

PREMISES LICENCE

PREMISES LICENCE NUMBER

17/00321/LIPREM

PART 1

PREMISES POSTAL ADDRESS

McDonald's Restaurants
939 London Road
Thornton Heath
CR7 6XJ

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

Late night refreshment

TIMES UNDER THE 24 HOUR CLOCK, THE LICENCE AUTHORIZES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Provision of outdoor late night refreshment
Wednesday to Saturday 23:00 until 05:00 hours (the following day)

OPENING HOURS OF THE PREMISES

Monday to Tuesday 05:00 until 23:00 hours
Wednesday to Saturday 05:00 until 05:00 hours (the following day)
Sunday 05:00 until 23:00 hours

NAME AND REGISTERED ADDRESS OF PREMISES LICENCE HOLDER

ILS Operations Limited
C/o The Accounting Centre Ltd
736 High Road
London
N12 9QD

REGISTERED COMPANY OR CHARITY NUMBER OF LICENCE HOLDER

Company number 11246496

ORIGINAL LICENCE ISSUED: 1 APRIL 2017

THIS LICENCE EFFECTIVE: 16 MAY 2018

LICENSING MANAGER
PLACE DEPARTMENT

ANNEX (1) MANDATORY CONDITIONS

This licence is granted subject to the terms of the Licensing Act 2003.

ANNEX (2) CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE

The premises licence holder will ensure:

1. The restaurant operates as drive-thru only during the licensable period.
2. A digital motion activated closed circuit television (CCTV) system where images are retained on a hard drive, operates at the premises with appropriate signage displayed.
3. The CCTV equipment is of a standard suitable to record images of a proper quality, it meets the industry standard and has LGC Forensics Certification. As part of the digital system an alarm will sound if the equipment is faulty or not recording, thereby alerting management for the need to intervene.
4. Regular servicing of the CCTV system by qualified maintenance technicians.
5. Access to the CCTV system will be provided to Police Officers upon request.
6. A Staffsafe system with both audio and visual monitoring capability will be installed in the restaurant activated by either fixed or mobile panic buttons. Once activated, the system links the restaurant to an external monitoring centre capable of intervening to resolve crime and disorder issues and/or provide the appropriate advice or instruction to support and protect the staff and customers of the restaurant.
7. All shift managers to have safety and security training including Maybo SIA accredited conflict management training.
8. The premises operates a "No Open Alcohol Containers" policy to prevent persons carrying open alcohol into the premises.
9. Customers are encouraged to be considerate to neighbours and to limit noise both when ordering food and on leaving the local area.
10. Children are protected from harm at all times when visiting the premises.

ANNEX (3) PLANS

This premises licence is issued subject to the plan numbered L/0477/001 submitted to the Council with the application for a premises licence, on 3 March 2017.

**Application to vary a premises licence
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 ILS Operations Limited

.....
(Insert name(s) of applicant)

being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises details

Postal address of premises or, if none, ordnance survey map reference or description			
McDonald's Restaurants 935/943 London Road			
Post town	Thornton Heath	Postcode	CR7 6XJ

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£133,000.00

Part 2 - Applicant details

Daytime contact telephone number			
E-mail address (optional)			
Current postal address if different from premises address	ILS Operations Ltd McDonald's Restaurant 935/943 London Road		
Post town	Thornton Heath	Postcode	CR7 6XJ

Part 3 - Variation

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible? Yes

If not, from what date do you want the variation to take effect?

DD	MM	YYYY

Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 2) Yes No**Please describe briefly the nature of the proposed variation (Please see guidance note 2)**

The premises currently have a premises licence which allows the provision of late night refreshment on Wednesdays to Saturdays from 23:00 until 05:00 via Drive-Thru only.

The proposed variation is to extend the opening hours and provision of late night refreshment on Sundays to Tuesdays from 23:00 until 05:00. In addition, the application is to remove Condition 1 currently stated on the Licence "The restaurant operates as drive-thru only during the licensable period" to enable the in-store restaurant to remain open during the late night refreshment hours.

The Application is also to update the Registered Office Address of ILS Operations Limited to "McDonald's Restaurant, 935/943 London Road, Thornton Heath, England, CR7 6XJ" as stated on Companies House.

