDACTED] Chair of the Park Users Group

The below will only be on the basis that he withdraws his Representation on behalf of his Members as following a discussion with Luke his fears appeared to be allayed.

- There shall be no off sales of alcohol.
- There will be no outside seating or service of any kind, at any time on Mentmore Terrace. There will be no outside seating in the back courtyard past 1800hrs (6PM) except for those with disabilities/illness.

Kind regards

Andy

Andy Newman Consultancy Ltd

Agent for Nest Food

Nb We have come down hugely on our hours of operation & we feel the conditions attached the below up to date hours are more than reasonable;

Monday - Thursday: 1200 (midday) - 2300

Friday & Saturday: 1200 (midday) - 2330

Sunday: 1200 (midday) - 2230

Closing time 30 minutes after.

Nest Mentmore Terrace Dispersal Policy

DISPERSAL POLICY

This Dispersal Policy has been implemented to assist in the promotion of the four licensing objectives, in particular crime and disorder, public nuisance and public safety. This document is a live document where there can be updates reflecting best working practices via discussions with interested parties, professionals and in particular our neighbours.

Management are aware of the concerns of some residents at the time that customers leave at closing time. Management have agreed to implement a written dispersal policy to move customers from the premises and the immediate vicinity in such a way so as to cause minimal disturbance or nuisance to neighbours. Every effort will be made to minimise any potential nuisance and it will be the responsibility of all members of staff to support this policy.

Procedure for Mentmore Terrace.

Due to the nature of the restaurant being a set, no-choice experience, it means every stage of the journey, from the point of booking to the point they leave the area, is controlled by the restaurant.

Once guests have finished their meal and their bill is paid they are taken to the waiting/entrance room, (the front area where they started their meal). A dedicated member of staff will be responsible for returning any coats, bags or personal belongings and the process of guests leaving restaurant.

Due to the proximity of London Fields Station, a significant proportion of guests will be travelling by train. The dedicated

member of staff will have access to up to date train times to ensure guests move from the waiting room inside the restaurant to their necessary platform upstairs at the correct time and in a timely manner.

For those taking a taxi/car the Taxi Pick-Up Point on Lamb Lane is confirmed, verbally and with a printed card given to the guest, and they wait in the comfort of the waiting room until their car is near.

This policy is to ensure that the guests experience of leaving the restaurant is just as controlled and comfortable as the rest of their experience before it. More importantly, it means anytime spent outside on Mentmore Terrace is kept to an absolute minimum.

Staff will be trained to be aware of

1. where the nearest modes of public transport are.
2. details of taxis and a number is available to customers.
3. general local knowledge so that if customers decide to move on the staff can help them with directions. Where possible Patrons will be directed away from concerned residents or to transport Hubs that will cause minimum disruption to neighbours.
4. Staff, will, where practicable, actively monitor Patrons with a view to minimising any noise.
5. There will be a regular team meeting to discuss any ways that the premises may improve the dispersal of patrons and any actions points are implemented.
6. Notices shall be displayed at customer exit requesting that patrons respect the needs of local residents and leave the premises and area quietly.

7. All employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly.

Incident Reports

8. All incidents of crime or disorder or nuisance are to be reported by the designated premises supervisor or responsible member of staff.

9. The licence holder shall ensure that the details of all complaints are recorded in an occurrence book.

Taxi Service

10. We will ask local taxi firms and arrange with Uber drivers that car doors are not slammed and that there is no unnecessary use of the horn

11. Arrangements are made with a local taxi firms for taxis to stop at a safe stopping place when collecting patrons. A recommended list of local taxi companies is available to customers. Any taxi companies that regularly visit our premises will be notified in writing that the use of car horns outside the premises is only allowed in accordance of Rule 1121 of The Highway Code. Staff will take note of drivers that do not comply with this rule and management will notify the relevant taxi companies. Repeat offenders will result in that taxi firm being excluded from the recommended list of taxi providers for the premises.

12. Nest staff are trained to be aware of the location of taxi ranks, bus stops and hire car offices. Clearly being in the old train station waiting room with our close proximity to the Station will help enormously in balancing use of taxis with trains.

13. Taxi drivers will be asked to not play radios at a volume likely to disturb the neighbourhood.

Nest, will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with local residents including hosting meetings where necessary to allow our neighbours to raise any issues and for those issues to be quickly resolved. The telephone number of the premises will be provided to all our immediate residential neighbours.

Nest will constantly review our Dispersal Policy and respond quickly to the needs of our neighbours.