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

- | Provision of regulated entertainment (please read guidance note 2) | Please tick all that apply |
|---|-------------------------------------|
| a) plays (if ticking yes, fill in box A) | <input type="checkbox"/> |
| b) films (if ticking yes, fill in box B) | <input type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C) | <input type="checkbox"/> |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D) | <input type="checkbox"/> |
| e) live music (if ticking yes, fill in box E) | <input type="checkbox"/> |
| f) recorded music (if ticking yes, fill in box F) | <input type="checkbox"/> |
| g) performances of dance (if ticking yes, fill in box G) | <input type="checkbox"/> |
| h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) | <input type="checkbox"/> |
| <u>Provision of late night refreshment</u> (if ticking yes, fill in box I) | <input checked="" type="checkbox"/> |
| <u>Supply of alcohol</u> (if ticking yes, fill in box J) | <input type="checkbox"/> |

In all cases complete boxes K, L and M

Late night refreshment Standard days and timings (please read guidance note 8)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Mon	23:00	05:00	<u>Please give further details here</u> (please read guidance note 5) The premises will operate as a restaurant selling food and non-alcoholic drinks for consumption on and off the premises.		
Tue	23:00	05:00			
Wed	23:00	05:00	<u>State any seasonal variations for the provision of late night refreshment</u> (please read guidance note 6)		
Thur	23:00	05:00			
Fri	23:00	05:00	<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> (please read guidance note 7)		
Sat	23:00	05:00			
Sun	23:00	05:00			

J

Supply of alcohol Standard days and timings (please read guidance note 8)			Will the supply of alcohol be for consumption – please tick (please read guidance note 9)	On the premises	<input type="checkbox"/>			
				Off the premises	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 6)					
Mon								
Tue								
Wed								
Thur						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 (please read guidance note 7)		
Fri								
Sat								
Sun								

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 10).

The premises will operate as an outlet of food and non-alcoholic drink and does not provide any adult entertainment or service that gives rise to a concern in respect of children.

L

Hours premises are open to the public Standard days and timings (please read guidance note 8)			State any seasonal variations (please read guidance note 6)
Day	Start	Finish	
Mon	05:00	05:00	
Tue	05:00	05:00	
Wed	05:00	05:00	
Thur	05:00	05:00	
Fri	05:00	05:00	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 (please read guidance note 7)
Sat	05:00	05:00	
Sun	05:00	05:00	

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

Annex (2)

Condition 1. The restaurant operates as drive-thru only during the licensable period.

- Please tick as appropriate
- I have enclosed the premises licence
 - I have enclosed the relevant part of the premises licence

If you have not ticked one of these boxes, please fill in reasons for not including the licence or part of it below

Reasons why I have not enclosed the premises licence or relevant part of premises licence.

M Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)

Please see attached operating schedule

b) The prevention of crime and disorder

Please see attached operating schedule

c) Public safety

Please see attached operating schedule

d) The prevention of public nuisance

Please see attached operating schedule

e) The protection of children from harm

Please see attached operating schedule

Operating Schedule

General

This restaurant understands that in extending our opening hours we have a duty to the local community and that we continue to protect our staff and customers from danger and harm. We believe that the systems we have in place are robust, thorough and will, as far as reasonably practicable, secure the promotion of the four licensing objectives. It should be noted that no McDonald's restaurant within the United Kingdom serves alcohol and further none of our drinks or food are served to customers in glass receptacles.

We are eager to work in partnership with all responsible authorities to ensure the promotion of the four licensing objectives. We also seek to work with the local communities, whom we serve, in achieving a successful cohesion between our business operations and our neighbours.

Prevention of Crime and Disorder

This restaurant is keen to work in partnership with the local police service to prevent crime and disorder.

CCTV

McDonald's operates a robust CCTV Policy to ensure compliance with Data Protection Legislation and to assist the Police with the prevention and detection of crime. At all stores where CCTV is in operation appropriate signage reflecting this information is displayed.

McDonald's operate digital motion activated CCTV systems where images are retained on a hard drive system. All CCTV equipment is of a standard suitable to record images of a proper quality, it meets the industry standard and has LGC Forensics or Kalagate Certification. As part of the digital system an alarm will sound if the equipment is faulty or not recording, thereby alerting management for the need to intervene. The CCTV system is regularly serviced by qualified maintenance technicians.

Access to the CCTV system will be provided to Police Officers at their request.

Staffsafe

A Staffsafe™ system with both audio and visual monitoring capability will be installed in the restaurant, this system, can be activated by either fixed or mobile panic buttons. Once activated the system links the restaurant to an external monitoring centre capable of intervening to resolve crime and disorder issues and/or provide the appropriate advice or instruction to support and protect the restaurant's staff and customers.

At this restaurant all shift managers have safety and security training; including Maybo SIA accredited Conflict Management Training.

Public Safety

This restaurant is keen to work in partnership with the local Fire Service and Environmental Health Officer to ensure public safety.

This restaurant has safety systems in place to protect the safety of customers and staff at all times (such as Staffsafe). We work with the local Environmental Health Office and local Fire Service to ensure we are complying, as far as reasonably practicable, with relevant Health and Safety and Fire Safety Legislation. This restaurant is also subject to inspections from our own safety and security teams to ensure our systems are being maintained.

All of our restaurant staff receive comprehensive safety training to ensure that safe working methods are adopted and all staff are trained on the restaurant's evacuation procedure in the event of a fire or other dangerous occurrence.

This store operates a "No Open Alcohol Containers" policy to prevent persons carrying open alcohol into the in-store area.

Public Nuisance

Litter

McDonald's were the first company in our sector to introduce litter patrols in the early 1980's. McDonald's is committed to carry out litter patrols collecting both McDonald's packaging and any other litter that has been carelessly discarded. We are happy to act on recommendations from the Environmental Health Officer should they feel that we should extend our patrol to a nearby area, as far as this is reasonably practicable.

All of McDonald's packaging displays the "Bin It" symbol to encourage our customers to deal with their waste responsibly. Further details regarding McDonald's commitment to reducing waste and litter nuisance can be found at the "Our World" section of the McDonald's website:
<http://www.mcdonalds.co.uk/ourworld/environment/policy.shtml>

Noise

Where it is practical to do so we are content to put measures in place to limit noise. All McDonald's restaurant doors are self-closing and we try to encourage our customers to be considerate to our neighbours and to limit noise both when ordering their food and on leaving the local area.

The Protection of Children from Harm

McDonald's do not anticipate that unaccompanied children will use the restaurant in the extended hour's period covered by this licensing application. We do however take their safety extremely seriously and will continue to employ the same practices to ensure that they are protected from harm at all times when visiting the restaurant.

The premises licence holder shall (ensure) –

1. Managers shall be given training in relation to conflict management and the protection of children from harm (including Child Sexual Exploitation training). Refresher training will be undertaken every 12 months and records shall be kept on company records, made available for inspection by the police or authorised officials from the local authority as required.
2. Ensure that a comprehensive incident register is maintained, at the premises. The following details shall be recorded:
 - a) Date
 - b) Time
 - c) Location
 - d) Persons concerned
 - e) Summary of incident
 - f) Identification of any Emergency Services Personnel who attended
3. Security Industry Authority (SIA) Door Supervisors, will be deployed at the restaurant on a risk assessed based undertaken by the local senior management team as and when required, or in consultation with the local police.

From: _____ 'to:' _____
Sent: 12 November 2019 16:16
To: LICENSING <LICENSING@croydon.gov.uk>
Subject: Licensing Act 2003 McDonald's 935/943 London Road Thornton Heath CR7 6XJ

Dear Sirs

I wish to object to the application by the above to extend their opening hours as per their application dated 23 October 2019.

Objections are the same as per their planning application 19/03983/CONR, viz: smells, noise and light.

Confirming my own observations I receive complaints from neighbours concerning these subjects. The smells go far beyond Grove Road. I have also received a complaint about the car park recently being used as a race track. I was away when this occurred.

London Road has been listed as one of the most polluted roads in Croydon. McDonald's does not help. I seem to remember that in the original plans for McDonald's before it was built there were to be trees planted against their boundary with Grove Road. What happened?

I confirm that the related objectives are Prevention of public nuisance and prevention of crime and disorder.

Yours faithfully

ighbourhood Watch

Thornton Heath /

From: King, Stuart
Sent: 12 November 2019 22:41
To: LICENSING <LICENSING@croydon.gov.uk>
Subject: 939 London Road, Thornton Heath, CR7 6XJ (McDonalds)

Dear licensing team,

I am writing to object to the application for a 24/7 licence for this restaurant.

A number of local residents have contacted me in my capacity as one of their local ward councillors and raised the following concerns, which I wish to convey:

- concerns about anti social behaviour associated with poor and inconsiderate driving by those visiting the restaurant both as drive-thru customers and those eating at the restaurant. The complaints include the suggestion that vehicles have been using the mostly empty car park in the evenings as an informal racing track. Extending the hours of operation to 24/7 will clearly exacerbate this problem and situation.
- I have received concerns and complaints about ASB associated with patrons arriving at and leaving the restaurant in a noisy and disturbing manner. Again, this will be exacerbated by 24/7 opening hours.

Please take these objections - and those of residents - into account when considering this application, which I believe should be refused.

kind regards

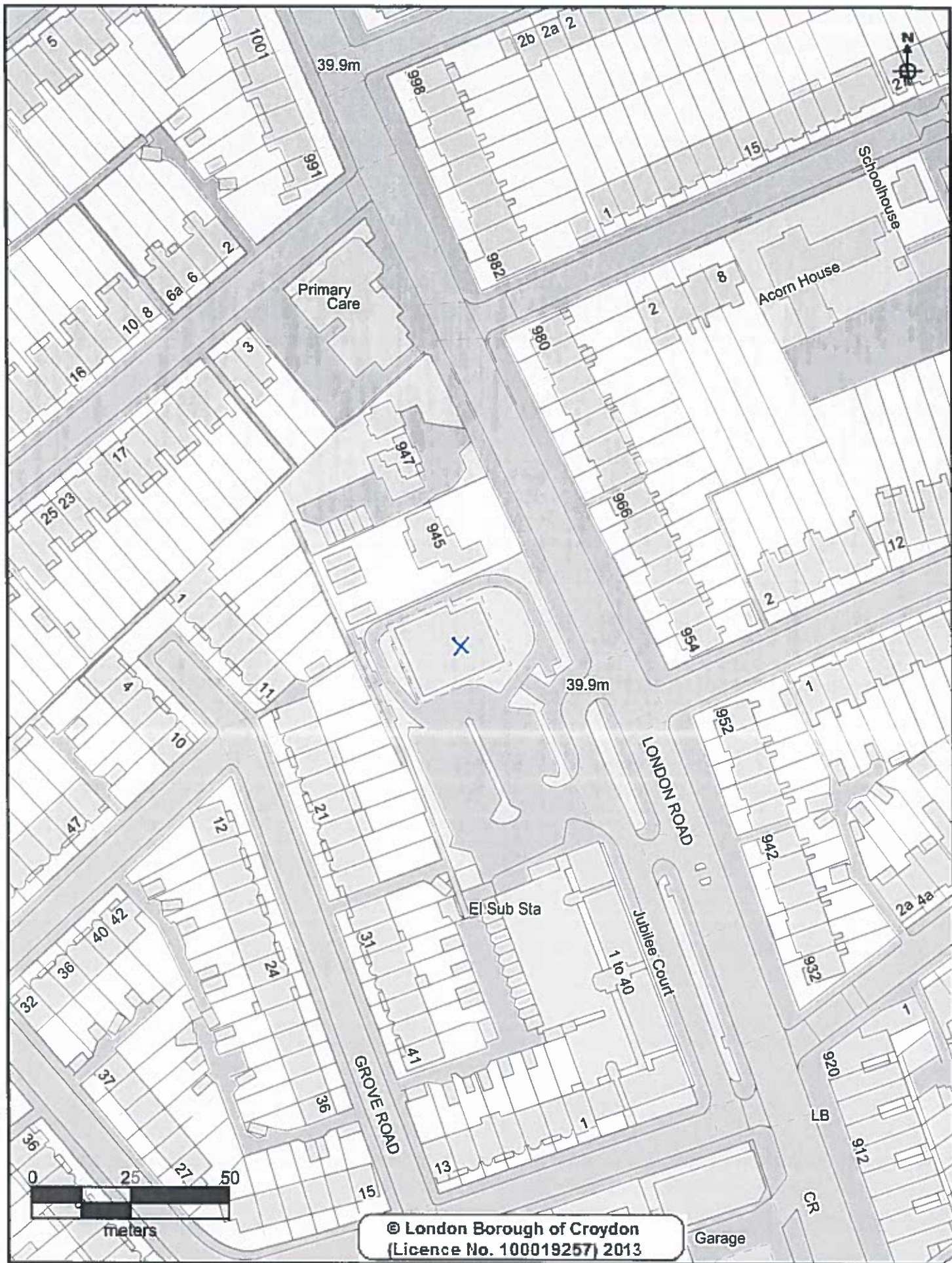
Stuart

Stuart King
Cabinet member for Environment, Transport & Regeneration
(Lead for Environment & Transport)

Councillor for West Thornton ward

Croydon Town Hall
Katharine Street
Croydon, CRO 1NX

T: @Stuart_King



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09-Dec-2019

X = 935/943 LONDON ROAD

